

# *home*



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a continuum of services

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**Fife House Annual Report**

2009–2010

## Message from the Chair, Board of Directors & Executive Director

For more than 20 years, Fife House has been helping people living with HIV/AIDS (PHAs) find a place to call home. From the opening of the first residence in 1990 for five individuals, our focus has been to provide secure, affordable housing and to ensure our clients have the supports in place to live with stability. Our Community Programs ensure that our residents have opportunities that promote wellbeing, independence and build on their personal strengths. Today, we provide housing services to 158 persons and families, more than 80% of the available housing for PHAs in Toronto.

Over the years we have found ourselves on our own journey, responding to the issues and needs that arise from a lack of accommodation faced by our clients. In 2000 the Homeless Outreach Program (HOP) was established, responding to the fact that many individuals coming to us seeking a place to live were on the streets, in shelters or housing unsuitable to their situation. Through HOP, our staff help hundreds of people a year successfully navigate the bumps in the road that have prevented them from finding a home. Our Transitional Housing Program assists those persons who require more support to develop the skills required to find, and maintain, their own home.

Our Research and Evaluation Department provides invaluable information that helps guide our direction, and will continue to do so into the future. Fife House has come quite far since its founding in 1988, but we realize our journey will not be over until everyone who calls on us, can reach home.



A handwritten signature in black ink, appearing to read 'Ron Lirette'.

**Ron Lirette**  
Chair, Board of Directors

A handwritten signature in black ink, appearing to read 'Keith Hambly'.

**Keith Hambly**  
Executive Director

# Funders

## **Core funding for programs and services is provided by:**

Toronto Central Local Health Integration Network (TCLHIN)

Public Health Agency of Canada

Ontario Ministry of Health and Long Term Care

Ontario Non-Profit Housing Program

AIDS Bureau

City of Toronto

Shelter, Support and Housing Administration

– Hostel Services

Homeless Initiatives Fund

AIDS Prevention Community Investment Program

Ontario HIV Treatment Network

Centre for Independent Living in Toronto, Inc.

Toronto Community Housing Corporation



### **2009-2010 Fife House Board of Directors**

(Front Row) Sean McKenna, Laurie Jessome, Linda Stewart, Joseph van Veen

(Back Row) Bill Merryweather, Keith Hambly, Ron Lirette, Bruce Mayhew

Missing: Catherine Buchanan, Liz Creal, Colleen Kearney and Bruce Staples

## Funders

Fife House is grateful for the support it receives from corporate and foundation donations, which help provide programs and services to our residents and clients.

The following are a list of these donors for the 2009–2010 fiscal year.

### Corporations

BMO Financial Group

Canadian Pacific

CIBC

Cityscape Property Management

Diamond & Diamond Law Firm

Home Depot

Samuel, Son & Co., Limited

Shire Canada

TD Bank Financial Group

### Foundations

A & A King Family Foundation

Audrey S. Hellyer Charitable Foundation

BMO Employee Charitable Foundation

CHUM Charitable Foundation

The D. & T. Davis Charitable Foundation

John Howard Society of Toronto

M·A·C AIDS Fund

Mazon Canada

RBC Foundation

The Georgina Foundation

I want to acknowledge the hard work and dedication of all staff at Fife House who deliver the programs and services to our residents and clients. Without their commitment, creativity and flexibility, none of this would be possible.

**Keith Hambly**  
**Executive Director**

Client receives massage in the Wellness Centre



# AUDITORS' REPORT

To the Members of Fife House Foundation Inc. The accompanying condensed statements of financial position and operations are derived from the complete financial statements of the Fife House Foundation Inc. as at March 31, 2010 and for the year then ended on which we expressed an opinion with a reservation as to the completeness of revenue from development, in our report dated May 7, 2010. The fair summarization of the complete financial statements is the responsibility of management. Our responsibility, in accordance with the applicable Assurance Guideline of The Canadian Institute of Chartered Accountants, is to report on the condensed financial statements.

In our opinion, the accompanying statements of financial position and operations fairly summarize, in all material respects, the related complete financial statements in accordance with the criteria described in the Guideline referred to above.

These condensed financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Readers are cautioned that these statements may not be appropriate for their purposes. For more information on the organization's financial position, results of operations and cash flows, reference should be made to the related complete financial statements.

Handwritten signature of KPMG LLP in black ink, with a horizontal line underneath.

Chartered Accountants, Licensed Public Accountants  
Toronto, Canada  
May 7, 2010

# condensed statement of financial position

## year ended March 31, 2010

### with comparative figures for 2009

#### condensed statement of financial position

year ended March 31, 2010 with comparative figures for 2009

condensed statement of financial position	2010	2009
<b>assets</b>		
<b>current assets:</b>		
cash and short-term deposits	\$ 852,957	\$ 762,654
other	32,417	77,091
	885,374	839,745
<b>capital assets</b>	839,319	910,557
	\$ 1,724,693	\$ 1,750,302
<b>liabilities, deferred contributions and net assets</b>		
<b>current liabilities</b>	\$ 540,369	\$ 276,462
mortgage payable - long term	-	314,921
deferred contributions-other	756,667	795,424
deferred contributions-capital campaign	221,704	205,216
	1,518,740	1,592,023
<b>net assets</b>	205,953	158,279
	\$ 1,724,693	\$ 1,750,302

# condensed statement of operations

## year ended March 31, 2010 with

### comparative figures for 2009

#### condensed statement of operations

year ended March 31, 2010 with comparative figures for 2009

condensed statement of operations	2010	2009
<b>revenue:</b>		
grants:		
core	\$ 2,176,086	\$ 2,029,950
one time	18,861	94,484
development	346,717	350,685
capital campaign	4,883	124,645
other income	621,419	418,263
	3,167,966	3,018,027
<b>operating expenses:</b>		
salaries and benefits	2,199,652	2,113,939
programs	569,491	608,402
administration	170,478	155,648
development	57,307	71,827
capital campaign	2,294	18,544
other	123,962	124,368
	3,123,184	3,092,728
<b>excess of revenue over expenses (expenses over revenue)</b>	\$ 44,782	\$ (74,701)

## Denison

The first and longest running program, Denison opened in 1990 and continues to provide support to five individuals in a rent geared to income residential setting. All residents enjoy the privacy of their own room and share common living space such as the kitchen, living room and dining room. Clients are encouraged to take responsibility, as much as their health permits, for their own care and for the house. The staff provide services 24 hours a day, 7 days a week at the Denison site. Residents receive assistance in linking with services and resources they may require (medical care, language courses, peer-support groups). Within the case management model, life skills are also addressed, developing aptitudes for coping with the demands of daily living. Help transitioning into the community is also available for those residents moving from the program.

As well, support services are provided by the Denison team to 15 residents at two satellite locations, Pears and Leonard, in collaboration with St. Clare's Multi-Faith Society. Assistance is provided for such activities as shopping and homemaking and challenges that clients may have in independent living.

“If it were not for you, I may have come here not from my own comfortable apartment but from a depressing night at a shelter. Most of my current emotional well being comes from the stability and security of having my own place and having Denison to depend on for all kinds of needs”

# Residential

## Jarvis



The Jarvis Program is situated in an 82 unit apartment building owned and operated by Toronto Community Housing Corporation. Fife House provides supportive housing services in the building with staff on site twelve

hours a day, seven days a week. Services range from personal care supports offering bath assist, assistance with activities of daily living, escorts to medical appointments and advocacy and informal counseling.

Building a sense of community to reduce isolation and marginalization is an important focus. Lunch programs three days a week, a twice weekly coffee program and a bimonthly Sunday dinner all serve this aim. Summer BBQ's, holiday events and workshops on topics relevant to clients' needs also contribute to programming directed to creating a safe and supportive environment at Jarvis.

After opening and in its first decade, Jarvis was faced with the challenge of critical illness and frequent loss of life. This has changed greatly with the enhancement of HIV medications and with it, the services that Fife House provides. We are now seeing a population who never thought they would be seniors, living with the challenges of aging. To quote one client "I never thought I would need Fife House to help me get a walker because I am an old man".

An evaluation of the Jarvis program, conducted by the Department of Research and Evaluation at Fife House, found that the services provided make a difference in keeping clients well and feeling safe in the knowledge that when they need us, we are there.

# Residential

## Sherbourne



Sherbourne Apartments Supportive Housing Program operates 24 hours a day, 7 days a week providing support services and building life skills through assistance with activities of daily living. Housed in a 112 unit

building that combines seniors and people living with HIV/AIDS, staff provide daily assistance to 45 units in the building. The apartments are a combination of bachelors, one and two bedroom units, including accommodation for families, the first of its kind in Canada. Support provided to residents varies depending on the service needs. Regularly scheduled case management meetings establish and record a resident's individual plan of service. In the past year Sherbourne staff has performed more than 1400 units of service in the building.

All residents have access to a variety of building amenity spaces, including a main floor lounge and rooftop garden. Communal lunches, holiday events, information sessions and workshops are provided in a large community room, with an adjacent, fully outfitted kitchen. Shopping trips and recreational outings are available and facilitated with accessible transportation.

During the winter the Sherbourne staff initiated a monthly Women's Group Meeting. This is an opportunity for women in the building to connect and share information and resources in the community. It also provides a social outlet and network through planned outings. To date the group has gone to the movies together and participated in a BBQ. Attendance at the meetings is increasing monthly and further excursions and activities are proposed to build on the rapport that has been developing among the participants.

# Residential

# Transitional Housing Program



The Transitional Housing Program (THP) provides temporary supportive housing to persons living with HIV/AIDS (PHAs), to improve overall health, build life skills and support individuals to accomplish their

housing goals. The THP is a communal living environment for 11 persons, with a maximum residency of nine months. The shared space includes living/dining room, kitchen, computer area and laundry facilities. Private, single occupancy bachelor units within the THP are fully furnished and contain a three-piece bathroom and kitchenette with a mini fridge, microwave, sink and cupboards.

THP Staff are available 24/7 to assist residents in finding suitable permanent housing through intensive case management. Services include addressing finances, health care, housing, social recreation and transportation. With the assistance of Fife House volunteers, 110 communal meals were provided in which residents are encouraged to participate.

A partnership with McEwan Housing and Support Services was developed to provide pre- and post residency support for persons who also presented with mental health issues with the goal of increasing success in maintaining stable housing once achieved. In the past year, the THP served 27 individuals, with 14 residents successfully reaching their goal of finding housing. This represents a 350% increase in clients served over the same period of time in our previous transitional housing program at Hastings, with no increase in staff.

“The THP was an effective platform to stabilize my life and to adjust to Canadian culture. I was able to secure affordable, independent housing, have my international credentials recognized and gain employment.”

# Supportive

# Homeless Outreach Program (HOP)

The Homeless Outreach Program at Fife House is a critical link for people living with HIV/AIDS (PHA) in Toronto who are homeless or at-risk of becoming homeless. Staff provide one-on-one case management to clients, addressing issues of finances, community supports and resources required to find and maintain secure, affordable housing. Partnerships with other agencies, such as the Toronto People With AIDS Foundation (PWA), the AIDS Committee of Toronto (ACT) and the Black Coalition for AIDS Prevention (Black CAP) enhance the effectiveness of the program. 327 clients were assisted in the past year, including 63 families.

One client came to HOP less than 2 weeks after arriving in the country. HOP staff worked with this client to secure an income via PWA, assisted in securing a bank account and finding a doctor. They were finally able to secure housing for him in a transitional program and he is now beginning to feel at home in Toronto with the supports he needs.

The PHA Health and Housing Navigation Project, funded by Toronto Public Health, launched in the past year. Trained PHA mentors assist homeless PHAs in securing resources needed to navigate services in Toronto to ensure their healthy development and access to stable housing. With the guidance of an Advisory Group of partner agencies, focus groups were held to investigate issues identified by this population. Following these, informational sessions were developed with resources from the community and included workshops on medications, harm reduction, women's health, and resources for newcomers.

# Supportive

# Community Programs

Community Programs engage clients and residents of Fife House in social-recreational activities, aiming to build on personal strengths and promote independence. Reducing marginalization and creating a sense of community within all programs is also a goal of this department.

A significant number of clients shared in the activities of this past year, coming together for communal cooking and meals, outdoor barbeques, and outings. More than twenty educational and personal development related presentations and workshops as well as gentle exercise, bi-weekly art classes, and ten different child-friendly and Peer-Led Programs attracted participants.

'Smoker's Helpline' led a presentation on smoking cessation, providing several clients with tools to motivate and assist in their desire to stop smoking. One client even managed to stop completely, and attributes this to this workshop:

"If I didn't attend this presentation, I'd probably still be smoking."

The Program also oversees an on-site Holistic Wellness Centre where professional practitioners provide no-cost services such as massage, Reiki, haircuts, nursing services, polarity therapy, naturopathy, reflexology, and therapeutic touch.

"It helps me relax my nerves, and clear my mind of any negativity"

A series of nutritional workshops and cooking classes designed to expand clients knowledge of healthy eating began this year. Utilizing a registered dietician, nutritionists, and professional chefs in an interactive format, all stages of this project were formulated and directed by a working group of clients and staff from Fife House, the AIDS Committee of Toronto, and the Toronto People With AIDS Foundation. Workshops presented included 'Healthy Eating on a Budget', 'Food & Emotions', 'The Good Food Box & Healthy Eating Ideas', and interactive tours of both St. Lawrence and Kensington Markets.



The second phase will include cooking classes and live demonstrations with a mix of simple recipe ideas and ethno-specific menus from around the world. The final component of this project involves peer to peer sharing of the skills they obtained.

**Project funding provided by the ViiV – Shire Canada HIV/AIDS Community Innovation Program**



*in partnership with*



Community spaces are made available for partner agencies to use through our Community Program Monitor Project. Clients are paid an honorarium to monitor community spaces (made possible by the room booking fee) helping develop their skills and building capacity.

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## In Memoriam

### **Denison**

Randy B.

### **THP**

Clint W.

Kimberly J.

### **HOP**

Robert M.

Robert R.

Cecil Tony B.

Mary M.

### **Sherbourne**

James G.

### **Jarvis**

Doug B.

Micheal K.



Volunteers help with the Meal Program

## Volunteer Services

One of the cornerstones of Fife House and our success in our mission is the dedication, commitment and powerful impact of our volunteers. In the past year they provided more than 15,000 hours of service to our clients. Fife House volunteers build relationships, friendships and connections with residents and help reduce their sense of isolation, enhancing a feeling of community and stability.

Volunteers improve the lives of our clients in many meaningful ways. They assist with aspects of day to day living, providing shopping and housekeeping assistance and accompaniment to appointments. As well, they address psychosocial needs with active listening and stimulation through conversation. They empathize, advocate for and empower clients, generating an improved quality of life. Volunteers can act as a bridge between clients and staff, bringing a wide range of perspectives and ideas to conversations about our work.

All residential programs benefit from volunteer involvement. They prepare and serve lunches and Sunday dinners at Jarvis, and weekly meals in the Transitional Housing Program and at Denison. More recently, they have been working with clients to prepare their own communal meals at Sherbourne.

Volunteers support our image and financial success. They engage friends, family and the community in conversations about the work and purpose of Fife House and are influential in how we are perceived. They play diverse roles in all fundraising events, and contribute financially through donations and “free” services.

Without our volunteers, the lives of Fife House clients and residents, and the work of staff, would be greatly diminished.

**Fife House's Development Department is responsible for all fundraising activities that support the various programs not funded through governmental agencies, including meal programming, staffing of the Homeless Outreach Program and various initiatives that support our residents and clients. A large portion of these funds come from three events held annually.**



Presenting Sponsor



This in-theatre fundraising campaign occurs every Fall with the support and cooperation of Toronto's live theatre companies. Volunteers are present at all performances for a week in the lobby of various theatres to 'shake the can' for donations to Fife House. Patrons are informed of our presence with an on-stage announcement at the final curtain and generously donate what they can as they leave the performance. Last year, the bills and coins raised almost \$40,000 and, due to the volunteer driven nature of the event, fully 95% of this goes directly to programs at Fife House.



Presenting Sponsor



Live entertainment, cocktails and food define this casual and intimate evening. Conceived as the launch of the Performers For Life campaign several years ago, SPOTLIGHT! has become an event in its own right. In recent years, performers from Toronto's vast array of talent have lent their voices and talents to entertain guests, including Julie Michels, Thom Allison, Lucy Peacock and Paula Wolfson, to name but a few. Opportunities to mix and mingle with other guests and performers, alongside a terrific Silent Auction have made this a favourite of many every year.



# Events



Presenting Sponsor



Since 2001, the restaurant community has welcomed Fife House into their establishments and helped raise almost half a million dollars. With the help of an on-line and print promotional campaign, thousands of Torontonians join us every year at dozens of restaurants across the GTA. Participating restaurants donate a percentage of their sales for the evening and volunteer hosts help fill their selected venue, greet guests and solicit additional donations from patrons. From a small collection of restaurants in the first year, A Taste For Life 2009 expanded to 56 businesses and raised more than \$95,000. As part of a province-wide initiative started in Ottawa by Bruce House and The Snowy Owl Foundation, A Taste for Life is held the last Wednesday of April. Reserve the date now!

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**Events for Fife House are supported by advertising sponsored by:**

**Xtra!**

**NOW**

**fab**

Every year events held by community organizations and supporters raise additional funds. A special thank you to **Bears of Toronto** who have chosen Fife House as their charity of choice for the past several years.



# Strategic Directions 2009–2012

1. Leadership in Strategic Partnerships - Fife House will continue to take a leadership role in seeking strategic partnerships to provide expanded housing options and number of units for diverse PHA communities in the GTA.
2. Diversity and Inclusion in our Services and Organization – Fife House will expand the reach of our services so that they are more accessible and empowering of underserved populations of PHAs. Our board, staff and volunteers will reflect our clients and the communities we serve.
3. Cultivate a Quality Work Environment - Fife House will promote and celebrate the development of individual staff and the organization. We will create an environment where all staff and volunteers are encouraged to co-create our culture and workplace.
4. Known and Valued Organization – Fife House will embrace open and transparent relationships with its funders and the community and raise its public profile to inspire giving and investment.
5. Governance - Fife House will foster a governance model that embraces stewardship, enables change and facilitates innovation to improve the effectiveness and strength of the organization.
6. Research and Evaluation - Fife House will lead innovative, action-oriented, community-based research and evaluation. We will investigate housing and other determinants of health by fostering strategic research partnerships that lead to the provision of housing and supports that contribute to PHA empowerment and improved quality of life.

# **Ontario HIV and Substance Use Training Program (OHSUTP)**

The Ontario HIV and Substance Use Training Program (OHSUTP) delivers sessions to frontline social service providers throughout the province. We educate staff from a wide variety of organizations (addictions and mental health services, shelters, Children's Aid, ODSP, detox facilities, public health units, etc.) about the links between substance use, mental health and HIV/AIDS. We aim to increase HIV knowledge and skills of staff, in order to make services more relevant and meaningful to those living with, or at high risk of infection for, HIV.

Consisting of two tightly packed days, the full training includes factual information on HIV/AIDS and Hepatitis C, discussion about stigma and discrimination, an up-to-date section on the legal environment as it relates to HIV, an examination of harm reduction philosophy and practice, and current information about certain drugs and counseling strategies. All sessions involve people living with HIV/AIDS (PHAs) who share their expertise and experiences.

Last year OHSUTP delivered 69 workshops to more than 1200 participants. We now have new community partners in Brockville, St. Catharines, York Region, Kingston, Peterborough, Brampton, Windsor, Toronto, Ottawa, Hamilton, London and Sault Ste. Marie! Feedback and evaluations show a great need for both information on HIV and the lived experiences of PHAs in Ontario.

Launched in 2009, the OHSUTP website includes an up-to-date resources section and links to some of the latest news. For more information on topics relevant to HIV and substance use, or to sign up for a workshop, visit us at [www.ohsutp.ca](http://www.ohsutp.ca).

# Mission

To provide secure and affordable supportive housing and support services for persons living with HIV/AIDS.

## Our Philosophy of Care

We provide our services in order to enhance quality of life, build on individual strengths, promote independence and create communities of support and care.

## Our Values

We believe that:

- Access to secure and affordable housing is a key determinant for health and well-being of people living with HIV/AIDS.
- Our services must be provided in a flexible manner in order to meet the diverse needs of residents, clients, PHAs and those who support them.
- Co-operation, collaboration and partnership with other service agencies are essential to the delivery of focused, cost-effective services.
- Principles of equity, access and respect of diverse communities are the cornerstone to helping PHAs thrive.
- The meaningful involvement of diverse PHA communities is essential to building and leading our agency to bring about positive and lasting change.
- Our research informs our direction through knowledge creation, transfer and exchange that lead to improved services that enhance the quality of PHA's health outcomes and lives.
- All people have the right to live and work in an environment of mutual respect, compassion and dignity.
- Hope is essential.

### Contact us

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