



## ***A PLACE CALLED HOME***

## **FALL NEWS LETTER**

**Marking 15 Years of Service**

### ***The Intangibles***

**J**ust as the difference between a great athlete and a good athlete can often be identified through 'the intangibles'... *i.e. not just following the playbook or going out for the requisite hours of practice, but going over and above what is expected because of their love of the game and their motivation to be as good as they can possibly be at what they do...* A good Service Provider who also delivers the intangibles, will be a 'great' service provider *as they not only work hard and follow the guidelines, but they go that extra mile, believing it is the right thing to do and if they are really going to help people, then that means helping everyone to the best of your abilities and often thinking beyond the expected.* "That is not our Job" is something you will not likely hear at A Place Called Home.

**W**hen someone calls or walks through our door (day or night) and they are in crisis...we are the friendly voice on the phone or the kindly face at the door. We take the time to hear the person out, make sure we give them a proper referral and the option to use our phone if necessary or make the call ourselves if the client has difficulty communicating. In almost all cases, we ask that the individual or family let us know if they hit another roadblock along the way.

***In this newsletter we would like to help you understand more about our services and programs and a little more about who the homeless are in our rural community.***

**F**or the second year in a row our community encountered a devastating downtown fire. This past September, 19 people were left homeless. Once again local agencies worked together to support the fire victims and after the initial emergency was managed by Fire and Safety Officials, using A Place Called Home as a base; Victim's Services, our local Red Cross and The Victoria County Disaster Trust Fund worked in tandem with APCH to meet individuals' immediate needs.



**A** Place Called Home stayed on board after the fact to assist these clients by housing them at the shelter and in local motels as well as providing meals and access to housing and other services; making appropriate referrals and assisting in the gathering and organization of donations for these individuals...helping them to start over.

**I**f we don't know the answer...we take the time to find it and if it turns out that specific support is unavailable in this community or the problem is unique and unlikely to come up again, we look at our own mandate to ascertain if there is something we can do to help.

**H**ow can we help you? These are words that one would hear if they arrived at A Place Called Home in crisis. Our grassroots approach allows for our staff to look at the whole picture when someone who has fallen on hard times arrives at our doorstep. These individuals, couples, families with children all get personalized support and if after a short assessment, it turns out that it's not shelter that they need right now, then our staff have the knowledge and expertise to give them the information they need. More often than not, it is found that the help is available under our roof through one of our Homeless Prevention Programs, but if not; a little reassurance, a cup of coffee and an understanding person who offers good information to get help for their crisis can go a long way.

### ***We Give Thanks***

Thanksgiving at the Hostel this year was the biggest to date. Along with 19 current residents, A Place Called Home opened their doors to past residents and outreach clients. The total number for dinner that evening was 26! As you can imagine, it takes a lot of turkey to feed that many people. Staff prepared a donated turkey that weighed in at a whopping 42 lbs!! This turkey took over 13 hours to cook and ensured that all of our outreach clients could take some leftovers home.



# How We Help... Who We Help... Things You May Not Know..

- Our Emergency Energy Resource Program negotiates over \$150,000.00 per year in payment arrangements with utility companies? Did you know that these payment arrangements are made often by sitting down with a family or individual to help them with their budget – finding a way to meet the high cost of utilities and still meet their other basic needs such as housing and food.



- Our Identification Clinic helps people recover almost 500 identification documents a year? Did you know that without proper identification one cannot register in school, have a job, open a bank account, be eligible for Provincial or Federal supports that are their right as a Canadian Citizen? Did you know that without proper identification one could very easily become homeless?



- Our Outreach & Aftercare Program, can help someone who is 'living at risk' access other supports and programs that will make their living conditions healthier and safer?



- Our Youth Program can work one on one with a 16-year-old living in an unsafe environment to help them find affordable housing, continue their education, ensure that they get the proper help to deal with emotional and physical health conditions?



- Our hostel has housed and supported over 3,000 people since we opened our doors 15 years ago?



- Did you know that A Place Called Home is the central intake for fire calls in the City of Kawartha Lakes and acts as dispatch for the Victoria County Disaster Trust Fund at no cost?



- Our local Children's Aid Society has deemed A Place Called Home a safe and healthy alternative for single moms, dads or couples to stay with their children when their current living situation is unsafe for their child/children? An official protocol was developed with CAS a number of years ago. Without APCH life could become much more difficult for some of these families, who might be separated unnecessarily and children or parents might be forced to leave the community to avoid separation...leaving friends, family, doctors, schools and other supports behind.



**Special thanks to those supporters who stepped forward when we were in an extremely tight financial position this past September.**

**Making the phone calls was not an easy thing for us to do but your positive and immediate response made the world of difference. Words are not enough to express our sincere appreciation. 'When You Need Help You Call on Your Friends'-**



If you would like to be included on our e-mail list please send us an e-mail at [apch3@bellnet.ca](mailto:apch3@bellnet.ca) and let us know if you would like to receive future newsletters and other news items by e-mail.

 Ontario

**2010 Ontario Volunteer Service Awards**

Congratulation to six of our volunteers who were recognized at this year's Ontario Volunteer Awards Ceremonies.

These volunteers have made significant volunteer contributions to A Place Called Home 5, 10 & 15 years. Awards were presented to **Ron Benson, Brian Devan, Blair Hunter, Norm Price, Lori Teefy and Helen Yazdani.**





## Our Fundraising Efforts – Summer 2010

Thank you for supporting our Fundraising Events this summer. The dollars raised will help us continue our work. These events would not have been possible without our many willing volunteers – Thank you to all!

Thanks to all for a successful  
40<sup>th</sup> Annual Antique Show & Sale  
July 2010



(Photo courtesy of Michael H. Davies)



Thanks to Mark Fevang and all  
who walked or made pledges  
for the 7<sup>th</sup> Annual Mark-a-Thon



A Great Ride for the 7<sup>th</sup> Annual  
Kawartha Lakes Cycle Event



Photo courtesy of Michael H. Davies



Thank you to the Adult Education  
Students of the Green Technology Class  
for the profits from their Plant Sale



### Annual General Meeting



Our Annual General Meeting took place June 23<sup>rd</sup> at Cambridge Street United Church the same meeting place where we first met 15 years ago to begin our work in serving the Homeless of our Community. We acknowledge the contribution of our outgoing Board Member Brian Walsh and welcome our new members Patti Cragg and Rae Munroe as we continue along with our dedicated staff to meet the needs of the homeless and those at risk of homelessness in our community.

#### BOARD OF DIRECTORS

Chair – Norm Price, 1<sup>st</sup> Vice Chair – Lois Hunter, 2<sup>nd</sup> Vice Chair – John Atkins, Treasurer – Zita Devan Patti Cragg, Anna Friend, John Hassan, Ray Munroe, Roger Worley, Helen Yazdani

## Book Launch

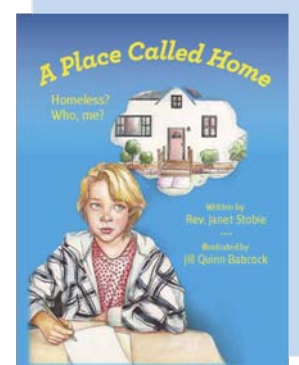
### 'Homeless, Who Me?'

NOVEMBER 18<sup>TH</sup> – 5:30PM

A Place Called Home – 64 Lindsay St. S. Lindsay Ontario



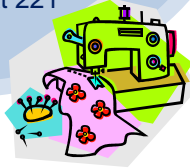
A Place Called Home is extremely excited to announce the upcoming launch of our long-awaited children's storybook, complete with a teacher/parent guide. We are very fortunate to have found Author Janet Stobie and Illustrator Jill Quinn Babcock to capture our vision. Books available (after November 18th) at A Place Called Home Offices, Lindsay - Foot Prints Book Store, Lindsay - Kent Book Store, Lindsay - Pathway to Heaven Book Story, Port Perry or Janet Stobie (Author), 705-793-3804, [www.revjantheauthor.blogspot.com](http://www.revjantheauthor.blogspot.com)



*Imagine you are ten-year old Allyson. Your dad has been laid off. Your family can no longer pay the rent and electricity bills. You've moved into town to the 'homeless shelter'. Experience with her the difficulties and joys of being at the Shelter.*

# Give us a Call!

A Place Called Home is looking for volunteers with sewing machines at home who are interested in working on a fundraising project for us. We will have patterns, material and will also hold a short training session for this simple project. The more the merrier!  
328-0905 ext 221



## Gift of Shelter Christmas Cards

Our thoughts will soon turn to Christmas and the search for a unique gift to give to friends, work colleagues, your pastor, a teacher and others on your list that are difficult to buy for.

**A Place Called Home** once again will be offering an alternative to your gift giving. ... *please consider "A Gift of Shelter"*

Shelter is one of our most basic needs. When you make a donation of any size to our **"Gift of Shelter"** Campaign, we will provide you with a lovely 'Christmas Card' for you to give as a gift to someone on your list. This card will let the recipient know that the donation you have made on their behalf will help ensure that there is a safe place for the homeless men, women & children in our community to return to at the end of their day.

The "Gift of Shelter Christmas Cards" will be on sale starting November 1<sup>st</sup> by dropping in at our office at 64 Lindsay St. South or look for us at the Lindsay Square Mall Saturday November 20<sup>th</sup> & 27<sup>th</sup>. For more information, please call 328-0905 ext 221.

**Charitable Receipts will be issued for donations \$10 and up**

### facebook

Visit our facebook page.

A reminder that we are on 'Facebook'. Add your name to our membership. Simply search 'groups' for 'A Place Called Home'. Once you are a member...event & agency news will come directly to your Facebook!



### The Benefits of Donating Securities

#### GIVING & SAVING WHETHER THE MARKET IS UP OR DOWN

As always there are countless benefits to making a charitable donation of Securities. TAX SAVINGS and the procedures for giving & receipting are the same for appreciated or depreciated securities.

A Place Called Home is set up to receive and properly receipt donations of Securities. Please consult your broker or tax specialist for more information. **A Place Called Home can be reached at (705) 328-0905 OR Toll Free 1-866-520-2689 Ext. 222**



An on-line alternative to make your donation Just log onto [www.canadahelps.org](http://www.canadahelps.org)

Make a Tax Deductible Donation Today!

Thank you on behalf of the Homeless in our Community!  
**A PLACE CALLED HOME IS A REGISTERED, NON-PROFIT ORGANIZATION**  
*Charitable Receipts will be issued for All Donations of \$10 and over*

*Your ongoing Support will ensure that everyone has a safe place to return to at the end of the day*

## Help the Homeless of our Community



Mailing Address: **A PLACE CALLED HOME**

64 Lindsay St. South Lindsay, Ontario K9V 2M2 (705) 328-0905 ext. 222

[lorrie.polito@aplacecalledhome.org](mailto:lorrie.polito@aplacecalledhome.org) [www.aplacecalledhome.org](http://www.aplacecalledhome.org)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ e-mail: \_\_\_\_\_

*I would like to make a donation in the amount of: \$ \_\_\_\_\_*

A Place Called Home **does not** sell trade or share mailing lists. We will only use your personal information to send you newsletters, information about volunteer opportunities or other special events/promotions pertaining to A Place Called Home and our operations and to include your name in our list of donors.

- Please check if you do not want your name published on our list of donors.
- Please check here if you would like us to remove you from our mailing list.



# Frequently Asked Questions



**AWARENESS is a key component of our work. We hope that the following questions & answers will be helpful.**



**Do the people in your hostel not want to work?**



Actually a great number of our clients do have jobs (part-time or full-time) in fact some have more than one job. Some are on Social Assistance, such as Ontario Disability for physical or mental health conditions. Each case is different, some of our residents are Retired Pensioners on fixed incomes and others do not have any form of income at all.



**Are all the people who stay at A Place Called Home drug addicts or alcoholics?**



NO...Individuals and families who come to A Place Called Home bring their own set of issues or barriers with them. While some have addiction issues, most don't. The residents at A Place Called Home are regular people who for one reason or another have become homeless and require a safe place to sleep while they are looking for permanent housing.



We would like to caution those who have only seen one side of homelessness, not to paint everyone with the same brush. Like in all industries, there are good and there are not so good.



One must remember that when you work in a specific sector that you are apt to be more acquainted with a very specific group of people who perhaps are struggling with addiction issues or are unemployed etc....however those are not the only people who need our help and use our facilities.



**Does everyone sleep in the same room at A Place Called Home...(dormitory style)?**



NO...A Place Called Home believes in providing individuals and families with dignity and privacy. All of our rooms are either private or semi private with no more than two people in a room.



Families will often use adjoining rooms which provides them with a more private and homelike living environment while they work on finding permanent housing.



### **Are all the youth that stay at your hostel just ‘bad kids’?**



NO...Many of the youth that stay with us are just the opposite. The majority attends school; have part time jobs and return to volunteer after they find permanent safe housing. Many of our youth residents have left abusive, unsafe and unhealthy homes and their stories are heartbreaking.



### **Why do you pay staff to work overnight and weekends? Why don't you use volunteers?**



APCH is a “Registered Ontario Hostel” and it is regulated that trained, qualified staff are on the premises at all times (24-7). Volunteers are invaluable supports to us in many ways but they will never be able to replace the qualified staff that is required to safely run our operation.



### **You are funded by the Government right?**



YES AND NO...although we are funded at a per diem rate set by the province that is 80% covered by the Province and 20% covered by the municipality, even with this funding we must raise over \$100,000.00 annually to meet our total costs.



Unlike most offices who operate nine to five on weekdays, A Place Called Home must pay staff to work 24 hours a day, seven days a week, 365 days a year...this increases our costs exponentially. Our facility operates 168 hours a week (over 4 times the number of hours of a regular office)...think of it like a nursing home or a hospital only we don't have to have the high numbers of staff working at the same time.



### **You recently did a major and costly renovation to your admin and program building...why is it that you could do this, but still are asking for financial help to operate your Hostel?**



Like most Non-profits APCH is constantly searching out funding sources to help with our services. Most government grants are given on a one time basis and are very rarely for direct operating cost. Often finding funds for bricks and mortar is easier than finding ‘evergreen’ funding for ongoing needs. When a project is approved agencies must be very diligent that the funds are spent on the project rather than any emergencies that may come forward. Our Admin and Program Office had been running out of a ramshackle portable school house and was becoming unsafe, not to mention that all staff and clients were crammed together like sardines, leaving no room for privacy or confidentiality for clients in crisis or anyone who wanted to come in and have a private conversation with staff.



APCH was fortunate to be approved by The Ontario Trillium Foundation for a grant to renovate the Admin and Program building to make it safer and give more privacy and to make it ‘barrier free’ something that it was not previously.