



community  
**care**

of St. Catharines & Thorold

---

**Since 1919**

## Who we are...

**MISSION:** We compassionately provide vital services and assistance to individuals and families that meet their basic needs and help bridge their journey to self sufficiency.

**VISION:** Our vision is for a healthy, caring community where everyone lives with dignity and purpose.

Community Care, St. Catharines & Thorold has been meeting the needs of the less advantaged in our community since 1919. The fundamental principles on which the agency was founded have not changed.

Programs range from food and shelter security to emergency services and supports that lead to the independence clients strive to achieve.

Although most programs are delivered within the communities of St. Catharines & Thorold, the Trustee and Niagara Nutrition Partners Programs are delivered on a regional basis.

**VALUES:** Accessibility | Commitment of Volunteers | Compassion | Diversity | Empowerment | Fairness | Flexibility | Fiscal Responsibility | Honesty | Respect | Responsiveness | Openness

## Those we serve...

### Community Care: 2018 facts

- Community Care is assisting an average of **1,850** households per month in St. Catharines and Thorold. Upwards of **40%** are children
- New clients are on the increase
- We are distributing approximately **5,000** pounds of food PER DAY, 5 days a week. The value applied would be approximately **\$13,000** per day
- Food is distributed on a bi-monthly basis or **6** times per year, however no request is denied and emergency bags are provided as needed

### Housing Help of Community Care: 2018 facts

- 274 youth under the age of 24 were on the Youth Trusteeship Program.
- **472** individuals were seen by a housing worker.
- **2006 units of service** for housing searches, Niagara Regional Housing applications, and priority status letters not including phone calls were completed.
- **12,817** people walked through the doors of HH. Assistance included housing lists, housing searches, OESP credits, laundry program (program has since ended), NRH applications, identification issues, communication assistance including phone usage, mail and messages...amongst many other struggles.

### Volunteers: 2018 Stats

Community Care is grateful for the efforts of approximately **216 scheduled volunteers per week**. These dedicated volunteers commit to one 3 hour shift and are truly the backbone of our agency. Our busy Christmas season relies on the efforts of approximately **512 additional volunteers**! Additional hands are used to sort food, clothing and assist with special events and maintenance throughout the year.

## How we respond...

What began in 1919 as food and clothing assistance  
has grown to 21 programs

### FOOD SECURITY

**FOOD Bank:** Within our St. Catharines and Thorold locations, we acquire and distribute food to individuals and families facing hardships. Every client is assessed for need according to LICO Poverty Lines (Low Income Cut Off). Once registered, clients may access food, clothing and household goods every other month or six times per year; however no emergency is denied. Clients have the opportunity, through a point system to choose 3-5 days worth of food according to what is currently available on the food bank shelves, Canada's Health Food Guide and personal preferences. Bread is available to everyone, as well as fresh produce - according to the season. What started as soup prepared in Leone Taylor's kitchen has grown to the distribution of 5,400 lbs. of food per day, to over 100 households per day, 5 days a week (includes individuals and families)

**Savoury Samples:** On a regular basis, tasting samples are offered to clients along with bagged ingredients and recipes to take home. *No point system is applied.*

**Community Gardens:** Since 1999, thirty garden plots located at Torosian Park, St. Catharines are supported in partnership with Niagara Regional Housing and The City of St. Catharines. Clients, through support, have the ability to grow their own produce.

**Niagara Nutrition Partners:** NNP coordinates student nutrition programs at elementary and secondary schools *throughout the Niagara Region*. Volunteers and staff distribute snacks, breakfast and/or lunch to over 17,000 students each school day.

### HOUSING SECURITY

**Housing Supports:** Housing Help assists: those who are homeless, at risk of being homeless, receiving government assistance, underemployed, physically and/or mentally challenged, facing eviction, leaving institutions, or in need of community support. HH assists with: access to affordable housing, completion of rental applications and documents, landlord disputes, referrals to emergency shelter, trusteeships, money management, utility assistance and referrals to other local applicable agencies or services. *HH works alongside ALL other Housing Organizations, agencies and landlords throughout The Region of Niagara.*

**Trusteeship Program:** Money management and direct distribution of support funds are provided to secure housing and other related costs. (Example: utilities) *The Housing Help Centre works alongside most agencies within The Region of Niagara except Port Colborne and Fort Erie-however we are here to assist.*

**Youth Trusteeship Program:** Students 16-24 years of age are assisted with budgeting of funds, along with advocacy with landlords, social services and schools. A trustee is mandatory to receive assistance. Youth hopefully will have the ability to remain in school. *HH works alongside ALL agencies within The Region of Niagara.*

**Utility Assistance:** Distribution of funding acquired through various Energy Assistance Programs as well as liaising with utility providers to ensure utilities, including lights and heat, are maintained.

**Ontario Electricity Support Program:** With OESP, low-income households can receive a credit on each electricity bill. The amount of the credit will depend on the number of people who live in their house along with combined household income.

**RentSmart:** Provides interactive life skills education and support for Tenants, Landlords, and Community Educators with one goal: “Successful Tenancies”. Part of a consortium, RentSmart Ontario is training Community Educators across the province to deliver the RentSmart programs to the clients they serve.

## MEDICAL PROGRAMS

**Brushed Aside:** Requests for dentures, fillings, extractions, etc. are assessed & supported based on need & available resources.

**Clara Crawford Fund:** CC administers the CCF assisting seniors with glasses, hearing aids, prescriptions, etc. up to \$500.00 per client.

**Gift of Sight:** This program helps low income-employed families, who are without benefits, with eye exams and glasses.

## ADDITIONAL PROGRAMS

**ID Clinic:** Assists with applications for new & replacement Birth Certificates and provides support with applications for Citizen Certificates, records of Landing, Canadian Marriage Certificates (to get SIN card), delayed statement of Birth, etc. The ID Clinic files/pays applications for clients, provides safe storage of ID, while providing individual support. As well, Service Canada is available each month to assist with Social Insurance Numbers-SIN.

**Income Tax Clinics:** Each spring, approximately 400 clients are provided assistance by trained CRA volunteers.

**Clothing & Household Goods:** Since 1919 items for registered clients - babies to seniors - have been provided. Thorold’s Thrift Store benefits the entire community with items at modest prices, however registered clients are non-paying customers. Referrals are made for access to larger household furnishings.

**Baby Layette Program:** New babies are welcomed with their own layette.

**The Jumpstart Snacks ‘n Sneakers Back to School Program:** Sneakers, backpacks, school supplies and one week's worth of healthy snacks are distributed to approximately 1,300 registered children in the weeks leading up to the return to school.

**Canadian Tire Jumpstart Program:** Close to 500 local children-who may otherwise be denied the opportunity to participate in recreational activities- are provided financially through the Canadian Tire Jumpstart Program. This national campaign began with CC as the pilot agency in 2004.

**Birthday Program:** Gifts are provided for children up to 10 years of age.

**Christmas:** During it’s long history, CC has always provided at Christmas. Presently, the May Court Club assists with distribution of new toys and CC with food vouchers. 3,000 plus registered households (which includes over 13,000 individual/families-babies to seniors-in 2018) are assisted each year due to the community’s generosity.

## Our clients say it best:

*“Community Care went beyond what would be required to ensure that I had proper housing first and foremost...and nurtured me back to a place where I once again am beginning to feel as if I belong to this community.”*

*“Having warm water for the first time in 6 weeks meant warm baths for all of us. Thank you for giving us back our dignity.”*

*“I have a new outlook on life with a brand new smile on my face. I am no longer in pain with my infected teeth, and I enjoy smiling!”*

*“My son went to school in his new sneakers today with his new back pack. He was happy to go back to school for the first time ever.”*

## 100 year history of Community Care

*“I used to cook soup on my stove all day and every day. There was no time when there wasn’t a pan of soup cooking, because I had 400 families to look after.” – Leone Taylor, Founder of Associated Charities.*

**1919:** And so it began...the organization that is today known as Community Care, St. Catharines & Thorold. Mrs. Charles Taylor is the caring individual credited with being the moving force in the birth of this organization. It was upon her stove that soup cooked daily and within her home that clothing, donated by the community, was sorted for distribution to the needy. Leone Taylor passed away after a very benevolent life in the early 1970’s at the age of 93, but the legacy she has left has been a gift that keeps on giving.





## NOTABLE DATES

**1953 to date:** The United Way was organized and Associated Charities was one of the first agencies to be assisted by this organization.

**1958 to date:** The May Court Club of St. Catharines distributes toys at Christmas, in partnership with the agency, to parents of children in need.

**June 1968:** The agency received its charter as a registered charity within the province of Ontario.

**1973:** The agency changed its name to Associated Services reflecting the expanded programs offered.

**1984:** The agency expanded to Thorold. Food and clothing was distributed in the basement of Thorold's City Hall, formerly L.G. Lorriman Central School, before moving to its current location at 19 Albert Street, West in 2004. The adjacent Thrift Store opened on February 14<sup>th</sup>, 2005.

**1993:** The agency changed its name to Community Care, St. Catharines and Thorold to reflect our partnership within the entire community.

**1998:** Niagara Nutrition Partners was established as a Region-wide initiative offering support and coordination for nutrition programs in elementary and secondary schools, as well as community based programs.

**2001:** The Housing Help Centre: opened in the small building adjacent to Community Care at 14 North Street through federal funding.

**2005:** Housing Help surrendered its charter and merged with Community Care, St. Catharines and Thorold.

**2011:** Housing Help moved from its 14 North St location to 129 Church St, enabling all of Community Care's Programs to be under one roof (the North St and Church St location are encompassed in one building).

**2013:** A new delivery truck was donated in honour of a very good friend of Community Care, Mr. Chuck Smith, through The Wise Guys Charity Fund.

**2014:** 95<sup>th</sup> Anniversary.

**2015:** 10<sup>th</sup> Anniversary of the Thorold Thrift Shop, 19 Albert St. West.

**2017:** The Junior Ambassadors program was launched for kids who lead through compassion. RentSmart Ontario is launched as a part of a national incentive promoting “Successful Tenancies”

# THANK YOU!

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