

2020-
2021

THE "INN" PACT REPORT

April 2020 - March 2021



"The Caring Hands of the Community"



The Inn
Of The Good Shepherd

Caring hands of the community

Est. 1981

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THE INN OF THE GOOD SHEPHERD

MESSAGE FROM THE EXECUTIVE DIRECTOR

Myles Vanni



The 2020-21 year was one that was unexpected, unprecedented and unending.

It was a year of great concern for many folks who lost jobs or were laid off and for businesses challenged with repeated closures. Children struggled through school closures and online learning that just didn't meet their social and interactive needs. Young and old faced isolation and a battle with mental wellness. COVID has been all consuming in this year.

With a bit of a twist on Charles Dickens' Tale of Two Cities ... it was the worst of times, it was the best of times. It may be hard to think of COVID as the best of times but there have been a few 'silver linings' in this thing called COVID:

Community coming together

Within days of the first closures, runs on grocery stores and cancellation of our major food and fund raisers, the community - businesses, industry, churches, schools, service clubs, foundations - all came forward to help provide support to The Inn so that we could have the resources to make sure the families we serve and the new ones who came along would all be cared for.

Tough times don't last ... tough teams do

Our team - staff & volunteers - came together and pivoted our programs in a matter of days with one common goal: to look after folks. Easy? Certainly not, but they did it and continue to do it every day.

Heroes come from all walks of life. A grocery store clerk, a PSW in a senior's home, a food banker, a shelter worker stood to, with all the uncertainties and risk and did their jobs.

What's really important in life

Closures and isolation threw families together - no sports, dining out, hectic schedules sending everyone in different directions. It became movie nights, puzzles, board games, dinners together and ... conversation! Many have re-evaluated priorities and that's a good thing!

Support local

With the bridge closed and businesses struggling people are realizing it's a neighbour, a family member, a friend that keeps working when we shop local. Money spent over the river or on the internet doesn't come back to help our community! The best way we can help people is for them to be able to have the dignity to work. Shop Local does that!

As we start to come out of COVID, more get vaccinated and things open up, we look forward to this new year. It is a special one for The Inn. Founded in 1981, The Inn is entering its 40th year of caring in the community. As we look back on those 40 years and most pointedly the last year, we reflect on the compassion, caring, creativity and innovation, dedication and advocacy that is the community legacy called The Inn of the Good Shepherd!



MYLES VANNI
Executive Director

THE INN OF THE GOOD SHEPHERD

MESSAGE FROM **THE BOARD CHAIR**

Rebecca Wilkinson

When COVID first impacted in March of 2020, no-one quite knew what to expect but most felt a couple months and it would be over! When everything suddenly started to shut down and close up, The Inn – staff and volunteers – in true 9/11 fashion ‘ran into the building’!

As stores and services shut down, runs on grocery stores depleted shelves and so many lost their jobs, a real fear began to take place with those that used The Inn’s services – would they be forgotten, would they be left behind?

Designated as an essential service, The Inn’s staff quickly pivoted and re-made their programs – meals were made to take-out, food boxes and fresh food bags were prepacked to-go, income taxes were accepted as drop off, Red Path went to ‘virtual’ counselling and our shelter programs added overflow sites to accommodate those becoming homeless because of COVID.

In October, The Inn was able to re-open its food bank and offer the dignity of folks doing their own ‘shopping’. A major challenge of COVID has been the impact on homelessness – folks precariously housed, sharing accommodation or ‘couch surfing’ suddenly found themselves no longer welcomed where they were staying. Pre-COVID, The Inn houses 35 people in its 2 shelters – The Good Shepherd’s Lodge and The Haven youth shelter. Now, The Inn has over 200 people in its care through its overflow shelters – housing folks in motels and hotels.

Through it all, while some volunteers had to step back due to health concerns, most volunteers and soup kitchen teams continued to show up, new volunteers jumped in and those who had to step back eagerly returned as quick as they could.

A response to be proud of ...

- Over **6000 emergency food boxes** were built and distributed from March to September
- Over **6200 shelter nights are provided each month** (pre-covid it was 900)
- **150 food boxes** are delivered to overflow shelter residents every week
- **Precautions were added** so that mobile market, kids snack packs, back-to-school kits, winter coats, Adopt-a-family all carried on! The Inn was even able to hold its Christmas children's party and Inn out of the Cold dinner!

Over the 15 months of COVID, The Inn has not missed serving a meal, distributing a food hamper, providing a bed! At no time has the demand and stress and work lessened.

On behalf of the Board, community and clients, we can't give thanks loud enough and often enough to the dedicated staff and volunteers who have put in countless extra hours over the past year of COVID to make sure no-one was 'left behind'!



REBECCA WILKINSON
BOARD CHAIR

Photos left page. From top to bottom:

Staff assemble food boxes for same day caseworker pick-up.

Each day between 8:30 a.m. and 9:30 a.m. staff and volunteers alike ready the food bank for opening.

Amidst the COVID-19 pandemic, the soup kitchen transitioned to a take-out model in order to abide by public health guidelines.

Photos: Meghan Bond Photography.





PART ONE: HUNGER

The InnPact Report 2020-2021

When Ontario declared a state of emergency on March 17th, 2020, the Inn had to act fast to abide by the provincial measures while keeping programs operational. Over the following two weeks, food programs had to redesign their traditional operation methods to support public health measures as well as accommodate an increase in need in the community. The initial changes - take-out meals for soup kitchens and an increase in food box output - marked the start of a series of further changes as the province relaxed and tightened public health measures. Food distribution efforts were bolstered by an outpouring of food donations from the community which allowed this difficult period of transition to run smoother. The food bank was able to re-open

"One of the things I'm most proud of about the 2020-2021 year is the level of food variety we were able to maintain for our clients, especially fresh options like produce, milk, eggs and meat. Despite the Coronavirus pandemic, the vast majority of our food programs were able to operate continuously."

Myles Vanni - Executive Director

for in-person visits by September 2020 and clients slowly started to return to The Inn. As of April 2021, soup kitchen and food bank numbers are steady at around 75 percent of pre-Corona levels. It's important to note that the missing 25 percent of clients are

still accessing our food services through the various food delivery programs we continue to offer.

The Overflow Hotel Program proved to be a tremendous strain on existing food distribution methods. In conjunction with the County of Lambton, The Inn started sending out food boxes to the clients in the hotel program during May of 2020. Due to several factors, including public transit and social distancing issues, these boxes were brought directly to clients at their hotel room doors. To accommodate the increase in clients admitted to the program, The Inn started buying food specifically for the Hotel program. "Pop top" cans, microwavable meals and juice boxes became hot-ticket items through both purchasing and donation callouts.

The Mobile Market program was able to successfully continue its route around the County of Lambton during the summer of 2020. Proper social distancing measures were able to be instituted, ensuring clients had access to fresh produce once a week. Thousands of pounds of produce was purchased for the program. In addition, "Snack Packs" from Food Banks Canada continued to be offered to parents, ensuring their children had access to healthy snacks throughout the summer.

FOOD IN: DRIVES, DONATIONS AND ORDERS



TYPES OF DONATIONS



Our relationship with the Food Bank of Waterloo Region helped us maintain a steady flow of dry goods and frozen food in the face of supply chain shortages.



The Inn is thankful for the continued support from local grocery stores. Walmart joined Metro, Superstore and No Frills to donate fresh and frozen items daily for the food bank.



In June of 2020, the Imperial Theatre hosted Anthony's Food Drive in memoriam of Anthony Fracalanza. Their drive totaled **2,924 pounds** of food, helping us accommodate clients in need.

Cops For Cans continued this year, with Walmart, No Frills and Superstore hosting the drive on November 20th, 2020. The seven year total for the drive is **over 61,000 pounds**.

BY THE NUMBERS: FOOD WEIGHTS

Although the pandemic halted various in-person food drives, generous food donations came through our doors at a rate we haven't seen in the last 10 years. In total, **879,278 pounds** of food was donated between April 2020 and March 2021 which equates to **2.198 million dollars** in total value - according to the Feed Ontario standard of \$2.50 per pound of food donated.

Emergency food boxes from Feed Ontario played a critical role in supporting clients at The Inn and in the County of Lambton. In total, The Inn received **177,000 pounds** of pre-made emergency food boxes from April to August of 2020 which we distributed to clients and agencies alike.

By the fall of 2020, The Inn started buying dry goods and fresh food for clients in the overflow shelter program. By March of 2021, The Inn had purchased **45,543 pounds** of food from local grocery stores for the overflow program.

THE INN RECEIVED
879,278 POUNDS
OF FOOD FROM
APRIL 2020 -
MARCH 2021.

FOOD OUT: SOUP KITCHEN, FOOD BANK, MOBILE MARKET AND FOOD BOXES



TYPES OF DISTRIBUTION



Having changed operations to food boxes due to COVID-19 in March 2020, the food bank opened back up to full-capacity in-person visits by September with a new, socially distanced look.



Soon after lockdowns first started, distribution shifted almost exclusively to a food box format. Volunteer teams worked hard in order to accommodate a massive increase in output.



Clients in The Inn's care received hotel food boxes once a week thanks to the continued efforts of staff and volunteers alike. The old food bank turned into a box assembly line.



The Inn's daily soup kitchen transitioned to a take-out model after COVID-19 measures closed the dining room. At the Sunbridge hotel, the kitchen worked to feed clients one hot meal per day.

BY THE NUMBERS: FOOD DISTRIBUTION

The food distribution system at The Inn weathered the COVID-19 storm by constantly adapting to new lockdown measures. Around April 2020, food distribution methods shifted primarily to take-out and delivery boxes. Between March and July of 2020, the number of households served by food boxes increased tremendously, with **35 households per day served via food boxes** at the peak in July.

Food bank services never closed down completely, instead moving to the dining room to accommodate the production of emergency food boxes and snack packs. When the food bank reopened in the fall, visits increased slowly but surely as COVID-19 numbers fluctuated. By the time the holiday season rolled around, in-person accesses reached approximately **75 percent** of their pre-COVID levels. The difference (and more) were being served via food box deliveries to the overflow shelters.

THANK YOU TO OUR MAJOR FOOD BANK, MOBILE MARKET, SOUP KITCHEN AND SNACK PACK SUPPORTERS:

- METRO GROCERY STORES
- REAL CANADIAN SUPERSTORE
- NO FRILLS
- WALMART
- FOODLAND
- UNIFOR 848
- HOME DEPOT
- SARNIA POLICE SERVICES
- TEPPERMAN'S FURNITURE
- PEMBINA PIPELINES
- WINDSOR FOOD BANK
- BERRYHILL FARMS
- TWIN CREEKS GREENHOUSES
- GRAND BEND PRODUCE
- ZEKVELD'S GARDEN MARKET
- KORNY KORNERS
- NOELLE'S GIFT
- FOOD BANKS CANADA

AGENCY PARTNERSHIPS: PATHWAYS TO CARING

Bolstering the County's Social Service Network

Simply put – little would get accomplished without partnerships in the community and food bank network. Working together with other agencies enables resources to be stretched and the impact to be greatly multiplied.

Receiving Food

With the COVID crisis many of our traditional food raising sources were impacted, reducing regular donations from churches, schools, businesses, service clubs etc. As well, our two major food raising events (CANstruction and CycloneAid) were cancelled in 2020 and 2021. Those events alone raised some 80,000 lbs of food each spring.

Through the food bank network Feed Ontario and Food Banks Canada assembled hundreds of thousands of emergency food boxes and distributed them across the country in May through July of 2020 providing incredible relief to food banks in the front lines who were struggling to source food supplies. In addition, the Student Nutrition Program of Lambton Public Health diverted some of their supplies to The Inn during the school closures to ensure that surplus food was still going to assist those in need. As well, many local restaurants (in addition to facing closures) were generous in reaching out to The Inn to donate their stock of fresh products so they would not go to waste.

Sharing Food

With the food coming in from the food bank network, the Student Nutrition program and agriculture producer groups, we were able to expand our role as the food bank hub and share additional food to other food banks and agencies. We were proud to be able to assist by providing emergency food boxes, dry goods and fresh products to:

- Sarnia-Lambton Children's Aid Society (CAS)
- Canadian Mental Health Association (CMHA)
- North Lambton/West Lambton Community Health Centre
- YMCA Newcomer Settlement Program (NSP)
- County of Lambton
- Ontario Works (OW)
- Ontario Disability Support Program (ODSP)
- Sarnia-Lambton Rebound
- Huron House
- Lambton Public Health
- Bluewater Health Addiction Services
- Women's Interval Home of Sarnia-Lambton
- St. Vincent de Paul Sarnia
- Salvation Army Sarnia
- Forest Contact House
- Petrolia Food Bank
- Sacred Heart Food Bank Port Lambton
- Alvinston Food Bank
- We Care Food Bank - Oil Springs
- Walpole Island First Nation Food Bank
- Watford Food Bank

Delivering Together

With schools closed and isolation rules in effect, many families and individuals were unable to get to the food bank. Partnering with Children's Aid, Circles and The YMCA, we were able together to distribute thousands of emergency food boxes with bags of fresh products to households. With the Red Cross, our home delivery to shut-ins or those who were health compromised increased from 9 a day to as many as 16 a day.

**"Truly together...
we are stronger,
we have greater impact!"**

Photos right page. From top to bottom:

The team from Giresi's donated pizza for soup kitchen several times during the pandemic., helping The Inn provide a variety of meal options to clients.

The Helps family continued their generous donation of farm fresh graded eggs, providing another healthy option to food bank clients.

Community groups like the Horseman Motorcycle Club made sure our food bank pantries remained stuffed and our bread baskets stayed full.

Photos: Myles Vanni



Photos left page. From top to bottom:

Lodge staff connected weekly with clients in the overflow program and worked to support their immediate needs.

Thanks in part to generous community donations, The Lodge was able to continue providing clients with agency and compassion.

The Haven re-opened in August 2020 and helped homeless youth navigate an uncertain school year.

Photos: Meghan Bond Photography.





PART TWO: **HOMELESSNESS**

The InnPact Report 2020-2021

Like our location on John Street, The Lodge was under a tremendous amount of strain due to the sharp increase of homeless clients. Working together with The County of Lambton, the shelter was tasked with housing these clients in hotels and motels around the city. In addition, The Lodge itself limited client capacity to 50 percent in order to ensure proper social distancing protocols were followed.

Lodge staff worked to intake, place and divert clients around the city. Once clients were set up with temporary shelter, Lodge staff performed in-person and over the phone wellness checks and connected clients with other members of the social

"This homelessness crisis will continue to impact us well beyond the COVID crisis. Critical to our ability to respond to this homelessness is the absolute support from Lambton County and their Social Services and Homelessness Prevention Teams. Their financial support and the talent and dedication of their team have helped us to ensure our most vulnerable were looked after - housed and fed and will continue to do so as we work together on the long road to re-housing folks."

Myles Vanni - Executive Director

service security net. Despite increasingly tumultuous affordable housing, some clients are finding longer-term housing solutions

thanks to the hard work of Lodge staff and housing workers from the county.

While the overflow shelter program expanded in size, The Lodge's transitional support worker was able to house multiple clients in apartments around the city. Clients first start by moving into the transitional housing units at The Lodge where they learn skills that will help them secure and maintain permanent housing. Budgeting, cooking and stress management programs are mandatory and clients are responsible for the upkeep and cleanliness of their units.

The Haven youth shelter continued to provide short-term co-ed shelter for young adults between the ages of 16 and 21. Although briefly closed down at the start of the pandemic to re-deploy Haven staff to support the overflow shelter program, The Haven opened its doors again in August 2020 and has resumed housing, advocating and referring youth thanks to funding provided by the Ministry of Children and Youth Services and the County of Lambton.

SHELTER

SHELTER: LODGE, HOTEL AND HAVEN

HOMELESS PROGRAMS



Along with The Inn and the County, Lambton Public Health worked extensively with clients in the overflow program to provide check ups and medical care.



Thanks to generous donations from local churches, businesses and service clubs, The Inn put together **200 gift baskets** and a **hot Christmas meal** for clients in the overflow shelter program.



The Inn's transitional support worker organized community outreach projects which saw clients work on various projects to give back to the community.

On social media The Inn made weekly call-outs for items that overflow clients were needing. Pop-top cans and meal supplement drinks became the most in-demand items.

BY THE NUMBERS: HOMELESSNESS

Originally limited to two hotels at the start of the pandemic, the overflow program grew in size to 10 hotels situated around Sarnia and Point Edward. Between April 2020 and March 2021, the number of households staying in the overflow program increased by 400 percent.

Pre-COVID, through its two shelters - The Haven Youth Shelter and The Good Shepherd's Lodge - and Transitional Housing program, The Inn was providing shelter to 45 people. By March 2021, The Inn was sheltering over 220 people.

Much of Sarnia-Lambton's homeless population is relatively hidden - 'couch surfers' that will stay a few nights or weeks with a friend or family member then move on to another. Once the pandemic hit and lockdowns started, these folks were no longer welcome on that couch or in that basement and were told to leave, becoming homeless in the process.

THANK YOU TO THE LODGE AND HAVEN'S MAJOR

SPONSORS AND SUPPORTERS

- THE COUNTY OF LAMBTON
- FEDERAL BRIDGE CORPORATION
- SITARA
- SALVATORE'S RESTAURANT
- MINISTRY OF CHILDREN, YOUTH AND SOCIAL SERVICES



SARNIA-LAMBTON'S HOUSING CRISIS

Rising rental prices and lack of availability

Already having been a problem for several years, Sarnia's severe lack of affordable housing continues to persist. Lockdown measures resulted in a tumultuous job market pulling families closer to the poverty line and being unable to pay for their living arrangements. Several contributing factors have pushed rental prices out of reach:

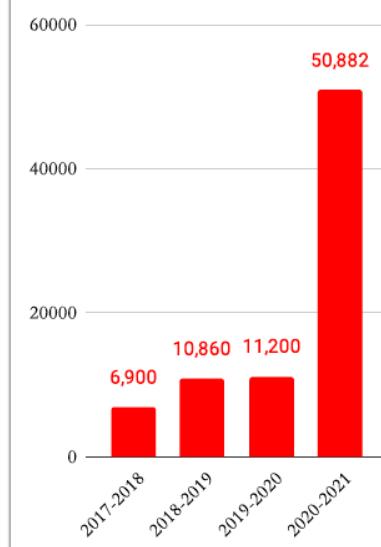
Uncertain economic conditions mean clients are having to make tough choices surrounding housing. According to the Canadian Food Price Report, the average family of four has had to pay \$695 more for groceries since the start of the pandemic. The unemployment rate rose to 13.50 percent in May 2020 following the worsening of the pandemic. By March 2021, it had regained some ground but with changing lockdown measures it hovered around 9.50 percent, nowhere close to its previous pre-pandemic level of 5.50 percent. Many of The Inn's clients find themselves in arrears and unable to climb out of their debt hole with limited options to keep the lights on and a roof over their head.

The stagnation of social assistance rates has meant that people on Ontario Works (OW), ODSP (Ontario Disability Support Program) or OAS (Old Age Security) are priced out of the private rental market. On average, a single adult on Ontario Works who is not living in geared-to-income housing receives \$733 per month. In comparison to the average one bedroom rental price, that leaves a single adult 203 dollars **short** on rent, let alone any other necessities like food and phone bills.

The lack of geared-to-income apartments in Sarnia meant wait lists for affordable housing is increasing. Promising geared-to-income housing projects announced by local politicians such as 24 one-bedroom apartments at 993 Maxwell Street are a step in the right direction but accommodating housing-insecure recipients of social assistance will require continued effort and advocacy on a municipal, provincial and federal level in order to reduce the amount of clients without consistent housing solutions.

"**A 1-BEDROOM APARTMENT GOES FOR \$1,000 A MONTH. MY DISABILITY PAYMENT IS \$1,169 A MONTH. HOW CAN I MAKE ENDS MEET?**"

Shelter Nights Per Year



Rent and Utility Bank

The rent and utility bank assists households with an eviction notice or a utility shut off notice. Payments are made directly to the landlord or utility to help maintain their housing. Most households can make it month to month but what if an unexpected bill or debt throws their finances into turmoil? The Inn also registers low-income in the OESP and LEAP programs providing rate reductions in their utility bills, stability in their budgets and help maintaining their housing arrangements.

260 households were assisted through the OESP and LEAP programs. 419 households were able to maintain their housing.

Photos left page. From top to bottom:

The Inn teamed up with local businesses to plan and launch the #Local campaign, raising critical funds to run a variety of programs.

Transit services were restricted to essential travel for much of the year. The Inn provided essential workers with the opportunity to buy a subsidized bus pass at our John St. Location.

Drivers and volunteers made sure our other essential programs ran without a hitch, shuttling items back and forth between locations.

*Photos: Meghan Bond
Photography.*





PART THREE: OTHER ESSENTIALS

The InnPact Report 2020-2021

The myriad of other programs The Inn operates on a daily basis are designed to help clients and families secure other essentials. From the back to school backpack program to our ever-expanding income tax program, The Inn endeavors to provide our clients with the things they need to thrive.

The "Back to School" backpack program purchases, assembles and distributes school supplies for children aged 4 to 18. Thanks to benevolent and committed volunteer groups, the kits were ready to go to kids as they prepared for hybrid learning online and in-person.

Our income tax program helped to ensure clients received the right benefits they qualified for. In a year that saw health and economic factors change for many families, The Inn

"Getting that Child Tax Benefit or Senior's Income Supplement is the difference in having to use the food bank or not. For 40% of the folks using our income tax program it's the only program of The Inn they use. By our team of volunteers and staff doing their taxes and helping them get the benefits they deserve, we have helped them become self-reliant and lessened their dependence on the community."

Myles Vanni - Executive Director

was still able to operate socially distanced tax clinics as well as a drop-off tax service.

Using tablets to connect virtually, our RedPath program continued to operate twice a week. This indigenous traditional holistic approach to counselling and healing helps clients with addictions and living without violence and is open to all.

For our yearly winter coat night, we were fortunate to work in tandem with Temple Baptist Church in order to give our clients the winter items they needed for themselves and their families. An adult is eligible to receive a coat every two years and a child is eligible yearly.

Reducing barriers to public transit is something The Inn has done for a number of years and this year was no exception. During lockdown measures members of our community still needed to get to essential appointments and travel to access The Inn's services. With discounted bus passes and tickets for sale from our client services desk, consistent transportation access was maintained throughout the year.

Even with the opening and closing of the province, the long-standing Christmas events occurred with additional social distancing measures. Our Kids' Christmas Party was named in honour of Anthony Fracalanza, our cherished co-worker who passed away in May of 2020 and loved organizing and co-ordinating the yearly party.

MEASURING UP: OTHER ESSENTIALS



PROGRAM HIGHLIGHTS



The Inn runs a birthday program for children. This year we distributed **114 birthday kits**. These include toys, books, stuffed animal, cake mix and icing, ensuring parents can give their child a birthday.



Our Snack Pack program continued this year, ensuring children in low-income households have access to healthy options during the summer when student nutrition programs don't run.



The Inn's annual Christmas party had everything from kettlecorn to socially distanced Santa pictures. The Lambton College Social Service Worker Program leant a helping hand.



The Dante Club worked with The Inn to run several drive-thru meals including PastaFests and the annual "Inn Out of the Cold" dinner.

BY THE NUMBERS: OTHER ESSENTIALS

By connecting virtually, the RedPath program saw **62 participants** registered in the last year and several graduating classes moved through the program.

The income tax program at The Inn is designed to be "preventative", giving single people and families alike the benefits they need to bridge financial gaps. Over **2,600 returns** were filed between April 2020 and March 2021, resulting in **\$8 million in benefits** for our clients.

Thanks to a collaboration between The Inn, Temple Baptist Church and local social service agencies, **over 1000 backpacks were distributed** to children in Sarnia-Lambton.

THANK YOU TO THE FOLLOWING PROGRAM SPONSORS

A VARIETY OF OUR ESSENTIAL PROGRAMS

- CF INDUSTRIES
- IMPERIAL
- SUNCOR
- DANTE CLUB
- STAPLES
- ONTARIO WORKS
- MANLEY'S BASICS
- TRINITY ANGLICAN CHURCH
- GOLDEN "K" KIWANIS
- LAMBTON COLLEGE S.S.W. CLASS
- CATHERINE WILSON FOUNDATION
- CABOT
- TEMPLE BAPTIST CHURCH
- SARNIA TRANSIT
- CITY OF SARNIA
- UNITED WAY OF SARNIA LAMBTON
- SARNIA FOOT CARE CLINIC

ADOPT-A-FAMILY: A RECORD BREAKING YEAR

Getting the gifts on every child's wish list

The holiday season is the most magical time of the year, but it can also be a time of added stress and worry for those living in poverty. The Adopt-a-Family program anonymously matches families with sponsors, who then purchase the items on the child's wish list.

The Adopt-a-Family program anonymously matches families with sponsors, who then purchase the items on the child's wish list. Sponsors are local businesses, organizations, service clubs, churches, individuals and families. In 2020, we were absolutely overwhelmed by the incredible spirit of giving in Sarnia-Lambton and had **274 unique sponsors**. Because of their generosity we had our most successful year yet, with **365 families adopted** - meaning **877 children** woke up on Christmas morning with gifts under the tree who otherwise might not have.

Client registration for the Adopt-a-Family program started in November 2020. Parents filled out a registration form with information about their children including clothing sizes, favourite colours and the top three things on their wish list for the year. Inn staff then worked hard to pair families with sponsors. These sponsors were made up by a variety of different individuals, families and groups who then hit local stores. By December 20th, the toys were dropped off at our 115 John Street location in Sarnia where they were sorted and prepared for pick-up.

Over the next three days, parents came to pick up the presents for their children. Coordinating these days is no small order as volunteers and staff worked around the clock to make the distribution as seamless as possible. By Christmas Eve, all of the presents were picked up and parents and guardians were left to wrap these presents in anticipation for their children to open and enjoy them the next day.

"I WAS WORRIED ABOUT CHRISTMAS PRESENTS FOR MY KIDS AS MONEY WAS TIGHT. THANKS TO ADOPT-A-FAMILY, MY KIDS GOT TO **ENJOY A GREAT CHRISTMAS MORNING.**"¹¹



Adopt-a-Family Secret Shoppers

Given the immense total of financial donations given for the Adopt-a-Family program, The Inn relied on several key volunteers to shop for multiple families using these donations. Heading back to Lambton Mall, Walmart and other stores during the busy holiday season, the volunteers were able to find exactly what children were looking for.

The Most Popular Gifts of the Year

Shoppers for Adopt-a-Family this year needed to be on top of their game to get the lastest in toys and board games. These included everything from Super Mario Lego sets to the popular board game "Codenames".

VOLUNTEERS: OUR MOST SINCERE THANKS

Years of Service milestones amidst a global pandemic

The Inn would not have been able to continue providing the level of compassion, agency and care without the help of our volunteers.

COVID-19 Caring - Front-line Volunteers

Soup Kitchen

Adrienne	Baxter
Barb	Crowell
Kelly	Dunn
Judy	Gould
Gigi	Greer
Carole	Harris
Carole	Jones
Carol	Levesque
Heather	McIntosh
Barb	Nicole
Ken	Nicole
Alex	Rogerson
Sheila	Rogerson
Margaret	Roushome
Daniel	Roushome
Carla	Thompson
Neil	Vrolyk
Paula	Went

Food Bank

Sam	Anderson
Shelley	Baars
Janine	Baxter
Joe	Cannon
Lynn	Davidson
Ruth	Guerts
Sue	Kirby
Lyle	Lalonde
Carmen	Lemieux
Carolyn	Leaver
Scott	McKelvie
Jimmy	Poore
John	Ramsey
John	Randall
Colleen	Snyder
Frank	Sommise
Marion	Staples



Photo above (top to bottom)

Soup kitchen volunteers prepare the daily soup kitchen meal, which runs 365 days a year.

The Imperial team helps with the Inn Our of the Cold Dinner.

A Lodge staff member takes out sandwiches prepared by soup kitchen volunteers.

Photos: Meghan Bond Photography.

VOLUNTEERS: OUR MOST SINCERE THANKS

Years of Service milestones amidst a global pandemic

The Inn would not have been able to continue providing the level of compassion, agency and care without the help of our volunteers.

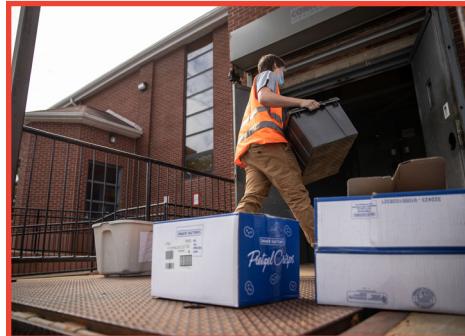
Years of Service Milestones

5 Years

Carole	Arenson
Ray	Astolfi
Chelsea	Cooper
Marg	Davey
Jim	Hutching
Sally	Jenkins
Carolyne	Lane
Joanne	McRae
Jan	Neal-Stewart
Sue	Pickard
Juanita	Pike
Tonya	Rose
Ashvin	Thakkar
Melanie	Wood

10 Years

Mary	Blenkhorn
Rose	Chalmers
Rose	Cowell
Pauline	Deelstra
Doug	Gilbert
Emily	Jose
Fatima	Mammoliti
Gloria	Martell
Doug	Martell
Pauline	Murray
Maggie	Rochon
Bob	Rochon
Bill	Schenk
Cathy	Veness



Photos on left (left to right)

Numerous volunteers groups and agencies came in during August 2020 to make back-pac kits for local kids.

Warehouse volunteers were an essential part of weathering the COVID storm, ensuring day-to-day operations continued on.

Photos: Meghan Bond
Photography

Photos above (top to bottom)

The Inn partnered with Lambton College to run a bottle drive, filling up an entire warehouse of empties.

The Bluewater Bridge Authority volunteered to do the landscaping at several of our properties including The Lodge.

A rotating group of volunteers accompanied our driver on delivery days.

VOLUNTEERS: OUR MOST SINCERE THANKS

Years of Service milestones amidst a global pandemic

The Inn would not have been able to continue providing the level of compassion, agency and care without the help of our volunteers.

Years of Service Milestones

15 Years

Amy	Archer
Dave	Chiasson

20 Years

Dianne	Gilbert
Norm	Lamoureux
Lynda	Lewis
Dave	Marshall
Jake	Nienhuis
Nancy	Peddigrew

25 Years

Bev	Gartley
Anna	Jenniskens
Trevor	Jordan
John	Timar

30 Years

Lynn	Davidson
------	----------

40 Years

Bonnie	Arbour
--------	--------



Photo above (top to bottom)

Focusing primarily on food items that work in hotel and motels, food sorters classified and set aside thousands of pounds of food in the warehouse.

Packing kitchen volunteers separate bulk items for distribution via food bank.

Long-standing volunteers showed up every day to make and distribute take-out bags.

*Photos: Meghan Bond
Photography.*

DONORS

MAJOR DONORS: FUNDING THE FIGHT

Giving is not just about donating; it's about making a difference

\$2,000-\$4,999 (Individuals) \$2,000-\$4,999 (Businesses/Organizations)

Stanley Anusiewicz
Janice Banks
Jeremy Bartelen
Greg & Betty Bond
Teresa Brezina
Susan Brine
Roy Clayton (The Estate Of)
Andre Clelland
Chad Coene
Tom & Jo-Ann Core
Gerrard & Deborah Coughlan
Kosta & Sandra Derlis
Art Devlin
Pamela Eng
Dorothy Ewener
Marc Guindon & Anna-Marie Cooney
Kenneth & Margaret Gurr
John Haasen
Dave & Norma Hains
John Hamill
Graham & Sarah Hill
Barry & Marcia Hogan
Pat Lalonde
Carman Lamb
Robert & Denise Lariviere
George & Erica Lazarakos
Steven Matthews
Heather McKellar
Corey Mitchell
Mike & Harriet Nagle
Robert Noble
C.A. Oostenbrink
Claude Pelletier
Mark & Barbara Plant
Leslie Potts
Steven Randall
Steve & Mary Rivers
Tony Rutten
Rebecca Rynsoever
Richard Squires
Terry & Diane Taylor
Betty Ann Vangerwen
Deb Walker
Paul Watson
James Watt
Ernest Wong & Catherine Creber
Todd Youmans

Albert's Fries
Aecon
ARLANXEO Canada Inc.
Bailey Toyota
Bayview Chrysler Dodge Ltd.
Bluewater Lions Club of Sarnia
Brogden Electrical Contractors Ltd.
Canada Steel Services
CinesARNIA
Cogeco Cable
Collins Frazer Engineering
DOW Chemicals
Dunlop United Church
Enbridge Pipelines Inc.
Enterprise Holdings Foundation
First Christian Reformed Church
Franco Filia & Associates - Cooperators Inc.
Gateway Casinos & Entertainment Ltd.
Golden 'K' Kiwanis Club
INEOS Styrolution
Jeff Burchill Financial
Kinsmen Club of Sarnia
Lambton Metal Service
Lambton Sportsman's Club
Libro Credit Union
Moose Lodge 1046
Ontario Elementary Catholic Teacher's Association
Ontario Power Generation Inc.
OPSEU Local 145
Pilkey Financial Solutions Corporation
PROCOR
Purolator
Retired Teachers of Ontario
RBC Dominion Securities
Roman Catholic Diocese of London
Royal Canadian Legion Branch 62
Sarnia Building Trades Council
Sarnia Drywall Supply
Sarnia Hindu Cultural Society
Sarnia Piping Specialties
St. John-in-the-Wilderness Anglican
Sursum Corda
Suzy's Ice Cream
Swagelock
Temple Baptist Church
The Research Society
Tower Scan
UNIFOR Local 914



Photos above (top to bottom)

Financial donations from Noelle's Gift make sure our Mobile Market truck is filled with fresh produce.

Jaxon Douglas raised money for The Inn by painting pictures and selling them. His father's company Reliance Home Comfort matched his donation.

The Inn is thankful for our longstanding partnership with local Metro grocery stores.

MAJOR DONORS: FUNDING THE FIGHT

Giving is not just about donating; it's about making a difference

\$5,000-\$9,999 (Individuals) \$5,000-\$9,999 (Businesses/Organizations)

Sandra & David Archer
Paul Borody
Anne Bukovinsky
Christine Cole
Michelle Holman
Charmaine Jacklin
Naveen Kalia
Andre & Carol Lajoie
Neville Mackaness
David Palmer
Maria Payne
Murray Sinclair
James Waque
Heather Wray

100 Women Who Care
Bluewater Hearing
Catherine Wilson Foundation
Cestar College
CMS Inc.
Curran Contractors Ltd.
Electrical Contractors Association of Sarnia
Factor Gas Liquids
Francis DeSena Legal Services
General Contractors Association
Information Sarnia Lambton
Boilermakers Local 128
KIOV Inc.
Lambton College Alumni
Mazon Canada
Mechanical Contractors Association
OWS Railcar Services
Redeemer Lutheran Church
Rotary Club of Sarnia Bluewaterland
Seaway Kiwanis Club
Southwest Regional Credit Union
St. Paul's Outreach Foundation of Sarnia
TJI Multitrade Contractors
Trinity Anglican Church
UltraLast New England Arbors
Village of Point Edward
WMA Promotions



Photo above (top to bottom)

Shell Canada's generous donations over the years have made a massive impact over all of The Inn's programs.

CMS president Aaron Buntrock presented The Inn with a \$5,000 donation in spring 2020.

Allan George and his team at Tepperman's Furniture run a yearly food drive during the holiday season.

DONORS

MAJOR DONORS: FUNDING THE FIGHT

"Giving is not just about donating; it's about making a difference."

\$10,000-\$24,999 (Individuals)

David Chilton
Gerrit & Maureen Deuzeman
Jerry Hemstreet
Ronan O'Donnell
Dr. Martin Withers

\$10,000-\$24,999 (Businesses/Organizations)

Bluewater Power
Coldwell Banker Southwest – Jim Pumple
Danbury Homes
Financial Awareness Corporation
Little Caesars Pizza
Metro Grocery Store
Mike Wein Foundation
Rotary Club of Sarnia
RRAK Holdings Ltd.
SofSURFACES
UNIFOR Local 848

\$25,000 + (Individuals)

Chris & Judy Gardner

\$25,000 + (Businesses/Organizations)

Cargill
CF Industries Terra International
Gordon Family Foundation
Imperial
Judith and Norman Alix Foundation
Kel-Gor Ltd.
Lambton County
Lambton Mutual Insurance Company
Noelle's Gift to Children
NOVA Chemicals
Pembina Pipelines
Sarnia Community Foundation
Sarnia Construction Association
Shell Canada Ltd.
Suncor

Photos below (left to right)

Local 1256 Carpenter's Union
donated 2,000 pounds
of food despite Construction
being cancelled in 2020.

Local business owners have
shown incredible generosity
as the pandemic evolved
through monetary and food
donations.



Photos above (top to bottom)

The Lambton College S.S.W. program raised over \$28,000 with their bottle drive in May 2020.

The EXIT Realty team organized several food drives in the fall of 2020.

Dog Eat Dog and other businesses in Mitton Village ran Kraft Dinner food drives in the fall of 2020.

FAITH IN ACTION: LIGHT IN THE DARKNESS

"Hope is faith...holding out a hand in the dark"

The Inn would like to thank the following religious institutions for their continued efforts:

- All Saints Anglican - Sarnia
- All Saints Anglican - Corunna
- Bluewater Baptist
- Brigden Community
- Camlachie United
- Central Baptist
- Central United
- Christ Anglican - Forest
- Christ Anglican - Petrolia
- Church of Christ
- Dunlop United
- First Christian Reformed
- Grace United
- Hindu Faith Community
- High Park United Fund
- Huron Baptist
- Jesus Christ of Latter Day Saints
- Lakeshore Community Church
- Laurel-Lea St. Matthew's Presbyterian
- Lighthouse Church
- Living Hope Christian Reformed
- London Road West United
- New Horizons Community Church
- Parkway Pentecostal
- Paterson Memorial Presbyterian
- People's Church
- Point Edward Presbyterian
- Redeemer Christian Reformed
- Redeemer Lutheran
- Sacred Heart Parish
- Roman Catholic Diocese of London
- Sarnia Evangelical Missionary
- Sarnia Muslim Association
- Sixth Line United
- St. Andrew's Presbyterian - Sarnia
- St. Andrew's Presbyterian - Corunna
- St. Batholemew's Anglican
- St. Benedict's Catholic
- St. Giles Presbyterian
- St. John-in-the-Wilderness
- St. Luke's
- St. Michael's Catholic
- St. Paul's Anglican - Point Edward
- St. Paul's United - Sarnia
- St. Paul's United - Petrolia
- Temple Baptist
- The Story

- Trinity Anglican Church
- Unitarian Fellowship of Sarnia and Port Huron
- Wyoming Christian Reformed Church



Photos above (top to bottom)

London Road West United donated numerous gift bags to clients in the overflow shelter program in December.

The Sarnia Hindu Community presents Myles with a cheque donation.

The Sarnia chapter of Knights of Columbus presents Myles with a cheque in 2020.

ARTICLE

A DAY IN THE LIFE OF YOUR DONATION

Food Bank, Shelter and More

8:30 a.m. 1,000 children head to school with backpacks full of the right tools for learning, provided by The Inn's Back to School Program.

9:00 a.m. A mother and her child are on the way to a drop-in centre. They were able to get bus passes through The Inn's reduced fare program; it enables 350 people to have access to the community each month.

10:00 a.m. Food bank is open. 1,934 people will choose the food they need with dignity thanks to the grocery store model. The food bank will distribute 48,540 pounds of food each month.

11:00 a.m. A mother of three has picked up her income tax return. It's one of 2,600 filed by The Inn this year. Receiving her Child Tax Benefit reduces her reliance on the food bank and community supports.

11:30 a.m. The temperature drops, but there's still warmth thanks to The Inn's winter coat program. 500 people receive coats, boots, socks, hats and mittens.

12:00 p.m. Genesis opens. Every Tuesday people can select clothing and household items at no cost.

1:00 p.m. Lunch is served! 110 people receive a hot meal each day, prepared and served by one of 45 volunteer community teams.

2:00 p.m. The Mobile Market truck pulls up in 14 neighbourhoods and communities every week from July to mid November so people can get fresh, healthy vegetables.

2:30 p.m. Eight participants of the RedPath program meet. Two sessions a week for 12 weeks focus on counseling for addictions and living life without violence.

3:00 p.m. A child is enjoying a healthy snack thanks to The Inn's Snack Pack Program. 4,200 Snack Packs were provided over the summer to fill the gap when no school nutrition programs operated.

7:00 p.m. A family is safe at home without the threat of an eviction or utility shut-off thanks to our Rent/Utility bank, helping households over an everyday life crisis.

7:30 p.m. HAPPY BIRTHDAY! A family is celebrating with their eight-year-old daughter, opening her gifts and enjoying her cake thanks to The Inn's Birthday Club.

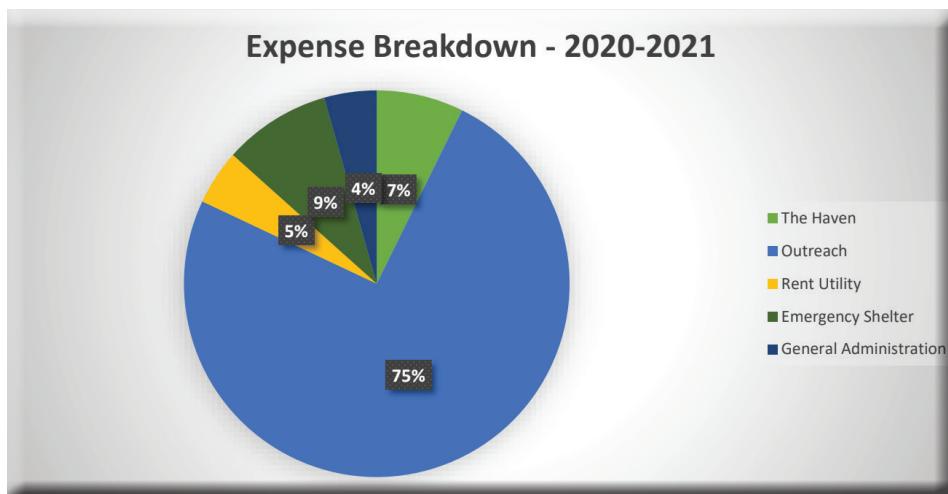
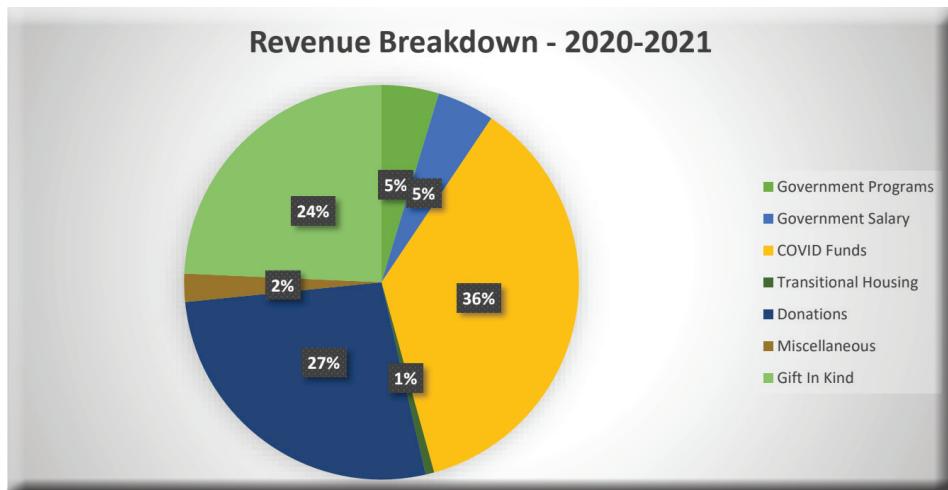
8:00 p.m. Five youth are working on their homework as they settle in at The Haven, our youth shelter.

10:00 p.m. Snack time, watching TV or having a conversation, 15 people are spending the night at The Good Shepherd's Lodge. Another 200 are cared for in the shelter overflow program.



PART FOUR: FINANCIALS

The InnPact Report 2020-2021



***Outreach includes School Kits, Mobile Market, Snack Packs, Red Path, Christmas Events, Tax Clinics and more.

2020- 2021

Board of Directors

Chair: Rebecca Wilkinson, Andrew Vincelli*

Vice Chair: Sherri Crowley

Treasurer: Ashvin Thakkar

Secretary: Stephanie McLean

Members:

- Jeff Baarschers

- Chelsea Cooper

- Jacqueline Davidson

- Liz Koetsier

- Christopher Sparkes

- Pastor David Van Berkel

Executive Director: Myles Vanni

* Resigned during the year

The Inn was started in 1981 by a group of people centered in St. John's Anglican church in Sarnia's south end spurred on by a concern with the growing need of the disadvantaged persons in the area.

In time they were joined by others. The Inn is now supported by the faith community as well as service clubs, individuals, local businesses, unions, industries and governments.

All of these groups come together, enabling The Inn to be:

"The caring hands of the community"

The Inn's Mission:

"To provide service with dignity to those in need of food, shelter, and other essentials."

The Inn of the Good Shepherd
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Sarnia, Ontario
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519-344-1746



The Inn of the Good Shepherd - Sarnia



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