

# Opening Doors

2025 Impact Report



thresholds.  
homes and supports

est. 1980

# Territorial Acknowledgement

We recognize that we are uninvited visitors on the traditional territory of the Chonnonton, Anishinaabeg, and Haudenosaunee Peoples and acknowledge the long-standing colonial history and violence against Indigenous people. We commit to working in allyship with Indigenous people through actions of reconciliation, decolonizing our practices, and integrating Indigenous ways of knowing through meaningful partnerships.

## A Message From Our CEO

Over the last year, Thresholds Homes and Supports has continued to focus on improving our services and our housing supply to be an ongoing positive impact for those in need within our communities. Our staff have ensured that the individuals we support have access to resources and that their voices are amplified and empowered through informed care and program design.

Our new 28-unit transitional housing project at 65 Delhi supports stabilization through human connections, in a shift from scarcity and survival to sustained stability and permanent housing.

Our standards in housing remain the highest in our sector, and the relocation from 222 Speedvale Avenue in Guelph to 47 Hyland Road is a representation of our commitment to ensuring those we support have a home filled with dignity and pride.

Our commitment to reconciliation saw the transfer of 11 acres of forestland in trust to an Indigenous partner, Crow Shield Lodge, marking the start of our journey to building trust with the Indigenous community.



Photo: Carmen Groleau/CBC

Our future as a community builder now has a strong foundation. With funding awards for both 667 Victoria Street South in Kitchener and 14 Edinburgh Road South in Guelph, we will lead the sector in supportive housing design and ensure that the right to live in a safe, supportive community remains available for all people, regardless of their health condition or socio-economic status.

Handwritten signature of Eric Philip.

Eric Philip

# Our Impact



Opening doors to mental health and housing since 1980.

897 Clients served across Waterloo Region,  
Guelph-Wellington, and Dufferin-Caledon

595 Individuals received crisis support

520 Individuals received housing support

156 Individuals received community support

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17 THS owned properties

430 THS managed community housing units

# One Year of Transitional Housing

65 Delhi Street, Guelph

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3 Floors

28 Transitional beds

6 Dedicated Indigenous beds

24/7 Staff support

Indigenous staff

Primary care

Acquired Brain Injury support

Substance use support

Indigenous cultural reunification

“Transitional Housing is a place I can get my stuff together, and we can move forward.”

Transitional Housing Client

Just one year since the doors first opened to our Transitional Housing site on Delhi Street in Guelph, what once seemed like a dream has become reality. In 12 months, 34 clients have accessed housing and support, and a strong network of community partners - from Crow Shield Lodge to Traverse Independence, to caring neighbours eager to lend a hand - has joined us in rallying around them. Through it all, two clients have even fast-tracked the program, securing permanent housing in under a year.



Hear front-line staff's perspectives on the impact of Transitional Housing.



Learn more about Indigenous programming at Delhi Street.

Whether learning to trust a neighbour, accessing culturally appropriate care, building cooking skills, or mastering a budget, these moments reflect what's possible when people are supported in meaningful ways. It's a powerful reminder that providing not just safe, stable housing, but the right supports, can help clients heal, grow, and build the skills they need to thrive.



One client, Nola, had lived between friends' places, in treatment, and in a tent. After her daughter lost her life to fentanyl, she was determined to get sober for good, but was

staying with friends who were using, which made it more difficult.

**“I kept getting sick, going to the hospital, and almost dying,”** shared Nola.

She had the opportunity to move into THS's transitional housing program from her last hospital stay and is now 11 months sober.

**“When you're really serious, there is treatment, but you have to be sober to go. When you're homeless, it is really hard to stay sober,”** said Nola. **“I'm really grateful for this place because I'm able to stay sober and clean.”**

Impacts have already reached far beyond our community. The program was highlighted at the 2025 Canadian Alliance to End Homelessness Conference, and partners from as far as Thunder Bay have reached

out to learn more about the program design. None of it would be possible without the steadfast commitment of our front-line workers.



Learn more about the impact of community partnerships.



Hear more about staff experiences at Delhi.

“I feel emotional about it, so many good things have happened at once. You always want to see that transformation but seeing so much of it happening at one time you can really see an entire community transform.”

Kristen, Transitional Housing Lead

# Peer Support

54 Clients Served

178 Groups

455 Units of Service

8 Group Locations



“Sea had come by and initially introduced themselves, and I was so excited - now I don’t have to leave my house [to access Peer Support Groups]... when I’m in my own house I’m less anxious.”

Caleigh, Peer Support Client

Thanks to our new mental health Peer Support program, clients have access to regular groups and support from someone who’s been there. Whether it’s one-on-one support, in groups at our shared home sites, or educational sessions and groups in the community, clients leave with new coping skills and the powerful feeling that they are not alone.

**“Working in Peer Support has provided me the opportunity to see my journey with mental health as not just an experience, but as a skill set that I can utilize to provide non-clinical education to our community and supporting organizations. Peer Support reminds me that no matter how difficult**

**the journey, something beautiful can be gained from it,”** shares Sea Calford, Peer Support Worker.

This program, new to Thresholds Homes and Supports this year and created in response to both client and staff feedback, has already been accessed by 54 clients with over 178 sessions held across eight locations.

“It’s good for the soul. You can share your stories... I was raised with the children’s aid. I was made Crown Ward. It’s a long story, I can’t get into it. It’s just too much. When I’m with Sea, though, I can get into it.”

Caroline, Peer Support Client



Hear what clients have to say about the impact of Peer Support.

# Affordable Housing Meets Thoughtful Design



After being named a finalist for not one, but two architecture awards - the Affordable Housing Solutions Award and the Sustainable Kitchener Award - our 2023 build at 292 Sheldon Avenue took home the trophy for the Affordable Housing Solutions Award at Kitchener's Great Places Awards last year! It's clear proof that affordable homes can be a beautiful part of our communities in every sense of the word.

Built with sustainability in mind, the building is net-zero ready to protect our planet. It provides 25 units complete with outdoor spaces and a community room for activities.

## Speedvale to Hyland

Our Speedvale Extraordinary Needs Program site was on a busy street in Guelph, in what was formerly a commercial space, and didn't feel enough like home.

We are proud to share that we completed a renovation to transform a bungalow at the end of a quiet street in order to move our Speedvale clients to a more relaxing setting that supports quality of care.

With larger bedrooms and a spacious backyard, our clients and their workers are delighted with their new home on Hyland.

### Then

Commercial space on a busy road.



### Now

A beautiful home on a quiet street surrounded by greenspace.



# Reconciliation in Action

Land is an integral part of reconciliation. As a property owner, health care provider, and an organisation that continues to benefit from the settler-colonial history, we understand our responsibility to take an active role in reconciliation. We're proud to have completed the transfer of 11 acres of surplus green space around our new Hyland Road property to Crow Shield Lodge's Indigenous land trust.



As part of providing wrap-around, person-centred support, we are proud to partner with Indigenous organisations, like Crow Shield Lodge and Southwestern Ontario Aboriginal Health Access Centre to ensure clients have access to critical cultural reunification.

From access to traditional medicines, to facilitated sharing circles, to a 12-month land based healing program, both our winter Warming Centre and our Guelph Transitional Housing Program have benefitted from these partnerships.



In addition to our partnerships, we also invested in trainings from Indigenous teachers for staff across the agency to increase cultural competency and better equip staff to support clients in accessing culturally safe care.

# Building the Future

## 667 Victoria Street South

We're proud to be converting our Victoria Street property in Kitchener to more than double the units on site to reduce our waitlist. Current residents will continue to receive supports and alternate affordable housing throughout the construction period.

With half of the units dedicated for Indigenous residents, the building will also feature an Indigenous healing garden for all residents to enjoy.



## 14 Edinburgh Road South

We are thrilled to be partnering with the City of Guelph to build new affordable housing for seniors. This building will include 13 deeply affordable and fully accessible rental units with sustainable design features and on-site support provided by our staff.

As we work with the city to conduct ongoing soil testing, we are finalizing plans and looking forward to breaking ground.

# Quality

As part of our continuing efforts to solicit client feedback, improve quality, and increase equity, in 2024 we implemented the annual Ontario Perceptions of Care for Mental Health and Addictions survey - a standardized, validated survey, developed by CAMH and used across the province to gather actionable feedback. In 2025, we implemented new strategies and tools in response to client feedback:

“I had Social Workers helping me at the beginning and middle of my crises. They always had answers to my difficulties and brought a lot of resources. I also felt I could rely on them.”

Thresholds Homes and Supports Client

“I wish I had more information about different services offered by [THS], like a printed guidebook.”

We’ve redesigned our website with plain language descriptions of programs and services and created a paper ‘Guide to Thresholds Homes and Supports’ that is provided to all clients.

24.6% of clients surveyed shared they were unsure of how to provide formal feedback.

Each client now receives a paper copy of our complaint and feedback procedure, as well as information on accessible ways to submit feedback.

Clients shared a desire for accessibility improvements in areas from physical spaces to documentation.

We’ve redesigned our website, have recreated documents we share with clients, and are designing our new buildings and ongoing renovations - all with accessibility at the forefront.

95%

of clients surveyed felt treated with respect by program staff

95%

of clients surveyed said staff understood and responded to their needs and concerns

96%

of clients surveyed would recommend THS services to a friend

# Client Council

Client guided care is at the centre of all we do. In addition to regularly soliciting feedback through surveys and empowering clients to share feedback directly with program staff, our Thresholds Client Council meets regularly to provide different perspectives on programming and services, strategic planning, and more.

This year, in addition to guiding our strategic direction, our client council developed a new client charter to support both clients and staff in understanding their rights and responsibilities. Paper copies are included in our new client 'Guide to Thresholds Homes and Supports', and physical posters have been printed for display at each of our sites.



Download a copy of the new Client Charter.

"I feel like [staff] listen to what we think. Like they care and we are important. It's good to be here and make choices."

Thresholds Homes and Supports Client

# Warming Centre

150 Nights Open  
5,339 Guest Visits

335 Guests Served  
153 Community Referrals



More than just heads in beds - our winter warming centre provided 335 guests with a calm place to regroup and wrap-around services that make all the difference.

Thanks to support from partners like Tiny Home Takeout, local restaurants donating pots of soup, and the Foodbank of Waterloo Region,

the centre provided nutritious meals and snacks all season long.

That's not even to mention 16 movie nights, 5 baking parties, make-your-own pizza dinners, holiday celebrations, hair cuts, access to healing resources like Indigenous medicines, and community referrals.

“If it wasn't for the Warming Centre, I would probably not be here today. If the cold did not kill me, I probably would have done it myself. But thanks to the kind people that work at this centre and sit here night after night... we have a warm place to sleep and food in our stomachs. They do more than what they have to do, and have shown me more kindness and patience than I have ever seen in my life.”

Warming Centre Guest



## Crisis Stabilization Beds

Our Crisis Stabilization Beds program provided 284 individuals with the direct support they needed to recover from life's big challenges.

With a strong program and proven need in the communities we serve, our focus this year has been on reducing barriers to access - including introducing a new video tour to support new clients in feeling confident accessing the service.



Watch the Crisis Stabilization Beds video tour on our website.



# Recreation and Wellness

729 Clients Served

1,470 Units of Service

“Jessie is my music therapist and we do good together. She’s the greatest, you know. She’s understanding and stuff like that. All that you need when you’re learning something,” shares Caroline. “I feel better, you know. I feel more complete.”



Hear more from Caroline on the impact of music therapy.



A client who hadn’t been able to leave the house for months finally felt confident enough to try a trip to the arcade – with staff cheering them on as they knocked it out of the park on a new game.

Another client gathered their courage as they took on a high-ropes course at Camp Ki-Wa-Y for the very first time, sharing:

“This is a dream come true. This is one of my bucket list checks!”



Thanks to our Recreation and Wellness programming, these are regular occurrences at Thresholds Homes and Supports. This program is so much more than a fun afternoon – it’s a chance for clients to find joy, build confidence, and practice new skills.

This year, we were proud to expand our reach. This includes adding a music therapist to provide weekly programming across the communities we serve and incorporating even more of the special trips that help clients shine – like visits to Medieval Times, Niagara Falls, and Grand Bend Beach.



# Fundraising

317% increase in unique donors

178% increase in donations

Thank you to all of our donors, especially those who donated in memory of a loved one they lost over the past year, or those who donate annually in their honour.

Thank you to our generous funders and donors:

Agnes Kim  
Al and Lori-Ann Allendorf  
Andrew Farrington  
Andrew Neundorf  
Ann Middleton  
Anonymous  
Birte Lassen  
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Diane Aigner  
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Terry Yantzi  
Toasty Toes Waterloo Region Fund  
Trevor MacInnis  
Tricia Kopec



WELLINGTON COUNTY



Ontario Health

# Financial

Revenue	2026 (\$)	2025 (\$)
Ministry of Health	2,987,206	3,075,845
Ontario Health	10,047,537	9,910,524
County of Wellington	1,369,130	150,179
Region of Waterloo	433,958	236,153
Rental Revenue	2,744,537	2,670,372
Deferred Contributions	234,350	219,629
Reserve Contributions	99,961	124,487
Donations	30,383	28,757
Gain on Disposal of Property	-	579,271
Other Income	156,151	239,654

Total Revenue	18,103,213	17,234,871
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Expenditures	2026 (\$)	2025 (\$)
Staffing	11,170,388	9,759,641
Rent and Utilities	4,500,753	4,447,368
Repairs and Maintenance	620,314	559,825
Program Costs	590,723	643,768
Professional Fees	113,541	140,459
Information Technology	284,296	244,366
Property Costs	415,160	395,473
Other Expenses	18,215	29,543
Amortization	475,916	407,599

Total Expenditures	18,189,306	16,628,042
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Excess/(Deficiency) of Revenue over Expenditures	(86,093)	606,829
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Summary	2026 (\$)	2025 (\$)
Net Assets, Beginning of Year	7,608,429	7,001,600
Plus Excess/(Deficiency)	(86,093)	606,829
Net Assets, End of Year	7,522,336	7,608,429

Review the full financial statement on our website.



