

# Thunder Bay Community & Residential Services 2015/16 Annual Review



Giving  
Hope  
Today



Journey  
to Life





March 2016

Dear friends:

What a privilege it is to have been appointed as Executive Director in June 2015 and serving here in Thunder Bay. The city is beautiful and the people have been very warm and welcoming.

This year has been one of renewal and growth for TBCARS as we have reconnected with the community and have developed new relationships. We have established a new vision and have been working to get all the pieces in place to move forward. Existing programs have been strengthened and staff and clients are excited about where things are going.

In my short time so far, I have been honoured to work with such a fine team of staff and volunteers—a group of committed men and women who uphold the values of The Salvation Army in every aspect of their work. I am grateful for their contribution and the spirit with which they serve. Without them, none of this would be possible.

I have also learned a great deal from listening to the stories of our clients—discovering what has brought them to this point in their lives and what are their hopes and aspirations for the future.

I believe that God has great things in store for Thunder Bay and for this centre in particular. We are already experiencing God’s blessings and trust Him for the future.

God bless you.

*Lori*

**Lori Mitchell**  
**Captain**  
**Executive Director**



The Salvation Army  
Canada and Bermuda Territory  
Ontario Great Lakes Division  
Divisional Headquarters

[www.SalvationArmy.ca](http://www.SalvationArmy.ca)

371 King Street London ON N6B 1S4  
Tel: 519-433-6106  
Fax: 519-433-0250



March 4, 2016

Captain Lori Mitchell  
The Salvation Army  
Community & Residential Services  
Thunder Bay, ON

Dear Captain Mitchell:

It is my pleasure to provide a letter of greeting to be included in your annual report.

The Salvation Army is actively engaged in transformational ministry in more than 300 communities across the Canada and Bermuda Territory. These ministries will vary from community to community and from Ministry Unit to Ministry Unit. However, at the core of all we do is a deep desire to share the love of Jesus Christ and to be a part of restoring hope in the lives of those whom we serve.

I commend the ministry happening under your capable leadership as well as your team at Thunder Bay CARS. We continually hear good news stories coming out of this place. The ongoing support you receive from your community speaks volumes to the high esteem in which you are held.

Howard Schultz, the owner of Starbucks Coffee, once said: **“Dream more than others think practical. Expect more than others think possible. Care more than others think wise.”** I am confident that such an attitude can be possible....should be possible as we recognize “anew what the Almighty can do!”

On behalf of the Divisional Headquarters Team, thank you most sincerely.

God bless.

Morris Vincent  
(Major)  
**DIVISIONAL COMMANDER**

William and Catherine Booth  
Founders

André Cox  
General

Susan McMillan  
Territorial Commander

Morris Vincent  
Divisional Commander

## A Note from Major Alan Hoeft, Area Commander



To Captain Lori Mitchell and the team at The Salvation Army Thunder Bay Community and Residential Services:

I want to congratulate you on an exciting and productive year in 2015. Although there were many changes in leadership and staffing, you have continued to provide first rate service to the community of Thunder Bay and many of its more vulnerable citizens.

There is an air of enthusiasm and hope filtering throughout the entire ministry, and it is being reflected in the impact you are having in your community. The community continues to show their faith in the ministry of The Salvation Army in Thunder Bay through their ongoing support, and it is your challenge to continue to earn that support.

As you build on a history of faithful service, add in the enthusiasm of today, and look to the future with hope and faith, I am confident you will see "even greater things" in the months and years to come. May God's blessings continue to rest on the staff and the ministry of The Salvation Army in Thunder Bay, as well as on the community as a whole.

-awh-

**Major Alan Hoeft**  
Area Commander  
Ontario Great Lakes Division - Huron & Superior Region

## Thank you-s

We want to thank all of our funders and sponsors...



...and all of our donors, volunteers and other community partners who give so much to help us serve the people of Thunder Bay. We couldn't do it without you!

## An Update from David Silliman, Advisory Board Chair



We were happy to welcome Captain Lori Mitchell and her husband Don to Thunder Bay in June.

Lori has been busy getting to know Thunder Bay and meeting with many organizations in our community involved in the helping professions, as well the business community and service clubs.

As the needs of the Thunder Bay core community increase the role of the Salvation Army continues to be essential. Lori is helping the Advisory Board in understanding our role as active participants in the process.

We like the way she represents the Salvation Army, and her willingness to tackle the ongoing concerns such as the need for a new community response vehicle and a new building.

We are also happy to have three new members on the Advisory Board and are looking forward to recruiting a several more.

**David Silliman**  
Chair  
Advisory Board

## Advisory Board 2015

Chair	Dave Silliman
Vice Chair	Shirley DeWilde
Past Chair	Tim Henderson
Executive Secretary	Captain Lori Mitchell
Member	Pentti Paularinne
Member	Cecil Saville
Member	Steven Sidorski Jr.
Member	Steven Sidorski Sr.
Member	Susan Moore
Member	Mary McLellan
Life Member	John Barber
Life Member	Sam Stephenson
Life Member	Dave White
Divisional Commander	Major Morris Vincent
Divisional Secretary for Public Relations & Development	Major Pat Phinney
Area Commander	Major Al Hoeft
Recording Secretary	Gail Kromm

# Thunder Bay Community & Residential Services Strategic Plan

In 2013, TBCARS embarked on a 3-year Strategic Plan with the objectives of Connecting with our Community; Excellence in Mission and Sustainability

—here’s how we’ve done...

## Connect with our Community

⇒ **Effective Needs Based Programming**—over the past year we have been reviewing each of our programs to determine effectiveness and impact, and assessing whether changes need to be made. As a result, we are developing a new program model for our shelter clients, an holistic model encompassing physical and mental health, financial stability, life skills training, education and job skills,



housing and community supports. Through partnerships with community agencies and businesses, we believe we will be able to walk men from homelessness to hopefulness.

**Community Awareness**—in 2015, we focused on getting out into the community—attending nu-

merous events and networking with other agencies and key people in the city. Through a plan of ‘shameless self-promotion’ we worked hard to get our story out, with enhanced media presence and a strong community awareness plan.

⇒ **Symbiotic Partnerships and Collaboratives**—our efforts in 2015 have helped us to determine where there are gaps in community service and how we can best fill those gaps. We have been working to strengthen current partnerships, while also seeking new partnerships and funding opportunities.



Cranton Wellness Centre collected more than 400 toys for our Christmas toy drive



Each year, the two Thunder Bay Thrift Stores hold a fundraising day for our Community & Family Services Department. We provided that funding to the Salvation Army church, and through the hard work of the Corps Officers and volunteers,

## Excellence in Mission

⇒ **Integrated Ministry and Mission**—through the excellent work of the Nominating Committee of the Advisory Board, we added three new members to the board in 2015, and will be adding three more in 2016. The Advisory Board is engaged and excited about our future direction. We have worked to strengthen our relationship with the other ministry units in the city and will continue to look for ways to work together into the future

⇒ **Qualified and Mission Focused Staff and Volunteers**—2015 has been a good year for staffing, with many very qualified staff coming on board. This is still an area of challenge as we work to attract qualified, competent people—but with stronger staff morale and good working conditions, we are aiming to become an Employer of Choice in the future.

⇒ We enlisted the help of over 850 volunteers in 2015

## Sustainability

⇒ **Safe, secure and accessible facilities and equipment**—it is still our hope to build a new building and are working on funding opportunities to make that happen.

⇒ **Financial sustainability**—we are in a very good financial position and have been very blessed by God in 2015—funders offered us more money without us asking; unsolicited donors came with significant gifts; we are confident that God will continue to provide for our needs through the generosity of the people of Thunder Bay.

⇒ In 2015, The Salvation Army Territorial Headquarters embarked on a compensation review which may impact the wages at our centre—we are awaiting the final results of that work which will hopefully make us more competitive in the marketplace.

**Major Shari Russell** shared her story at the annual Red Shield Dinner on April 29. Shari was part of the “Sixties Scoop” that removed her from her home as a toddler and she was eventually adopted by a non-aboriginal family. She shared her journey back to her roots. Shari is now the Territorial Aboriginal Consultant for The Salvation Army in Canada.

**13th Annual Red Shield Dinner**  
Wednesday, April 29, 2015

**Reconciliation ... Journeying Together**  
Featuring **Shari Russell**

Liisa Laco  
Ence  
Beatrice Terence Hynes  
Hessing

Valhalla Inn Ballroom  
6:00 p.m.

Sharing her journey from removal as a toddler from her home on the Yellow Quill First Nation in the "Sixties Scoop" to eventual adoption by a non-aboriginal family and the path that led her back to her roots. Now working towards First Nations truth and reconciliation within Canada.

Presented by **Valhalla Inn**

Head Sponsor: **SEPPEROR DRILLING & BLASTING LTD.**  
Chair Sponsor: **HENDERSON**

Tickets \$50.00  
Seating in tables of eight

For Tickets Contact:  
The Salvation Army  
Public Relations  
140 Commercial St. N.  
Sud. Ont.  
416-462-8422  
OHG\_Bray@can.salvationarmy.org  
www.salvationarmy.ca

Supporting Thunder Bay Salvation Army Programs



In June, the centre said goodbye to **Majors Shelley and Rob Kerr**, and hello to **Captain Lori Mitchell and her husband, Don**. It was a very smooth transition—Lori was able to take what the Kerrs had started and build on that. Thanks Rob and Shelley for all you gave during your time here in Thunder Bay



Every year staff, clients and volunteers plant and tend the **Field of Greens** community garden throughout the summer months—this year was our best harvest ever! With everything from peas and corn to all kinds of squash and pumpkins, along with a 20-tree apple orchard, our kitchen and foodbank reap the benefits of fresh fruit and vegetables. We have a lot of fun throughout the season, working together to bring about the harvest. Thanks to the **Port Arthur Rotary Club** for the initial investment and to all the volunteers who work hard in the dirt!



Our **music therapy program** operated for the first part of the year under the leadership of Joel Puddicombe, and was taken over by Chris Pyhtila when Joel moved away. This is a great opportunity for clients to learn to play an instrument and also to experience the calming effects of music in their daily lives. Thanks to the Thunder Bay Community Foundation for supporting this program.

Once again the **Thunder Bay Firefighters Association** came to prepare and serve a wonderful Thanksgiving Dinner (with all the trimmings) to about 200 people from the community—this is a very special event that provides a beautiful meal to those who would otherwise spend Thanksgiving alone.



Thank you to all those who volunteered their time to make this event happen and for providing all the food and extras to make it so awesome!



Michael Lemesani, owner of **Pop's Kettle Corn**, approached us with an idea for a campaign called “From Our Kettle to Yours”. Pop's Kettle Corn is selling in Canadian Tire stores and for every bag sold, \$1.00 will come to The Salvation Army (50¢ from Pop's and 50¢ from Canadian Tire). This will eventually be a national campaign and is already operating year-round. Proceeds will be allocated to the annual Christmas Kettle Campaign.

**Christmas Dinner**



On December 13, the Valhalla Inn provided a turkey dinner to about 360 people in the ballroom. Valhalla Inn staff volunteered their time to prepare and serve the dinner, along with

volunteers from TBCARS. About 113 children received toys and made a craft for their parents.

Thanks to everyone who worked so hard to make a beautiful day for so many people who would otherwise have done without.

**Christmas Kettles**

With the help of about 750 volunteers, we surpassed our goal and raised over \$200,000 during our Christmas Kettle campaign (November 19—December 24). This money stays in Thunder Bay to support our community programs.

Thank you to Halfway Motors for providing a vehicle and to Mastrangelo Fuels for keeping it gassed up! Thanks to all of our kettle locations for allowing us to take up space. And thank you to everyone who manned the kettles and to everyone who dropped money in on your way by!

**Toys for Christmas**

Once again, bikers from near and far gathered to support our annual Toys for Tots program, providing about 150 toys for our Christmas efforts.



Added to that was another 400 toys collected by the Cranton Wellness Centre, whose patrons generously donated some great toys!



Donations from The Bargain! Shop and the annual LU Thunderwolves Teddy Bear Toss rounded out the season's toy drive

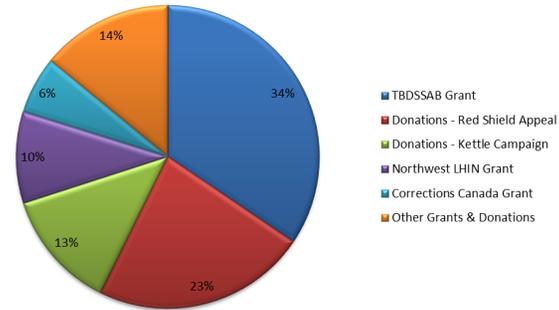


**Santa Shuffle**

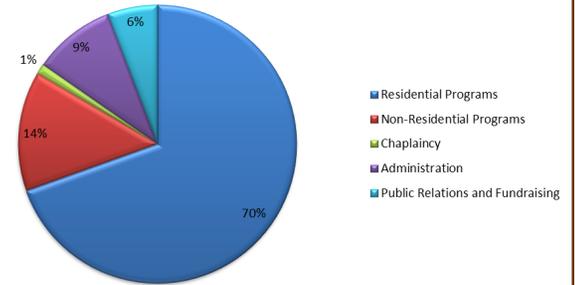
Over 200 people, including Santa himself walked or ran 5K in December to raise money and awareness for The Salvation Army. It was a beautiful 5 degree day and everyone had a great time!



**Revenue (11 months ended February 29, 2016)**



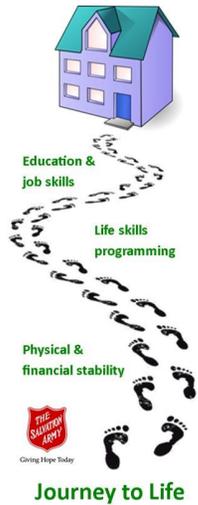
**Expenses (11 months ending February 29, 2016)**



**Important Numbers**

**Programs and Services Offered**

Emergency Shelter Clients (nightly average)	32
Correctional Services Residential Clients	8
Homes for Special Care Residential Clients	9
Habitat Residents	34
Foodbank (households served monthly )	150
Breakfast Program (children served daily )	40
Soup Van Feeding Ministries (individuals served daily)	100
Red Cap Anger Management for Children (annually)	155
Volunteers (total annually)	850



Our first priority is getting everything in place for our new Journey to Life program—an holistic, comprehensive plan to take men from living on the streets to working and living independently. This will involve many partnerships and a great deal of coordination.

We have introduced the concept to our clients and they are very excited about the possibilities. We want them to feel valued and to know their full potential. We believe that every person is created in God’s image and that He has a plan for each of our lives—we want to help these men discover that plan and live it out for themselves.

Our new Community Response Vehicle is on the way—the vehicle has been ordered and then we will be getting it retrofitted to allow us to continue to respond to hungry people on the streets as well as to emergencies around the city and area.



If you would like to be part of some great things that are happening, please call our office at 345-6492 or check our website to see how you can help. It takes money to buy what we need and to pay our staff to do what they do so well. We need volunteers to help with our every day work and special events. We need partners who are willing to give our clients a chance to learn skills and get job experience. If we all work together, we can and will make Thunder Bay a better place for everyone. A city is only as strong as its weakest link.

***Let’s walk the Journey to Life together.***

**The Salvation Army**  
**Community & Residential Services**  
**545 Cumberland Street North**  
**Thunder Bay ON P7A 4S2**



Giving Hope Today