



United Way
Guelph Wellington
Dufferin

Community Impact Report 2016

Based on reported data from April 1, 2015 – March 31, 2016

ALL THAT KIDS CAN BE

FROM POVERTY TO POSSIBILITY

STRONG COMMUNITIES

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ALL THAT KIDS CAN BE



Children and youth need to live and grow in a supportive, inclusive and nurturing environment. By investing in young people, we help them grow up to be all that they can be, ensuring everyone's future is stronger.

Success Stories

"The girls in the Go Girls program are often very shy and reserved when they first join the group. It is wonderful to see them learn and trust each other, share confidences and begin to risk speaking up and sharing their thoughts. They begin to journal and self-reflect on their struggles and different issues they are facing. This program is all about boosting their self-esteem and making them realize that they have a voice and a choice in the decisions and events they will encounter in their life journey. They begin to understand themselves a little bit better and realize that although they are unique, they often share concerns, fears, and worries similar to many of the other girls.

One girl at the end of the evening session when the caseworker asked her how she was enjoying Go Girls, said,

"I love it. I thought I was the only one in the whole world who felt the way I do, but I am not. Many of the other girls have experienced the same feelings as me."

The complete awe and surprise on her face and that sense of connectedness that she wasn't alone in her struggles or how she felt made her light up with a sense of self-worth and belonging.”

- *Big Brothers Big Sisters of North Wellington: **Go Girls and Game On!***



“Grade 9 is supposed to be a new and exciting experience for many. It’s a time where one has the opportunity to makes new friends, memories, and start a new chapter of their life. My experience was different. Eight years ago today, during my first semester of high school, the world that I knew shattered in front of me.

I remember being called out of class to the office and having to share experiences I tried to repress, with the police, my school, and my family. Hearing myself speak, I remember slowly going from being ecstatic about this new chapter of my life, to wanting to hide away forever.

My life began to change drastically when I was told that I had to be a witness at the trial against someone I called my best friend. The world I knew became a very uncomfortable place, which made it very difficult for me to cope. I was a 14-year-old girl who was now being exposed to the real world in a way that could never be anticipated by anyone.

When I was put in contact with the Child Witness Centre, I finally felt like I had a safe place to go. I had a place where people understood what was happening to me. This was also a place where no judgement took place.

I remember the first day I was introduced to my caseworker at the centre. I immediately felt welcomed, safe, and accepted. My caseworker never asked me what he did, or why I got to where I was. She taught me about the court process, and helped me feel comfortable with the trial.

The Child Witness Centre helped put my mind at ease. When I had questions, I always got an honest answer. When I wanted to know things that I did not want to ask the police, or share with others, I felt okay asking my caseworker. It was my safe place in a shattered world.

After the trial, I still kept in contact with my caseworker for about a year. She assured me what was happening with the outcome, and explained how the process would be handled down the road. In many ways I felt ashamed about what happened, and I was

embarrassed for being curious about some of the things I wanted to know. For instance, wanting to know what was happening with him, or what would happen in the future. Yet, my caseworker made me feel like my questions were valid and normal. It put my mind at ease.

For years, I tried to repress the traumatic experience I went through. Court processes are lengthy, and scary, especially for a child like I was. As I got older, I started understanding what happened during this experience of my life, and how it had impacted me. Doing so, I realized I needed to give back. So, a few months ago I reached out to the Child Witness Centre. I wanted to volunteer at the organization that helped me so much in one of the darkest times of my life. This organization gave me hope in the midst of despair. They helped turn my shame and sadness into an opportunity. I am now happily in my final years of University pursuing a degree in Legal Studies; in hopes to one day help victims see justice.

If I had any words of wisdom for future witnesses or victims that go through a traumatic experience like I did, I would just want them to know they are not alone. What happened to them does not define who they are, or who they are capable of being. Bad experiences can be used to help others in positive ways. The Child Witness Centre helped me see this, and so now it's my time to give back.

I feel comfortable sharing my experience because in my eyes, that is the entire purpose of going through something – to help others.”

- *Child Witness Centre: **Child Witness Program***



“Money can't buy happiness but this dollar made it possible for Rainbow to pay for inclusion staff to support the Teens at camp.

This dollar made it possible for Johnny to beat me at the card game “war” 17 times when he was at camp. Seriously 17 times...he counted.

This dollar made it possible for Rainbow's Teen Camp to go on fun filled field trips like the one we went on to the campus radio station CFRU.

This dollar made it possible for Davina, a charismatic and warm girl, to work her charm on the radio station and get offered a volunteer position working there.

This dollar made it possible for Teen camp to secure their very own space for this summer – it's called the fireplace lounge. Because of this lounge, Jennifer, a kind and creative, but very shy camper, no longer needs to spend her day sitting on the floor in a stairwell because she doesn't feel like she has her own personal space within the rest of

camp. The fireplace lounge is a bigger and more open space for Jennifer to occupy and get closer with her fellow Teens.”

- *Rainbow Programs for Children: **Rainbow Day Camp***

Your Community Needs You

The following statements are a collection of Needs Statements from some of United Way’s 2016 Community Impact Reports. These statements are offered by our funded agencies in order to describe, explain, and contextualize the issues their programs address and the community members they support in the Guelph, Wellington, Dufferin region.

Child Witness Centre: “The Child Witness Program strives to minimize the negative impact and potential re-victimization of the judicial process on child victims and witnesses and their families and enhance their emotional wellbeing by ensuring they are informed, supported and included in the process. The need is evident with ***1 in 3 girls being sexually assaulted before adulthood, and 1 in 5 boys experiencing sexual assault before the age of 18. 345 child victims and witnesses were referred to us in 2015-16. Together with cases that carry over from the previous year, we assisted 579 children, youth and their families.*** Research confirms that children and youth who have the benefit of court preparation provided by caseworkers with child specific training are better able to tell their story and make better witnesses. Children who are traumatized by crime have the chance for positive support and preparation for court. Our support through the process helps them through very challenging times, empowering them to re-claim their lives.”

John Howard Society: “Increasing incidents of bullying are well documented at the local level. According to a report of the United Way of Guelph and Wellington Social Planning Council (2011), 33% of grades 7-10 students surveyed reported being victims of bullying, and 10-14% reported being bullied on a daily/weekly basis, a survey of grade 9-12 students indicated that 35.4% bullied others, 12.7% had been threatened or injured with a weapon at school, and 12.1% carried a weapon on their person.”

Canadian National Institute of the Blind: When a child’s vision is impaired, the other senses are not able to fully compensate in providing necessary information to effectively comprehend the world around them. ***Understanding how each of the senses contributes and how senses interrelate is critical to understanding and working***

with young children who are blind or partially sighted. The physical, mental, social and emotional development of a child who is blind or partially sighted will be reliant upon unique learning opportunities and resources as well as dependency on others to acquire a strong foundation for conceptual understanding. In order to initiate the learning strategies necessary to compensate for blindness or partial sight, a variety of tools and resources are required. It is vital for optimal development that the child and their family have access to specialized teaching techniques and resources that will help meet their unique needs.

Dufferin Child & Family Services: “LGBTQ youth are more vulnerable than our general population of youth in that they are more likely to be bullied, to be rejected by their parents and to consider and attempt suicide.” For example:

- ✚ 26% of LGBTQ youth are told to leave home.
- ✚ LGBTQ students hear anti-gay slurs an average of 26 times a day.
- ✚ 30% of suicides are completed by LGBTQ youth.
- ✚ 43% of trans-gendered persons attempt suicide.”

(Sources: Rainbow Health Ontario; P-FLAG CANADA)

Results of Our Support

- **1804** students participated in **Anti-Bullying** presentations provided by *the John Howard Society*
- *Big Brothers Big Sisters Guelph* matched **102** Littles with a Big Brother or Sister mentor for the entire year as a part of their **Match Program** – supported by over 15,000 volunteer hours
- **9** weeks of day camp for **280** children aged 4-11 (25% of which have varying degrees of special needs) provided by *Rainbow Programs for Children’s Rainbow Day Camp* Program
- **287** backpacks and **77** summer swim passes were given to low income students entering JK-12 by *Community Resources Centre of North & Central Wellington’s Outreach & Support Program, Information & Referral Services*
- **4,000** students in grades 6-12 have learned about body ownership, safe and unsafe touching, the right to be safe and where to go for help as a result of the C.A.R.E. (sexual abuse prevention) modules in the **RespectED** Program provided by *Canadian Red Cross Society, Guelph & Wellington Branch*

- **75** LGBT Youth in Dufferin participated in a weekly 2 hr support group with an annual trip to Toronto's Gay Pride Parade as a part of the **LGBT Youth Group** provided by *Dufferin Child & Family Services*
- **2100+** direct service referrals, **250** on-site meals, **371** emergency food hampers provided to youth by *Wyndham House Inc.'s Youth Resource Centre Program*
- *Canadian Mental Health Association (Waterloo, Wellington Dufferin Branch)* engaged **2000** youth aged 14-19 years of age in 'Youth Talk'; **620** participants in specialized training workshops; and **626** participants in 'Recovery and Discovery through the Arts'
- **120** children matched with a mentor by *Big Brothers Big Sisters Dufferin's In-School Mentoring Program*

The Impact Your Donation Makes

Donation	Service/Support Provided
\$25	Provides support and resources for 5 parents who contact DPSN when they don't know where else to turn for help. (Dufferin Parent Support Network: Group Parenting Education)
\$100	Pays for 18 children and their parents to participate in a high quality 2 hour literacy program. (Action Read: Early Start Family Literacy)
\$100	Will provided child/youth with vision loss an electronic digital player to maintain literacy. (CNIB: Child and Youth Services)
\$365	Matches an at risk child with an adult mentor who meets with them once a week at their school. (Big Brothers Big Sisters Dufferin & District: In-School Mentoring Program)

<p>\$365</p>	<p>allows one child aged 4-14 to attend our summer camp for one full where they enjoy arts, crafts, sports, games, and off site trips. (Shelldale Better Beginings Better Futures: Building Our Community One Youth at a Time)</p>
<p>\$365</p>	<p>2 weeks of camp for a camper who would not normally be able to attend (Rainbow Programmes for Children: Rainbow Day Camp)</p>
<p>\$500</p>	<p>Will provide a three months' supply of arts and crafts for 60 at risk youth attending this afterschool program daily. (Shelldale BBBF: Building Our Community, One Youth at a Time)</p>
<p>\$1,000</p>	<p>Provides one child victim of abuse and their family with education and support through the court process. (Child Witness Centre: Child Witness Program)</p>

From Poverty to Possibility



Many of our communities' most vulnerable are families and children who simply can't make ends meet. United Way funds programs to ensure basic needs – food, shelter, clothing and employment are available to those who need them. We also work with community partners to help break the cycle of poverty for future generations.

Success Stories

Katrina, a teenaged mother trying to finish high school came to Michael House one day. Katrina had big hopes and dreams for her future as well as for her son, Daniel, but had been bullied all through elementary school and was feeling overwhelmed by the pressures of life. With our encouragement, as well as with support from her Family & Children's Services worker, her mother, and her lawyer, she started to attend the Shelldale Program for young mothers. During this time her confidence began to grow. We were consistently reminding her of the benefits of a high school education. With an education she could follow her career goals, help Daniel with his homework when he was school-aged, and so forth.

After several months with us, Katrina and Daniel moved in with an aunt who could help to care for Daniel full-time. We celebrated Katrina's successes and time with us. One

of the last things she said to a staff member before she moved out was, “You know I’m going to stop going to school now, right?” Staff responded that she hoped she would make the best choices for herself and for Daniel.

When we invited Katrina and Daniel to our 2015 Christmas Party, Katrina declined. She said she couldn’t come because she was attending a Christmas Party at her new school. Daniel is a year old now and thriving. Katrina is still in school and she stays in touch with us through our Aftercare Program.

- *Michael House Pregnancy Centre: **Residential Program***



One guest, in his 50s, was working at a full-time permanent position until five years ago when he suffered a back injury and was unable to work. In pain, without the ability to work, he found himself trying to adjust to a major lifestyle and financial shift. He dipped deeper and deeper into depression. As a result of an inability to work on a consistent basis, accompanied by his mental health difficulties, he lost his job and had to apply for Ontario Works. For the first time in his life, he found himself having to access food pantries such as CCSC, which depressed him even further.

Five years later, even though he is currently on ODSP and CPP, he still is frequently without enough money to take him through to the end of the month. He continues to depend on the services that CCSC offers - he especially appreciates the fresh fruit and vegetables, in addition to the goat's milk that is offered, as he is on a special lactose-free diet that he could not maintain without the food he receives at CCSC.

Five years ago, he was able to afford to buy new clothing, but now, he appreciates the ability to access the mending services offered by CCSC volunteers, as he can no longer afford to purchase new clothes. He describes CCSC as a friendly, helpful, humourful meeting place where he can choose the food he wishes to take home, supermarket-style.

He feels that he is treated in a friendly way and he is comfortable to return when he needs to. He expressed that coming to CCSC has been important in helping to lift his depression, as he feels like he is part of a community here.

- *Chalmers Community Services Centre: **Food Pantry***



Vicky struggled for many years with addiction and mental health issues and finally ended in a relationship breakdown in which she found herself homeless. Vicky was underweight and unhealthy due to her addictions and unhealthy lifestyle. When she arrived at Elizabeth Place it was an expectation for her to sit with the women for the 6 pm meal. Vicky started to eat a healthy meal each night and started to enjoy sitting and talking with the women over sharing this meal together. During this process she re-discovered her love of cooking. Vicky began to participate in meal preparation and over some time started to cook for the fellow women and children. Vicky slowly began to get healthy and put on some much needed weight. Meal time became a time of great support as she bonded with the other women over healthy food. All of this has greatly contributed to Vicky securing personal vitality and health.

- *Welcome in Drop in Centre: **Stepping Stone Shelter***



As a child Martin was never encouraged to learn. His father told him he was stupid; abuse, addiction and incarceration confirmed this belief. In prison he decided to complete his high school diploma, having never given reading and learning much attention. Much to his surprise he discovered that he was good at school. He completed his Grade 12 and tutored other inmates to learn how to read. The widespread level of illiteracy in prisons was eye-opening to Martin.

A few years ago Martin came to Action Read to learn how to use a computer. He was struggling to find work, and needed computer skills to be able to write and update his resume, write cover letters and search and apply for jobs.

Upon completing our program, he found that employment barriers were lifted and doors opened from gaining basic computer knowledge.

Martin believes strongly in giving back to the community for the support he has received. He speaks publically about his challenges and the supports he has received so that others can understand first-hand the complexities of people's situations and how learning can be interconnected with these challenges. He believes that literacy is critical to successfully overcoming challenges like his and those he knows that struggle with similar issues.

- *Action Read: **Educational Support for Disadvantaged Adults***



Your Community Needs You

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Wyndham House Inc. (Transitional Housing Program): “Young people who are at risk of homelessness or are experiencing a housing crisis need access to long term stable housing so they can complete their high school education and learn the critical life skills they require to transition successfully into adulthood.”

Community Resource Centre of North and Centre Wellington (Outreach and Support Program): “Our program seeks to assist low-income community members in stabilizing their income in order to maintain their housing and meet their basic needs. ***Essentially our program helps families and individuals live a life that makes them a part of their community.***”

Shelldale Better Beginnings, Better Futures (Building our Community, One Youth at a Time Program): “Because this area of Guelph has the most vulnerability in the City of Guelph, we provide recreational, cultural, physical, social, and employment programs and support to children and youth (where they live so transportation is not a barrier) in order to address the lack of health and well-being.”

Family Counselling & Support Services for Guelph Wellington (Financial Health & Literacy Services Program): “The indebtedness of Canadian households continues to trend higher. ***Households in Canada have become more indebted than any other G7 country over recent history.*** (Household Indebtedness and Financial Vulnerability, Office of the Parliamentary Budget Officer January 2016). The Financial Health and Literacy (FHL) unit provides one-on-one counselling to families and individuals burdened by over indebtedness. Clients are provided with a non-judgemental and thorough financial assessment where options are generated to address their financial difficulty and reduce stress. Budget counselling and financial literacy education is also provided. We provide specialized financial literacy counselling programs to particularly vulnerable clients such as abused women.

Consider that...

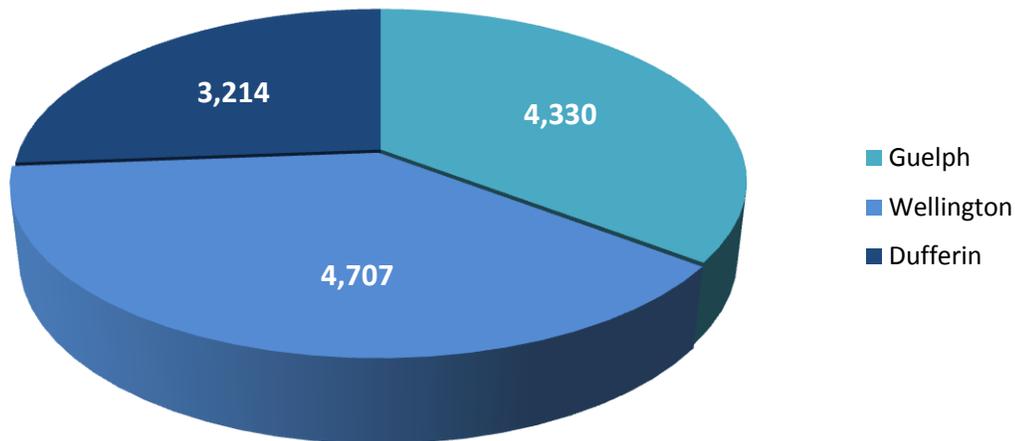
- In Guelph, 16.4% of households are food insecure (limited or no access to sufficient healthy and affordable food)

- In any given month in 2014, food banks served more than 10,000 people in Guelph, Wellington and Dufferin.
- Use of emergency shelters has doubled in the past four years to 139 users/night in 2014. Families represent a growing proportion of admission, with an average of 28 families admitted to a shelter in any given month during 2014. Young adults (ages 18-34) represent 42% of shelter users.

Results of Our Support

- **2110** guest visits at *Chalmer's Community Services Centre's* Wednesday pantry as part of their **Food Pantry Program**.
- **178** adults with multiple learning disadvantages have received help with reading, writing, numeracy, and other essential skills to make fundamental improvements to their lives through the **Educational Supports for Disadvantaged Adults** Program offered by *Action Read Community Literacy Centre*
- **1047** annual client visits to the *East Wellington Community Services' Food Bank* - providing **40,836** pounds of food to disadvantaged, at risk, adults and youth.
- Collection of **20,000** pounds of food for **20** charitable organizations in Guelph and the distribution of **\$2,000** in farmers market vouchers by the *Guelph & Wellington Task Force for Poverty Elimination*
- **370** people attended **710** sessions in the **Subsidized Counselling** Program offered by *Family Counselling and Support Services for Guelph Wellington*
- **3,214** meals served to **37** seniors and adults with disabilities by the **Meals on Wheels** program offered by the *Victorian Order of Nurses*
- **221** individuals were supported by the *Welcome In Drop-in Centre's Last Month's Rent Fund (Housing Stability Fund)* Program
- **10,173** hot breakfasts were served by *Shelldale Better Beginnings, Better Futures' Building our Community, One Youth at a Time* Program

Meals Delivered (by region)



The Impact Your Donation Makes

Donation	Support/Service Provided
\$25	Buys one full grocery basket for one individual (Chalmers Community Services Centre: Food Pantry)
\$25	Provides access to fresh fruit for foodbank clients which are items the food bank rarely receives and is imperative for good health. (East Wellington Community Services: Foodbank)
\$25	Buys a box of diapers OR formula for one baby for a week. (Michael House Pregnancy Care Centre: Residential Program)
\$100	A financial plan for a person living in poverty to address their overwhelming debt/payday loans and ensure they have enough funds to pay rent. (Family Counselling and Support Services Guelph Wellington: Financial Health and Literacy)
\$100	Provides young mothers and their children access to life skills drop in program twice a month. (Michael House Pregnancy Centre: Residential Program)
\$365	Provides 3 at risk youth with basic household

	supplies for their first post-shelter housing experience. (Wyndham House: Youth Resource Centre)
\$500	Buys 3 homeless individuals with survival kits that include sleeping bag, blanket, toiletries, and first-aid products. (East Wellington Community Services: Community Outreach)
\$500	Provides 107 frozen entrees to seniors and adults with disabilities. (Victorian Order of Nurses: Meals on Wheels)
\$500	Provides enough food to supply 210 lunches and healthy snacks at the Resource Centre. Or could purchase up to 200 pairs of socks for youth in need. (Wyndham House: Youth Resource Centre)
\$1000	Provides a low-income family an 8 month supply of diapers. (Chalmers Community Services Centre: Food Pantry)
\$1000	Provides 2 months of electricity for 12 vulnerable women and babies living in the shelter facility (Michael House Pregnancy Centre: Supportive Housing)

Strong Communities



United Way invests in programs that make our community vibrant and safe and create opportunities for individuals, families and neighbourhoods. We focus on improving access to social and health-related support services, as well as supporting community integration and engagement.

Success Stories

"I am one of the many people with the "hidden handicap" – having severe hearing loss. Since moving to Guelph & discovering the many available "tools" for people such as myself, via the prior unknown to me – [Canadian] Hearing Society in Guelph, the Society has made a tremendous difference and improvement to my life style. Examples -- I now can tell when someone is at my door, or in the foyer coming to visit me, the phone calls, the flashing light to make one aware & enjoy viewing television once again via the devices available & more importantly installed by the area Counsellor, also devices that can be used away from one's residence. Not only that, the Counsellor has been extremely helpful in assisting with the numerous medical appointments that I have required in recent weeks that would otherwise have been extremely difficult to arrange.

I cannot forget Hellen Keller's reputed comment on being queried, as to being given a choice would she prefer blindness or deafness. Her response was to be blind.

Deafness as I and many others would willingly state, excludes one greatly from all of society - without some form of assistance. Now, I am included!"

- *Canadian Hearing Society: **Hearing Care Counselling Program***



One of the stories this year was of a gentleman calling in distress; wife very suddenly and expectantly committed suicide. This changed every aspect of his life and he experienced a mental health crisis as a result. He received one-to-one support here at Hospice Wellington and in the community and after three months began to attend this group.

Being with others in such shock and awe helped him to view his life through a different lens, and he knew he was not alone.

He regularly attended each meeting and shared his story with the seven other members of the group. This group brought him support that he never would have found in independent therapy. He re-established his new normal and stays in contact with group members. He now attends regular visits to the Doctor and is actively seeking employment. He is greatly appreciative that he was able to access this group and support.

- *Hospice: **Bereaved by Suicide***



Betty is a senior living in Guelph and attempting to remain independent in her community. Betty has arthritis and finds it extremely difficult and painful to move around her apartment and get to the elevator in her building using her rollator. Betty's Occupational Therapist recommended a scooter which she trialed with success. The total cost of the scooter was \$3,041 and the Ministry of Health's Assistive Devices Program contributed 75% leaving a balance of \$760.25. Due to her limited finances, Betty was not able to pay the balance. Betty and her Occupational Therapist then applied to March of Dimes Canada's Assistive Devices Program for funding assistance.

The Assistive Devices Program (ADP) provides financial assistance to people with disabilities across the province, assisting with the cost and maintenance of basic mobility devices as well as Home and Bath Safety Equipment. ADP is one of March of Dimes' charity programs supported 100% by donor dollars. The ADP program's staff are able to stretch every dollar to its fullest potential, enabling staff to provide necessary,

life-changing devices to people across the province that desperately need them, but cannot afford the equipment on their own.

With the help of the Assistive Devices Program, Betty was able to purchase her scooter. Betty can now safely go out into her community, meet new people and visit her friends.

The scooter has restored some of her independence, as she used to rely on her friend to take her to the bank. Now she is able to go by herself. She can also navigate grocery stores and Wal-Mart when she goes shopping. Unfortunately, Betty had to give up several things she used to enjoy when she moved to her apartment, such as her big flower garden and her two cats. With her new scooter, though, she can go out into the community and visit local parks to see the flowers and to the pet store to visit the cats. The scooter has also reduced the pain she experienced with her rollator.

Betty is very grateful for the assistance and when asked how she was enjoying her new scooter she said “It’s very helpful. It makes a difference and wish I had done it sooner but I didn’t know how to get it because I could not afford it.”

- *March of Dimes Canada: Assistive Devices Program*

Your Community Needs You

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Community Torchlight (Distress Line Listening Program): “TorchLight delivers service to a population of people who are living with a wide scope of real life circumstances that include: mental health issues, abuse, homelessness, poverty, self-harm, physical challenges, isolation, aging, marginalization, family allies and caregivers ... and many more! People using our services have access to skilled, caring and compassionate responders – throughout the day and evening ... 365 days a year, at no charge, without judgement or prejudice. ***Our responders and staff manage situations where people have nowhere else to turn; where trust has been established and where emergency intervention can and does happen during situations of high risk including people experiencing suicidal thoughts and/or behaviours.***

Guelph Wellington Seniors Association (Community Support Services Program): Population projections forecast by the year 2031 fully one-third of Guelph residents will

be 55 or older [1], and as the proportion and diversity of older adults in our community continues to grow and change, the need to address the challenges faced by individuals who face barriers to participation must remain a priority. **Evidence has repeatedly pointed to the impact socio-economic factors have on health, noting 50 percent of health outcomes are attributable to socio-economic factors [2] and unfortunately, the impact of the social determinants of health only become exacerbated with advancing age.** As a senior peer organization, the Guelph Wellington Seniors Association has always been responsive to the needs of the older adult community it represents and have responded with innovative programs of support through its mission to “empower older adults to be active, to be involved and to age successfully”.

Guelph Wellington Women in Crisis (Sexual Assault Centre): “SAC seeks to provide direct support and intervention for women and families who have experienced or have been affected by sexual violence through individual counselling, group support, workshops, public education and advocacy within the community. Given the introduction of the Ontario Sexual Violence Action Plan as well as many prominent cases of sexual violence in the media, the program is experiencing a higher volume demand.”

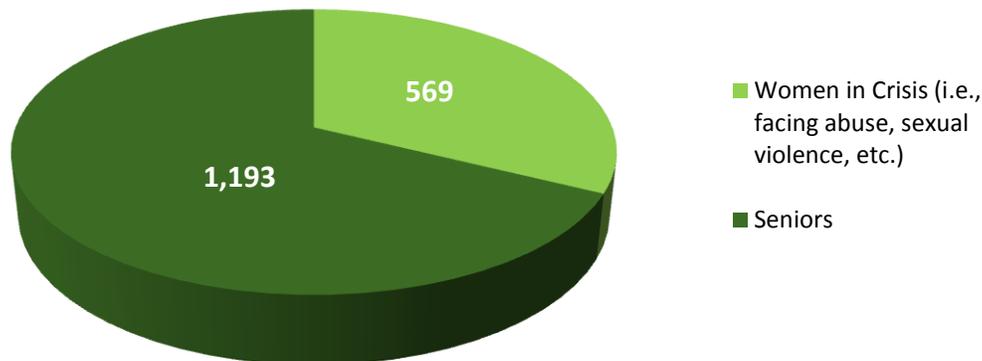
Immigrant Services of Guelph Wellington (Mobilized, Engaged, Involved Program): “While volunteering may come as a natural concept in Canada, newcomers face many barriers in accessing meaningful volunteer positions. MEI program is designed to address some of these barriers and provide support to newcomer youth and newcomers of all ages who are looking for volunteer opportunities in the mainstream community or at our organization, allowing them to get Canadian experience, build social capital, form networks, and integrate into community life.”

Results of Our Support

- *Community TorchLight* volunteers of the **Distress Line Listening Service Program** answered over **9,000** direct calls from people of all ages and life circumstances who are experiencing challenges including distress, mental health issues, emotional health issues, addictions, relationship difficulties, self-harm, suicidal thoughts or feelings
- **1026** volunteer hours amassed by **342** students as a result of the *University of Guelph's Project Serve*
- **235+** adults with physical disabilities and frail seniors (55+) received supplemented transportation and personal support to participate in social activities thanks to the **Community Integration Program** at Guelph Independent Living

- *Guelph Wellington Women in Crisis* helped **400** women who have been victims of sexual violence and assault through their **Sexual Assault Centre** and **Rural Women's Support Programs**
- **600** people served by *Headwaters Communities In Action's Community Wellbeing* program.
- Patient care and **First Aid** service was provided at **265** Guelph events and **85** events in Fergus/Elora by St. John Ambulance
- Seniors in Long-Term Care Facilities had approx. **10,000** visits from **Therapy Dogs**
- **1148** unique clients were served during the year through Settlement Services; **519** clients were new to Guelph or to the *Immigrant Services of Guelph Wellington* office

Specific Individuals Served in Guelph, Wellington & Dufferin



The Impact Your Donation Makes

Donation	Service/Support Provided
\$25	Will provide opportunities for 4 individuals living with HIV to attend doctor appointments, to access consistent and appropriate care. (HIV/AIDS Resources and Community Health: HIV/AIDS Prevention & Support Program)
\$25	Provides homework supplies for 1 month for 5 mothers during homework group. (YWCA of Guelph: Teenage Parent's Program)
\$100	Assists by subsidizing the equipment rental for a client so they can afford to keep the equipment as long as they need it without worrying about not being able to afford the rental fees. (Canadian Red Cross: Health Equipment Loan Program)
\$100	Removes barriers for five (5) clients to secure employment. (John Howard Society: Community Aftercare)
\$365	Buys activity resources for a person with dementia living in Wellington County to stimulate and contribute to brain health. (Alzheimer Society Waterloo Wellington: Rural Outreach Services)
\$365	Transports 100 students into the community to volunteer with local agencies and become more engaged with the community. (Student Life, University of Guelph: Project Serve Day)
\$500	Provides clients of the art based recovery program the resources to showcase their work and raise awareness of mental health and addictions issues. (Canadian Mental Health Association: Spark of Brilliance)
\$500	Supports one low income family at Christmas time with grocery cards, clothing and toys. (Community Resource Centre of North and Centre Wellington: Outreach and Support)
\$1,000	Provides a picnic event for 100 adults and seniors living with disabilities to enhance social support systems and personal care; transportation included. (Guelph Independent Living: Community Inclusion)
\$1,000	Provides 50 hours of support to immigrants to help with engaging and integrating into the community. (Immigrant Services: Mobilized, Engaged and Involved)

The data reported on the previous pages was collected by our United Way agency partners from April 1, 2014 – March 31, 2015. This data may not reflect unique individuals served, as clients often access a program several times, as well as more than one program within an agency or between agencies.