

Living **WELL** Together



Welcome Inn
Community Centre

Annual Report

April 2023 - March 2024

40 Wood St. E., Hamilton, ON L8L 3Y3 • 905-525-5824 • www.welcomeinn.ca
Charitable #107690992RR0001

Welcome Inn's Vision

Welcome Inn is a dynamic community centre that dares to imagine that there is a different and more vibrant path forward for ALL members of our community. Together with the community, Welcome Inn works to alleviate poverty, loneliness and marginalization - challenges that our community members face on a daily basis - by offering supportive relationships, promoting wellness and providing capacity-building opportunities. Our program areas include: Children's Programs, Seniors' Programs, Community Programs, and Food Access Initiatives. All program areas are designed to improve the **eight dimensions of wellness**.



The Wellness Areas

For us, it's not about creating another program; it's about empowering members of the community so that **ALL** might be **well**.
Welcome Inn promotes wellness in eight key areas >>>>



Social:
Supported, connected, engaged



Intellectual:
Creative, articulate, skilled



Physical:
Healthy, safe, well-fed



Emotional:
Self-aware, reflective, grounded



Occupational:
Purpose-driven, fulfilled, self-directed



Environmental:
Attentive, active, safe



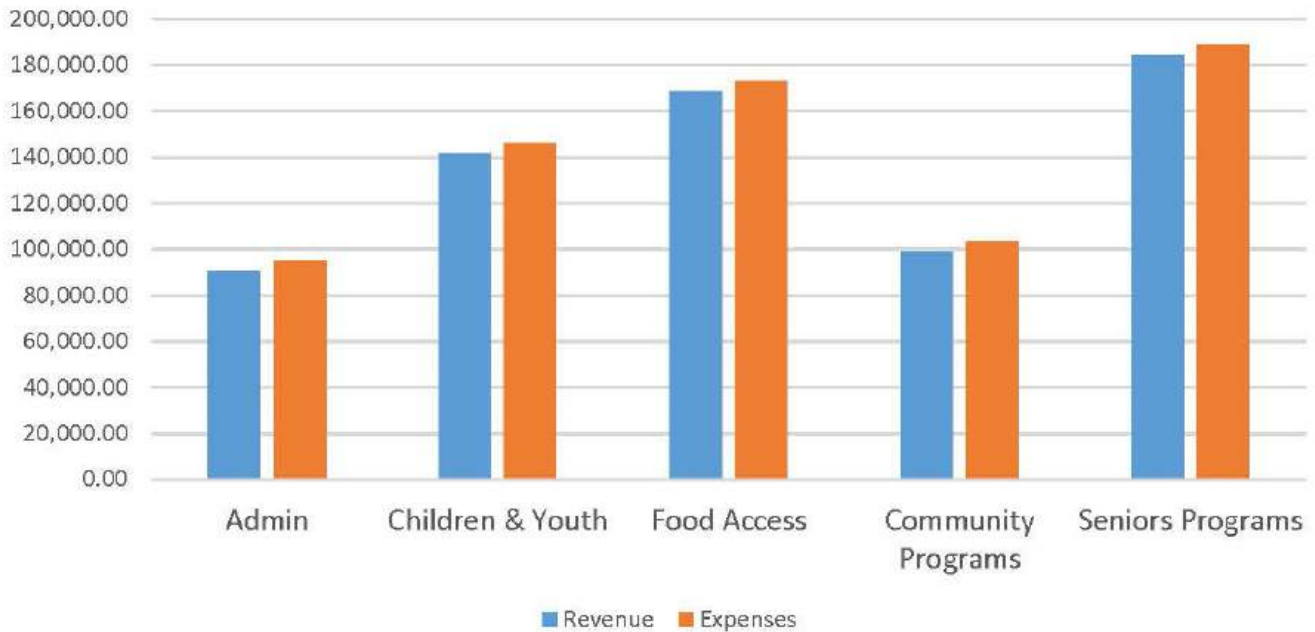
Financial:
Stable, interdependent, housed



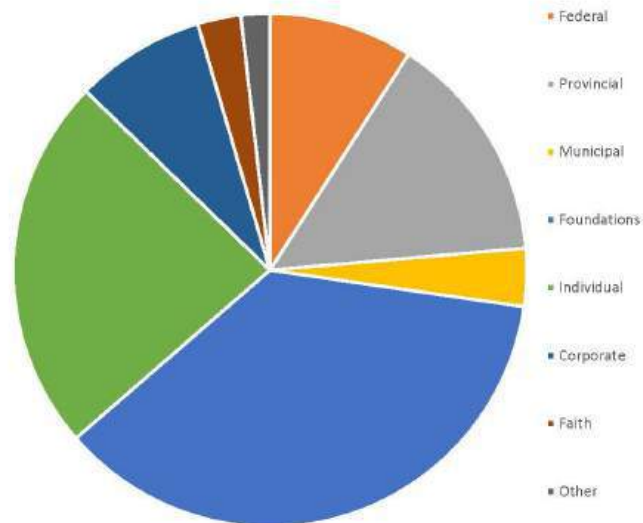
Spiritual:
Peaceful, mindful, compassionate

Financial Report

Welcome Inn Community Centre
Revenue and Expenses - 2023-24



Sources of Revenue



Children's Programs

Striving to create safe and inclusive spaces for children and youth to further their academics, practice their leadership skills and become more resilient . . .

Learning and Fun Afterschool Program (LAF)

Our Learning and Fun Afterschool Program, also known as LAF, is a program full of creative crafts and vibrant group activities. For the children that come from the neighbouring elementary schools, Bennetto and St. Lawrence, LAF provides significant academic and social supports through their mentors. The McMaster students that volunteer at LAF also gain valuable experience and hands-on learning. This reinforces the idea that we all gain from working together and supporting one another. We all have something of value to share and receive.

Summer Day Camp

Our summer camp offers families high-quality, affordable, and engaging programming for their children. Designed for kids ages 5-11, the camp features group games, arts and crafts, dress-up days, counsellor challenges, swimming, and a variety of weekly outings. A standout moment of the camp is the annual Talent Show, where campers (and occasionally their parents!) can showcase their talents in a supportive environment. The friendships formed during camp are truly meaningful and lasting!



Seniors' Programs

Gathering together to reduce social isolation, offer peer support and encouragement, and improve overall wellness in the later years of life . . .



192 Diners
Club
Participants

Diners Club

Every week, seniors come together at Welcome Inn for a wholesome, home-cooked meal. The atmosphere is vibrant with engaging conversations and plenty of laughter. After the meal, the afternoon features a dynamic program which could include live music, guest speakers, themed parties, cooking demos, dancing, slideshows, and more. Each week brings something new and exciting! What truly makes Diners Club special are the friendships that blossom and the mutual support among those at the table sharing a meal and a smile. Many seniors say what began as a simple outing has evolved into a cherished family-like community where all are welcome.

"I'm so grateful I get to see this chosen family every week. I look forward to it."
- A Senior at Welcome Inn



2952
Diners
Club Meals
Served

Community Visitation Program

With thanks to the Government of Ontario, through the Ontario Trillium Foundation and its Resilient Communities Fund, we have been able to add a Life Navigation component to our Community Visitation efforts. The goal of the Life Navigation component is to increase the depth of support offered to seniors with more complex situations, by assisting them to navigate health care, food security, safe housing, healthy relationships, and mental health supports. We are excited to continue to be able to offer increased training to our volunteer team, which increases our capacity and skill base to respond to the needs of the seniors in our community.



3079
Community
Visits



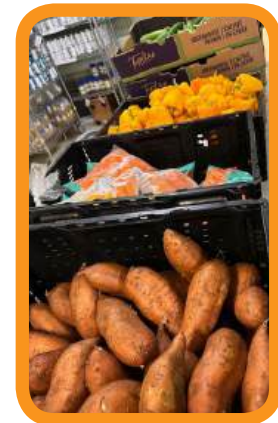
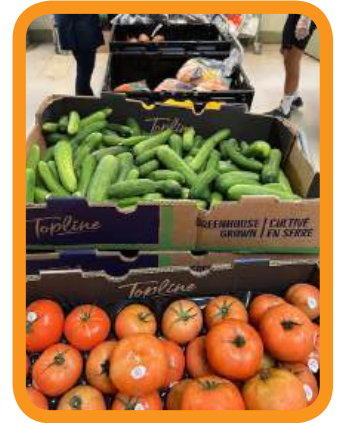
Food Bank

Working toward justice for all, recognizing that access to nutritious food is a basic human right (and a great social connector) . . .

Welcome Inn's food bank serves as a vital resource for individuals and families in need of food and personal hygiene items. More than just a place to collect essential goods, it functions as a community hub where neighbours can connect, access various resources, and learn from each other. Beyond addressing immediate food needs, the food bank fosters social interactions, helps build friendships, and encourages engagement within the community. We are committed to incorporating good food principles into all our activities, as we strongly believe that together, we are all part of building a healthy community.

"Welcome Inn provided me with food and support at a time when I wasn't sure I was going to be able to feed my family. Everyone there treated me so nicely and I didn't feel bad for not having food. They saved me so many times by giving me food, but also encouragement and support to help me in the future."

- A Community Member at our Food Bank



Community Programs

Aiming to provide quality community programs, accessible to everyone, improving financial stability, access to technology and more . . .

Tax Clinics

Our Tax Clinic was up and running again this year, assisting community members with their annual tax returns. Thanks to our dedicated volunteers, we completed 214 returns and ensured that everyone was informed about potential government support programs. For those who speak languages other than English, we provided translation support. This allowed 102 community members who might have otherwise struggled, to successfully submit their returns.

214 tax returns
completed

102 newcomer tax
returns completed

Supports for Recent Immigrants

Two languages at our community centre—Arabic and Spanish—are almost as common as English. Translation services are now available at our food bank and tax clinics.

Peer-to-Peer Groups

At our community centre, Arabic and Spanish are nearly as prevalent as English. Our Spanish and Arab support groups offer newcomers to Canada and residents of the North End Community, the opportunity to explore local resources together in Hamilton. By providing a platform for recent immigrants to share their experiences, the peer-to-peer support group fosters an environment where community members can find comfort and friendship during their transition, while also feeling supported, connected and engaged.

ESL Conversation Circles

For those looking to enhance their language skills, Welcome Inn has organized several ESL conversation circles over the past two years. These sessions have been specifically designed for our Arabic and Spanish-speaking community.

Settlement Support

Our Settlement Supports offer newly immigrated families help with their documents, advocacy, and integration services, all linked to our ESL conversation circles and peer-to-peer Support Groups.



531 direct supports
for recent immigrants

98 peer-to-peer group
participants

Living WELL Together



MEET THE TEAM 🖐️ Staff, Partners & Directors

Kristina Santone
Executive Director (as of June 2024)



James VanderBerg
Executive Director (prior to June 2024)
Fund Development Officer (as of July 2024)



Ruth Kaulback
Seniors Program & Volunteer Coordinator



Kari Dengerink
Community Visitation Manager



Krista Rao
Community Programs Coordinator



Barb Brow
Food Bank Manager



Michelle Urbanek
Children's Program Coordinator



Rome Lim
Program Advancement Specialist



Yaima Frosseard
Community Programs Staff



Salma Adam
Community Programs Staff



Christiane Cain
Office Administration



23,677
volunteer hours

Board of Directors

- Tom Geiger
- **Chair of the Board**
- Leah Schwenger
- **Vice Chair**
- David Dutchak • **Treasurer**
- Joanne Roth • **Secretary**
- Peggy Savage • **Director**
- Gladys Flores • **Director**
- Harvey Bremer • **Director**
- Gladys Flores • **Director**
- Lyndsy Baillie • **Director**
- Dale McDonald • **Director**

379
total volunteers

Our community development efforts would be nothing without the leadership of our dedicated staff team, the financial support of our various partners and the significant commitment of our volunteers.



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