



ANNUAL REPORT 2020



*working together.
moving forward.*

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OUR MISSION

To offer support and encouragement to people who are marginalized because of mental illness, disabilities, substance abuse, poverty, or homelessness to increase their level of self-sufficiency by providing opportunities to generate income, improve health, and integrate into the community.

MESSAGE FROM THE BOARD CHAIR

I was invited to join the SMUN Board just last November. I came with extensive governance experience in other organizations such as Habitat for Humanity Niagara, Niagara Ina Grafton Gage Village and the United Church, but without much history with or knowledge of Start Me Up. I expected to spend the first six months listening and learning.

That changed in March, 2020 when Board Chair Bob Tanouye announced his resignation. I want to thank Bob for his outstanding leadership and contribution to Start Me Up's mission, especially his tireless work on our major Coldest Night of the Year fundraiser.

By the end of March, I found myself chairing the Board. I want to thank Board members and ED Susan Venditti for placing their confidence in someone as new to the organization as I am.

The Board immediately faced two unprecedented situations. The first was the COVID-19 pandemic which forced the closure of our facilities and suspension of many of our programs and services. I cannot say enough about the heroic efforts of Susan and the staff to confront this never-before-experienced crisis. They have worked tirelessly to keep staff and the people we serve safe and to get services up and running as quickly as possible in the midst of extraordinary disruption.

The second situation was Susan's announcement that after 21 years at the helm she will be retiring. Susan has built a truly remarkable organization that supports and serves many of the most vulnerable and has had an incredible impact on our community. She is leaving a remarkable legacy. Her retirement is well-deserved, but there are some big shoes to fill!

The Board has initiated an Executive Search process facilitated by HHS Consultants who have provided

us all the professional support and expertise we need. We expect to be able to announce Susan's successor before the end of the year.

Based on my experience leadership must begin at the top. For that reason, it is essential to have strong, skilled and engaged Board. When I assumed the chair there were three Board vacancies. Our treasurer, Harry Clutterbuck, announced that he would be leaving the Board at the AGM. I want to take this opportunity to thank Harry for his steady hand, clear financial reporting, and care for the organization.

This meant that we were faced with finding four new Board members – no easy task in these times of busy and over-committed lives.

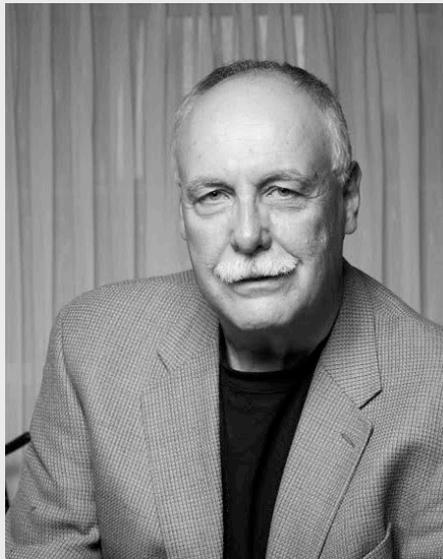
I was delighted with the response we received and that we are able to welcome four outstanding individuals to the Board – Susan English, Teresa Hill, Sandee Nebell and Laurie Warkentin. I believe we are well positioned to onboard the new ED and carry on

the legacy of Susan Venditti.

The strength of Start Me Up is the passion and commitment of its staff and volunteers. I want to express heartfelt appreciation to them all. A word of special thanks to Charmaine Frado who has provided invaluable staff support to the Board's work.

In the words of our Vision statement, we will all continue to strive for "a society where all people are included, healthy and self-sufficient."

Respectfully Submitted
Rev. Dr. Paul Miller
Chair, Board of Directors





“Start Me Up was (and still is) the agency of last resort for many individuals. It continues to use a low barrier access model that provides a step toward recovery.”

MESSAGE FROM THE EXECUTIVE DIRECTOR

The annual Executive Director's Report gives me the chance to share my thoughts on the past year and my hopes for the year ahead. It is one part of the larger report that truly celebrates achievements and recognizes the important role that Start Me Up Niagara plays in the lives of its participants and the community at large. This is my twenty first and last annual Executive Director's Report. Leading the organization since its first day, March 31, 1999 , watching it grow and then telling its story has been a gift to me with value beyond measure.

2019-2020 was a year like no other. It released us all from the misconception of certainty. The year started in standard fashion. Programs continued. We accomplished many of our plans. Many people were housed, participated in activities and found work. It was an outstanding year for donations. Enthusiasm was high. Optimism everywhere.

In February, the world changed and in response to this new reality Start Me Up Niagara did too. Its relational model of direct or face to face service provision became impossible given the new restrictions and guidelines the pandemic caused. The issues people dealt with continued and for some intensified.

Eliminating all non essential services while maintaining essential services and remaining true was a real life exercise in persistence and creativity. Our resilience was tested as we continued to find ways to do our work.

I am very grateful to staff, supporters, partners, participants and board members who helped Start Me Up Niagara through this very difficult time. I am optimistic that as restrictions are eased we will increase programming and continue to adjust to this new reality for the safety of all. I am confident that this shared experience will lead to better ways

of living and to innovations that will improve how Start Me Up Niagara delivers its services and accomplishes its mission to serve those who face significant life challenges by providing opportunities that improve health, increase level of community integration and support employment. Building community one person at a time – a community where everyone is healthy, included and self sufficient. Working Together Moving Forward still works.

Start Me Up Niagara continued to grow during the 2019-20 operating year. It achieved program goals and offered a variety of programs that will be outlined by program leads later in this report. The successes are a tribute to our amazing staff and the participants who willingly accepted our services.

Working Together

Where you are planted counts and after 11 years at 17 Gale Crescent Start Me Up Niagara is firmly planted in the Queenston neighbourhood. It is very proud to be part of this mixed vibrant community that has undergone massive changes in the past few years and is working to define its future.

There was a visible increase in drug use in the neighbourhood. This affected many who frequent Start Me Up Niagara's Outreach Centre and overnight winter hostel. They have multiple complex needs that could not be ignored. This resulted in increased partnerships between Start Me Up and other sectors improving the level of services it offered. CASON, CMHA, Quest CHC, Hep-C Outreach, OW were regularly scheduled on site and Positive Living Niagara, REACH Niagara, EMS offered support as needed. We kept many people alive by working together.

The issues caused by the increase in illicit drug use and their harmful consequences and the impact on the neighbourhood increased and could not be ignored. At the same time Queenston Neighbours a neighbourhood roundtable that included representation from residents, churches, agencies, business, education and local politicians grew. They had a deep understanding of the needs and dreams of the neighbourhood. They played an advocacy role and presented positive community building ideas. At the same time the Opioid Prevention Education Network worked to build a comprehensive community drug strategy. Peer Support groups were hosted in many churches and at SMUN. AA, OA, CA all trying to reduce harmful substance use. Mixed in was Roots, Bear Clan, Working the Streets all worked on the drug issue that continued to plague many communities across Canada.

No community has resolved the issues caused by the inappropriate use of illicit drugs or harmful substance abuse that is destroying lives and communities. Where Start Me Up is planted steps were taken to work together. Direct service provision, peer support groups, partnerships sharing, improving services and care and a community roundtable.

Moving Forward

Start Me Up was (and still is) the agency of last resort for many of these individuals. It continued to use a low barrier access model that provided a step toward recovery. It welcomed the support of many others to address the issue. It welcomed the chance to add its voice to the community dialogue that is needed for change. A new story is waiting to be told.

Start Me Up Niagara's service continuum based on three pillars Stabilization – Participation- Growth continued to be used to work toward its vision of a society where everyone is healthy, included and self sufficient.

Stabilization: SMUN Outreach Centre continued to be a vibrant community hub well utilized by many in the neighbourhood. Its model of radical inclusion that has proven to be effective was defined through a research project at Brock University. Providing a consistent welcoming atmosphere, calling people by their names, listening before suggesting, saying yes before no and providing basic needs and practical help were the core elements. They were key to all programs SMUN delivered. The reduction in services because of COVID-19 restrictions caused distress for many. I never imagined services delivered through an open door.

Without housing life is usually lived in survival mode making it impossible to have a stable healthy life. SMUN staff worked tirelessly to house those in greatest need, to prevent people from losing housing or rapidly rehousing

them in order to stop the fall back into homelessness. Staff provided assistance with household duties and worked with landlords solving problems and saving tenancies. The Centre, part time, and our street outreach staff worked daily on the issues that lead to poor housing outcomes. A practical suggestion and completed referral kept many housed.

At long last SMUN was able to provide its overnight out of the cold hostel services at one location ending the nightly rotation and setting the stage for housing placements. This was welcomed by all guests and staff. 50 beds. One location. Not perfect but definitely better.

Participation: Everyone needs something to do. Without meaningful activities it is very difficult to maintain a healthy outlook on life. Gains disappear when we have too much time on our hands and nothing to look forward to. Volunteering, Street News. Bingo, Outings, Green Garden, Movies, Art built a sense of belonging, confidence and skills that were big factors in wellness and recovery. The year ended with a gift of rent to start another art garage. Now we wait to be able to begin.

Growth: Growth happened throughout all steps on our continuum but this last step is about finding and keeping a job or starting and growing a business. 203 Church was all about earned income. It too followed SMUN's model of inclusivity, building on strengths and setting a future vision. Once again SMUN was the largest provider of employment supports for persons with disabilities in Niagara, Hamilton and Haldimand. It exceeded its target again. Congratulations. Micro loans on site through RISE helped. The Local Poverty Reduction Fund through the Ontario Trillium foundation completed the second year of its research project on the effect of self employment on earnings and level of self sufficiency.

Bike Me Up, the Kiosk, Creative Corner all earned income. Community events were part of the Growth step. The Harvest Festival, Glow Ride, Christmas Craft Sale, Mothers' Day Tea were great successes.

With the help of Trillium funding we completed our bathroom renovations at 17. What a difference this made to our Centre. Jordan Lions built benches for the front of 17. These were much appreciated by our participants whose outdoor seating options became very limited.

Once again Bob Tanouye and his band of volunteers made Coldest Night of the Year a success. More sponsors. More teams. More walkers and good weather. Raising \$ 150,000 plus was wonderful. Bingo through the Ontario Gaming Corporation and Pasta Suppers with the best meatballs ever rounded out regular fundraising events.

Start Me Up was very grateful for the monetary support it received from funders, foundations and donors. It was a banner year for donations from individuals.

Staff are an energetic team that kept on hitting above expectations during the year. They too were affected by the new safety procedures and restrictions as the year ended.

As the AGM is held months after the fiscal yearend Start Me Up is already well into its new year and many changes are well underway. After years of growth the number of housing programs SMUN offers are reduced as part of the consolidation of services to better meet needs. Unfortunately, many valued staff were redundant.

It also marked the end of its service contract with ODSP as all employment programs move under a new systems services manager FedCap Inc. April 1. This has been a positive experience to date.

The Ontario Trillium Foundation approved a three year Grow Grant to develop SMUN's Green Garden effective May 1 announced a one year Seed Grant starting October 15 to initiate a volunteer program.

4 Youth Employment Summer Experience positions are filled.

The Art garage will reopen and all other services will resume in modified ways with greater use of virtual delivery, social media and even the long awaited web site will be up.

Safety protocols continue to evolve and keeping them in place remains a priority. We are busy.

This will be my last year as Executive Director. After more than 21 years it is time to retire. Time has truly flown by since that first day when I opened the door of what would become Start Me Up Niagara.

I will miss everyone and most things but am looking forward to having more time for me, Tony and our family.

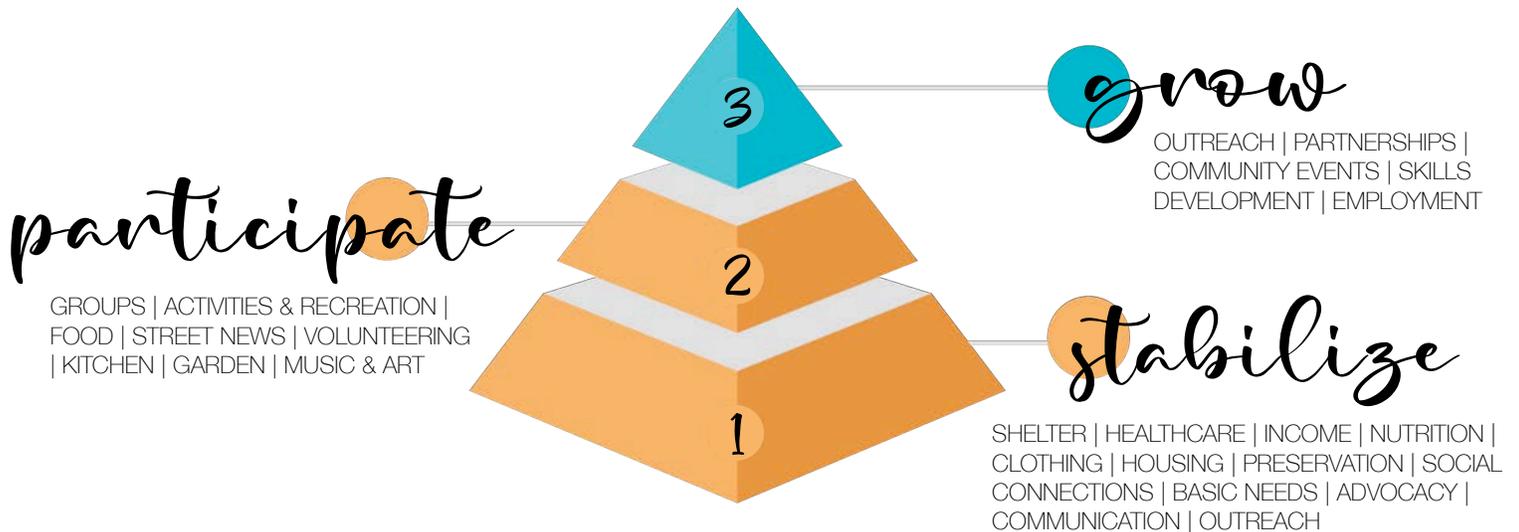
I am very grateful to successive boards, many staff members, participants, supporters and especially my husband who joined me on a journey that has truly transformed lives. Mine included.

Respectfully Submitted by
Susan Venditti, Hon PhD
Executive Director
September 16, 2020

OUR VISION

A society where all people are included, healthy, and self-sufficient.

PROGRAM CONTINUUM



OUR PHILOSOPHY

Start Me Up Niagara embraces principles of integrity and respect for others by upholding the rights of service users to make choices and set goals that reflect their personal definitions of success.

Start Me Up Niagara believes that active, committed partnerships with people who use services, and other community sectors are integral to success.

Start Me Up Niagara knows that healthy communities are inclusive and that they are stronger when all have a place and chance to contribute.

THE CENTRE

The Drop-In Centre at 17 Gale Crescent. Is like an oasis in a desert. The neighbourhood living room. It is a special place where people of all walks of life are welcomed, supported and connected. The dedicated staff here encourage people to be healthy and safe, using a judgement-free harm reduction approach to support. Start Me Up Niagara is a place for individuals in need to get connected with the appropriate supports. We provide a safe place for many of our partners to meet with people from the community.

Two days per week we have a mental health professional from the CMHA on-site to support individual mental health concerns and to coordinate long-term treatment plans. We also have an addictions outreach worker from CASON on-site 2 days per week to counsel and connect individuals with addictions issues. Thursdays, we have a registered nurse from Niagara Region Public Health on site to provide education, health assessments, vaccinations, wound care, testing as well as to coordinate care plans.

Finally, we have a nurse practitioner from Quest Community Health Centre to provide short-term medical care to participants. An outreach worker from the same agency links clients to more permanent, long-term care providers. For any medical, legal or employment-related appointments clients attend off-site, we may provide transportation.

Our staff provides snacks, food, and coffee service Monday to Friday. On weekends, we serve lunch meals. When able, we act as an emergency food bank; in 2019-2020 (and through COVID19), our kitchen staff provided 215 grocery bags of non-perishables for those in need. We celebrate participant birthdays with cake at the drop-in centre, creating a sense of belonging and acknowledging each others' important day. From 2019 to present, we have celebrated many, many birthdays with cakes and candles.

Our centre has washrooms for public use during the week – an essential service for those living on

the streets. Our volunteer barber joins us twice per month to offer free hair cuts to participants at the centre. In addition to this great service, we provide hygiene kits and undergarments for those in need. From July 2019 to present, we have provided just over 225 hygiene kits to the community. We distribute socks, winter coats, and other emergency clothing as needed. Shopping vouchers for St Vincent De Paul are provided to participants once per month. From January 2019 to July 2020, we provided 1,771 of these vouchers to the community. These are used for clothing, basic goods, and small furnishings for those recently housed.

Communication services offered on-site include telephone access for participants, faxing/photocopying/printing services, as well as advocacy and referrals to other community agencies. Many participants have mail delivered to Start Me Up Niagara, and retrieve their mail from our staff at the centre daily. We assist with obtaining ID, filling out documents with clients as well as faxing/mailling applications to appropriate agencies.

Start Me Up collaborates with Canada Revenue through the CVTP initiative. We complete income taxes at no cost to the individual. Our Income Matters program compliments this process by assisting with budgeting and finances. This tax year, we have processed \$182,384.65 in tax refunds so far.

Though all of our services looked different during each phase of COVID-19, we are proud to say that our essential services remained available throughout the entire pandemic. While we were not able to have participants in the drop-in centre, staff modified housing services, emergency clothing, grocery bags, and distanced social interaction. Our centre is a happening place; a place where you can go to be yourself. It is a place where you leave better-off than you arrived.

Currently the housing department is offering prevention services as well as supportive transitional housing.

Housing Prevention / Preservation case management is short term and is not a fixed case load. However, individuals at risk of homelessness may always re enter for prevention assistance.

Goals of prevention are as follows:

- Eviction prevention through mediation of landlord-tenant issues or advocacy at tribunal.
- Retain housing by eliminating barriers; if that is not possible, rehouse individualS.
- Systems prevention; preventing discharge or evictions from institutions (jails, hospitals) and shelter diversion.
- Connections/ referrals to community resources.
- Maximizing participant income to make accommodations affordable.

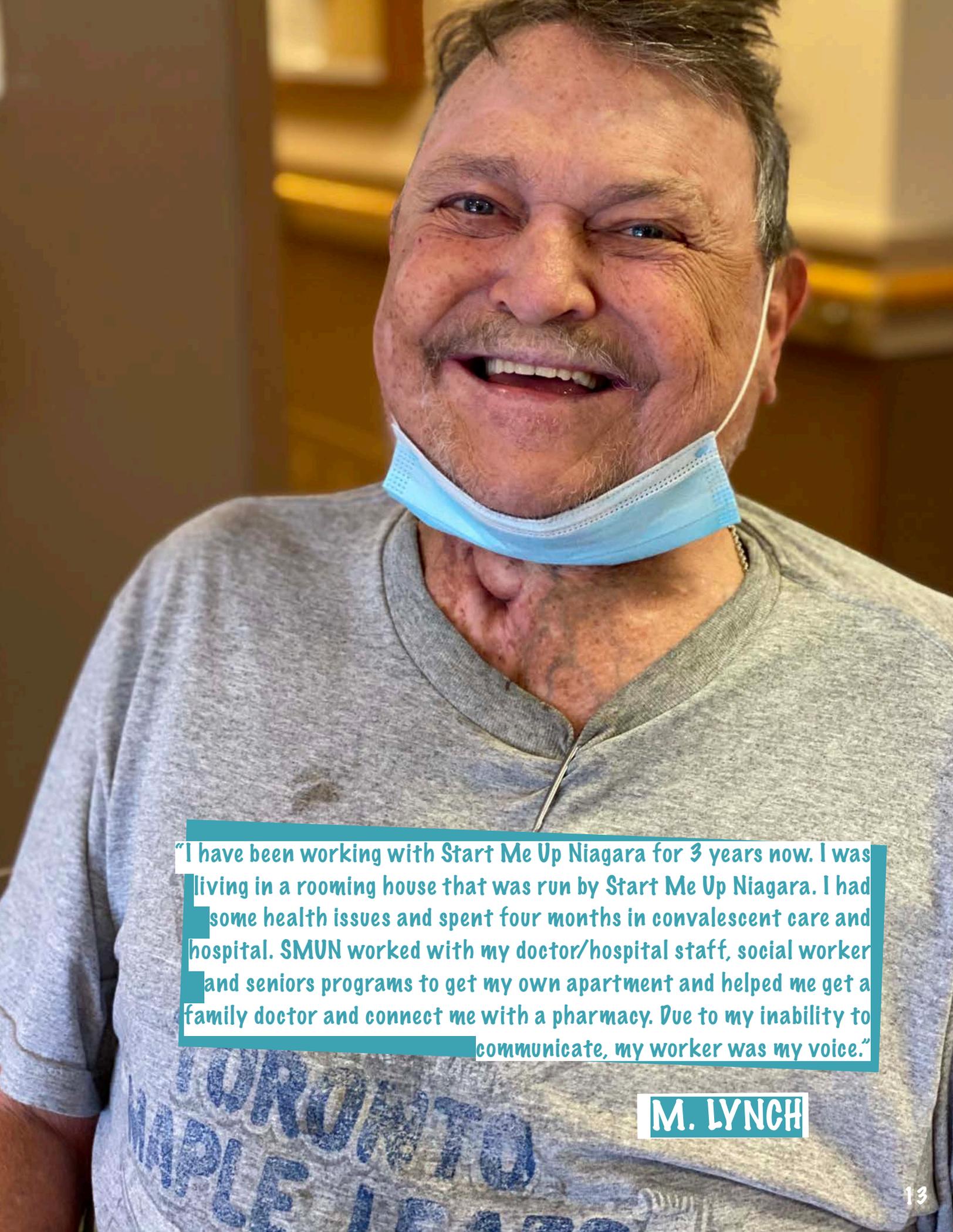
Supportive Transitional Housing

If there are vacancies, referrals/ recommendations can be filtered to the team from upstairs. The caseloads are split between two case managers and there is no distinguished duration of supports provided, they are individualized. The aim of STH is to work with individuals experiencing significant life challenges such as: addictions, mental health, poverty and chronic/episodic homelessness to provide housing first approach case management.

The aim of the program is to eliminate barriers to maintaining long term housing, work towards individualized goal setting/achievement and promote participant independence to eventually graduate the program into their own long-term housing.



HOUSING SERVICES



"I have been working with Start Me Up Niagara for 3 years now. I was living in a rooming house that was run by Start Me Up Niagara. I had some health issues and spent four months in convalescent care and hospital. SMUN worked with my doctor/hospital staff, social worker and seniors programs to get my own apartment and helped me get a family doctor and connect me with a pharmacy. Due to my inability to communicate, my worker was my voice."

M. LYNCH



Housing Support has been provided to chronically/episodically homeless individuals since 2002 through a wide range of programs for individuals complex needs; Housing First, Home For Good, Prevention, Outreach and Supportive Transitional Housing.

In addition to securing and maintaining long-term housing through individualized support, the department worked with individuals to increase social connections in the community and minimize isolation that many face.

This was done through participation in community activities, groups, Drop-In Centre activities, SMUN garden and volunteer opportunities in agency or via community partners.

This past year the department increased affordable single room occupancy stock by adding a head lease property of five rooms.

HOUSING SUPPORT

OUT OF THE COLD

Another season at Out of the Cold saw many of our friends staying at Westminster United church on Queenston Street. We sheltered 3,616 stays for the 2019-2020 season and were so happy to have a place to call home this year. As in the past we travelled to different churches and this made things difficult for not only those managing the shelter but, especially difficult for our friends getting around in the winter months. With only a few nights away at other churches, Westminster was our home and everyone worked very hard at being respectful of the space.

Our time at the church was enhanced this year by many wonderful volunteers who came out right from the start and stayed with us until the pandemic altered our procedures. We had families with young high school students, needing their community service hours, who were very helpful and some were rewarded by the city for their kindness in volunteering. These young people and their parents, set up and were gone before anyone came in to stay for the night.

An exciting new addition this year was our foot clinic. On the weekend our friends could soak their feet and have Charity our PSW, pamper them a bit. She was very good at keeping track and

checking issues related to their overall health and would alert them when they needed to get additional health care. Nathan, our nurse on site, was also there to give us his expert advice and encouragement. He was also very instrumental in preparing the shelter for safe operating procedures and taking temperatures at the entrance.

When the pandemic hit we worked to put all procedures in place for our friends and all who work at the shelter. Hands were washed before entrance into the shelter and everyone had their temperature taken upon entrance. We hired a few additional workers to help with sanitizing and general cleaning as we stepped up to ensure the safety of everyone. Everyone did their part and followed requests at making the shelter a safe space for all.

With only 13 turn-aways in the season, we worked hard to accommodate all and give direction to those needing the support. Regional workers were on hand to identify individuals using the VI-SPDAT, an instrument used to help identify the vulnerability of an individual and to categorize their service priorities. Working as a team to produce the best possible results was our priority!

Income Matters has grown into an information hub through the Centre at 17 Gale. We have been busy helping people file for Canada Pension, signing up for the Electricity Support Program and finding ways to maximize income. While still assisting participants with taxes they are filing late, we try to make everyone understand why it so important to have your taxes filed every year. Trillium money comes every month to those that claim their rent and file their taxes every year. If they get behind in filing they will lose the opportunity to have that added income.

In April and May of last year we once again offered tax preparation at 203 Church Street. Ann Marie and the team did a fantastic job of clawing back refunds. A significant amount of money was injected back into the community through Climate Action refunds, GST and Trillium amounts. Although the program was winding down through June and the summer months, someone was always available to help you through the process.

Often times our friends procrastinate and don't get to the bank to pay bills when they need to. Quite often, when someone complains they missed payment a round table discussion opens up about the simple solution of having online banking. Once they learn how easy it is to just click instead of walking all over town, they wonder why I didn't explain it all to them sooner.

Trying to convince someone to use the reloadable card is very often initiated because someone comes in the Centre complaining that their money

was stolen. I of course jump in and explain how much better the card would work for them. The other advantage is, for those that do not have bank accounts, they will no longer pay a ridiculous amount to cash a cheque! One friend has saved over thirty dollars a month in the last six months since he got his reloadable card. Wow, that adds up to \$180.

Westminster United provided us with shelter space for Out of the Cold this year and we had available a computer for guests to use. They needed to check their bank account, find the balance left in their reloadable card or even apply for Ontario Works. The convenience of having WiFi for the participants helped in so many ways. I once showed a participant how to email transfer, he was then able to contact his mother to have her send him money for a bus back home ... Technology saved the day!

How can having your license to drive increase your income? My friend has accomplished just that. He was determined with his plan and asked me to help him with this. Almost every day he came in the Centre and we practiced with the online driver education test study site. Once he was confident with his ability to take the test, he passed with flying colours. Today, he runs a delivery service and drives around town transporting people to appointments. His income has been increased simply by pursuing his goal of getting that license. Way to go my friend.

INCOME MATTERS



SMUN's Green Garden continues to provide an abundance of healthy produce to our kitchen at the Centre, and is shared freely to participants and our community partners year round.

This season, the community garden was an important home away from home for our dedicated staff and volunteers, who came together to grow food for the SMUN community.

With the ongoing pandemic, the value of us being able to do this was appreciated more than ever, as people face further economic and social hardships during this difficult time.

We grew loads of food including sweet potatoes, peppers, onions, garlic, tomatoes, eggplant, squashes, pumpkins, cucumbers, leafy greens, herbs, beans and more.

Our social enterprise project, where we work with SMUN participants to grow different herbs, veggies and beans at the garden and transform them into products for the farmer's market, has been moving forward despite the pandemic. We have been working with SMUN participants outside at the farm, and in the kitchen safely socially distanced, to produce a variety of unique

products. We have had a vendor table at the St. Catharines Farmer's Market every Thursday, where we sell a variety of things we've made: herb-infused vinegars, body care products, pickles, hot sauce, heirloom beans and more! We will continue this initiative year round following all necessary safety precautions.

The garden and social enterprise programs have provided SMUN participants with a positive space and meaningful opportunities to contribute to their community and support their own wellbeing, while gaining better financial stability through volunteer honorariums. We look forward to being able to share this program more widely when we are safely able to include more people.

SMUN's garden is located on a 2-acre piece of land donated by the Vineland Research and Innovation Centre. We are so fortunate and grateful to have access to this space to grow for our community.

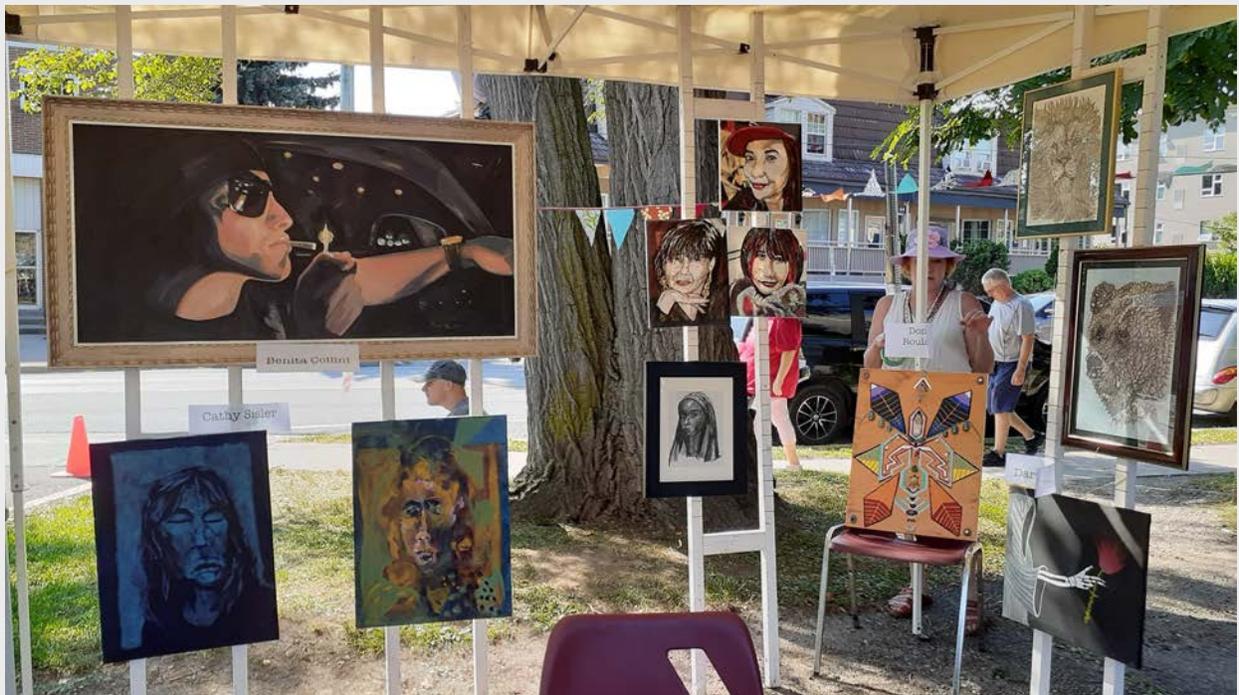
THE GREEN GARDEN

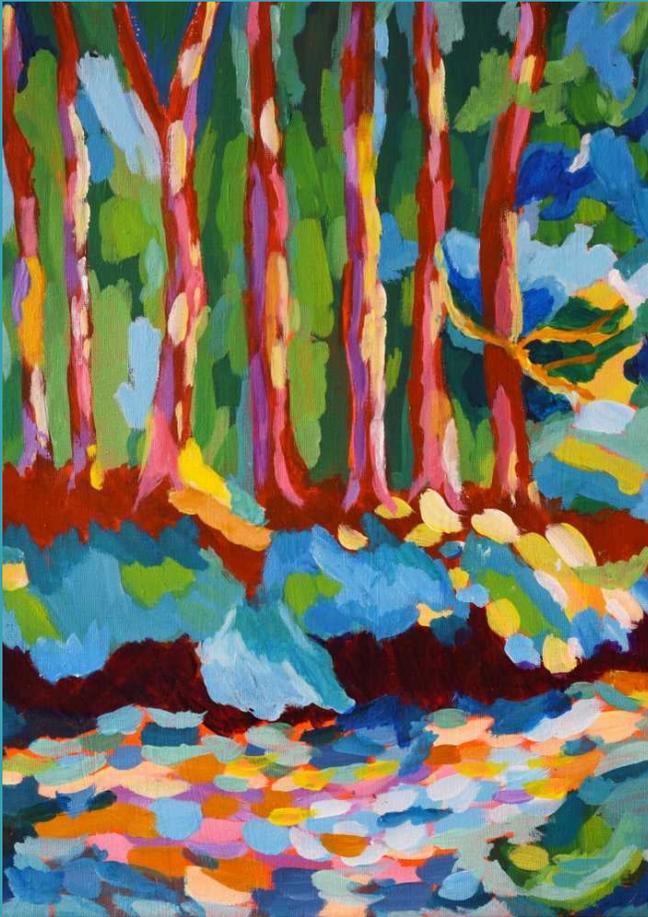
ART ME UPRISING celebrated transformation through many art-making activities. It was especially gratifying to see family members show support, make visits to the Art ME UPRISING studio, and engage in the artists' journeys.

The following is a list of some of the activities that animated the artists:

- Open Mic in the SMUN Drop-In Centre.
- The Mayor's Golf Tournament- an artist sold two pieces that were auctioned off during the tournament-proceeds went to Art Me Up and also back to the artist.
- Song of the City: artists had a number of pieces displayed in the foyer during the event.
- Brock donated a large amount of time and materials to the Art Garage.
- Several participants completed pieces and moved them to downtown stores to make sales.
- The transformation of the Art Garage into studio space and small gallery- taking walls down, painting the back room, reorganizing the entire space with input from participants.
- Harvest Festival: we sold art at tables.
- Mural paintings with the Queenston Round table.
- The Sound magazine article about the Art Garage and Art Me Up program and request donations from the community.
- Poetry writing, Thank You card making, 3-D stabile workshop, and adult colouring at the Drop-In Centre.
- A group of artists exhibited/performed in the 'Northern Exposure' project collaboration with Rodman Hall Arts Centre in February 2018 with two opening night events.
- Several artists spoke in public at 'Northern Exposure' event to reflect on their growing confidence and gratitude to contribute their part to Start Me Up Niagara's community efforts and SMUN's quarterly publication, Street News.
- Two artists had solo exhibits/projects planned and have patrons to support their creative projects.

ART ME UP





The Creative Corner Artisan Market is a social enterprise craft shop run by a group of artists that participate in our self employment program at the Work Action Centre. It has been a place of learning and growth for the artists and their businesses. It has been used as an incubator to learn how to market, display, sell and overall how to run a collective.

Compared to the previous year we saw sales grow exponentially as participants began to recognize our shop. With the addition of regular social media posting, pop up shops and participation in a couple of annual craft sales held on site or in the neighbourhood the visibility of the shop grew.

Some of the artists confidence grew along with it, enabling them to show their work at the St. Catharines Farmers Market, at pop up shops at the Royal Bank and at the Niagara Region headquarters.

The basis of the shop is locally made art and craft handmade by individuals living with disabilities in Niagara. The retail space features jewelry, art, crafts, home décor, bath and body products, photography, greeting cards, furniture, pet apparel, preserved spices and more. Some of the businesses include Pat Steimetz – “Furtastic Boutique”, Petar Klepp – “Mr. P’s Fusion”, Genvieve Liddel – “Amigurmi Friends” and Linda Philip – “Designs by Linda”.

THE CREATIVE CORNER



84.
New Intakes

TARGETS

53

Total

30

Traditional

23

Self-Employment

MILESTONES

47

Total

28

Traditional

19

Self-Employment

Self-Employment:

"I've always made wreaths. I didn't do it as a business until I came to Work Action Centre. Been coming for well over a year. I liked to build my business so I can make enough money to help abused and homeless dogs, the cancer society, women in crisis. I've had that personal experience so you know. I need a little extra money to make ends meet." Linda Phillip, 2019

"This place is probably the greatest thing that's ever happened to me." Craig McLean (photographer), 2019

Traditional:

"Everyone here was very understanding, compassionate and empowering, so I just found my place here at the work action centre because they really meet my needs. (WAC) Really helped me build my confidence and find the right work placement for me that could accommodate my abilities and build on the skills I already had and helped me feel part of my community." - Amy Davis, 2020

22 *new businesses*

21 *new jobs*

EMPLOYMENT



59
walk teams



509
registered walkers



91
volunteers



COLDEST NIGHT OF THE YEAR



BIKE ME UP
NIAGARA

\$9,496

Revenue from Sales and
Repairs

221

Bicycles Sold or Donated to the
Community

1092

Volunteer Hours

936

Number of Repairs or
Assistance Provided

Events:

- May: Glow ride with Queenston neighbours
- June: Bicycle rodeo with Heart Niagara for Connaught School (Grade 5)
- September: Harvest fest (Bike Raffle)
- October: Karen Orlandi, Silver Spire - Youth Group Tour
- November: ODSP / Four-Week Bicycle Repair Training Program
- November: Trinity Church presentation
- December: Rotary Lunch (and receipt of \$1,500 donation)
- February: SMUN Skate at Gretzky Winery

BIKE ME UP





Thank you!

Thank you so much to all of our Donors, Sponsors and Volunteers for your gifts of kindness! We appreciate you!



Canadian Mental Health Association
Niagara
Mental health for all



FAMILY OF BUSINESSES

started and grown through ODSP employment

TALENT TO DESIGN	DREAMSCAPE CANADA	PLASTIC CANVAS BY WENDY
3-III'S	ERIC CHOWN, ODD JOB, LABOURER	QUEEN CLEANING RECORD HOUND AUDIO PRODUCTIONS
A CUT UNDER THE REST	GENVIEVE'S COZY CORNER	REIDS JIO-JITSU & SELF DEFENCE ACADEMY
ALWAYS HOLLISTICS	GET-R-DONE	RENU D'CUNHA – ARTIST/ DESIGNER
AMANDA'S CLEANING SERVICE	GHASMEI-MONTAZER CONSULTING	REPURPOSED AFTER CARE
ART BY NANCY (MY UPCYCLED ART)	GREAY BEARD – BEACH CRAFT	SAFE STREET'S SYRINGE REMOVAL SERVICE
BBQ IN A BOTTLE/HUNGARY FOR STRUDEL	GUNN'S PRECISION TREE CUTTING & REMOVAL SERVICE	SCOTT'S 4-SEASON PROPERTY CARE
BENITA COLLINI FINE ART AND CUSTOM DESIGN	HOME HELP & PERSONAL CARE BY FAYE	SCRUMTRALESCENCE ARTS & Crafts
BIKES TO BRUSHES	JOHNATHAN MARK LANDSCAPING	SNAPSHOT REPORTING DATA MANAGEMENT SERVICES
BOHO GIRL ART	JUDITH GREAVES ART	ST. CATHARINES JIU JITSU
BUCKETS & BROOMS	LANY'S WINDOW WASHING	STEO INTO HEALING
CAKES BY THE LAKE	M.D. CAULKING	SUPREME MEATBALLS
CARRIE'S PARTY TRAYS	MAGIC HOURS CROSS STITCH SUPPLIES	SYLVANA'S LANDSCAPING
CITY ODDS & SODS	MARMALADE	TAX AND RELAX
CONTRUCT IT ALL	MISS TAN'S CREATIONS	TENDER TOUCH CARE PLUS
CRAIG'S MAKING PICTURES PHOTOGRAPHY	MR. P'S FUSION SPICE AND SAUCES	UNDER CONSTRUCTION DESIGN
D&J CLEANING SERVICES	MUSKOKA WIND	YARD WORKERS
D&J PACKING AND MOVING DARLENE KARPIENKO	ODDS AND SODS JOBER	YOUR INNER PIECE
PICKED & DELIVERY	ORIGINAL CRAFTS BY LORIANN	TWO GOBLINS
DESIGNS BY LINDA	PATTI SMITH FABULOSITY	BEAUTY AND THE BEACH
DIRT BE GONE	PEBBLE PETS	AJ MCGOWEN CHILD & FAMILY THERAPY CONSULTANT
DONNA REID'S MASSAGE	PEMF NIAGARA	
DOVE'S GARDENING		

BOARD OF DIRECTORS

Harry Clutterbuck	Maurice Prindville
Carol Graham (to Jan 2020)	Nancy Raimondo
Robert S. Hillier (to Dec 31, 2019)	Jennifer Rees
Bruce Lilley	Reg Soper
Susan Mifsud	Robert Tanouye (to Mar 2020)
Paul Miller	Susan Tromanhauser

THE SMUN STAFF

ADA STORIN
BILL DEGUIRE
CAROL ANN GRAHAM
CASEY WACH
CATHY SISLER
CHARMAINE FRADO
DAVE ROULSTON
DAWN MCINTYRE
DONNA PATERSON
DUAA HUSSEIN
ERIN RISEING
FAYE NICKERSON
GISELE RICHARD
GLEN RICE
GRANT HUDSON

HANNAH LEGAULT
HEATHER GRASS
JAMES MATTIAZZO
JARAD GOBA
JARED BOTH
JENNIFER PEGG
JENNIFER PELLETIER
JESSICA SCHMITT
JESSICA YENDT
JULIA BLUSHAK
KAREN WIENS
KARRIE PORTER
KRISTAN MUMBY
KRISTIN HACHKOWSKI
KYLE KUZYK

LYNDA KROEKER
MARIJANA CECAR
NESRINE KANDIL
PATRICIA BRACK
PAULA BURGESS
SANDY MIDDLETON
SUSAN VENDITTI
SYLVIA TUTTI
TARA HINDLE
TONY VENDITTI
TRACY TOZER
TRICIA ISAAK
VERN VAUTOUR
WAYNE SCHMIDT

AMBER DASTOUS, CHARITY PETERSON, CHERYL McCARTNEY, CHRISTINA THOMAS, DARCY BELANGER, DARRYL BURR, DEREK WATTS, DONNA PARR, FRED BOWERING, GALE CLARKE, GLEN CARNEY, GRANT HUDSON, JAMES ANNETT, JOE SANFORD, JOSE L PEREZ, JOSHUA D'CUNHA, KEITH BOWMAN, KEN WICKENS, MELISSA CRESSMAN, MICHELLE BOTH, MICHELLE STEPHENSON, MORUFAT OGUNKOYA, NATALIA PEREZ, PANDORA COLLEDGE, PATRICK CLOHESSY, PATRICK CRUMMEY, PETER MILNE, RICHARD COLLEDGE, RICHARD T HONGISTO, ROBERT EPP, SEAN GIVERIN, STACY WILCOX, SYLVIA TUTTI, TRICIA ISAAK, WILLIAM MACDONALD, ZEPHENIAH JAMES

FINANCIAL REPORT

START ME UP NIAGARA

Year Ending

31-March-20

31-March-19

REVENUES:

Regional Municipality of Niagara	1,134,246	989,474
Province of Ontario	758,182	650,033
Fundraising & Donations	366,251	336,271
United Way of Niagara	142,142	134,282
Niagara Prosperity Initiative	109,700	222,315
User Fees	217,875	109,453
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	2,728,396	2,441,828

PROGRAM COSTS:

Housing & Homelessness Programs	1,329,912	936,871
Outreach Programs	262,197	231,230
Employment Programs	560,390	457,067
Community Development Programs	236,114	239,782
Support Services & Infrastructure	365,186	490,662
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	2,753,799	2,355,612

Excess Revenues over Expenses	<hr/>	<hr/>
	(25,403)	86,216
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For our full audited financial statements please visit our website: www.startmeupniagara.ca

