



# Annual Report

2020/2021

To enable individuals in Niagara to achieve greater independence through innovative consumer-centered housing and support services



# A Message from the Board Chair & Executive Director

This past year 2020/2021 has been unlike any other in the history of our organization. The Covid-19 pandemic affected all aspects of our operations. Zoom became a verb as it replaced our face-to-face contacts. Gateway staff and consumers have all adapted in ways that were unanticipated only a few months before. We have, however, survived and thrived notwithstanding the challenges presented by the pandemic and done our best to keep everyone safe. We have great admiration and appreciation for everyone representing Gateway in the community and serving our consumers.

Several matters are of particular note. During this crisis Gateway was made the lead agency for a significant expansion of homelessness outreach and supportive housing programs in Niagara. As a result of these additional programs and responsibilities, the number of Gateway staff and the size of the budget approximately doubled. In addition, there continued to be progress from the Strategic Alliance project with Mainstream Non Profit Housing Project and Mainstream: An Unsheltered Workshop which allows both agencies to strengthen their ability to serve their consumers in the years ahead.

Gateway was founded in 1986 by family members who saw the need for their loved ones to be able to reside in community based supportive housing. Even as the agency has grown in size of staff, numbers of units and properties, we have continued with the goal of providing housing and the necessary supports in a manner consistent with the needs of our residents, but also very importantly consistent with our consumers' own defined aspirations.

Our consumers are the root motivation for our staff, volunteers and board members and our reward is seeing consumers recover stability and grow and change in ways that they choose.

We are proud of our extremely dedicated, professional and caring staff who make possible our continuing support for each consumer in the manner our consumers both choose and require. A very heartfelt thanks goes out to each of them for their constant care and concern for our consumers in the midst of the pandemic.

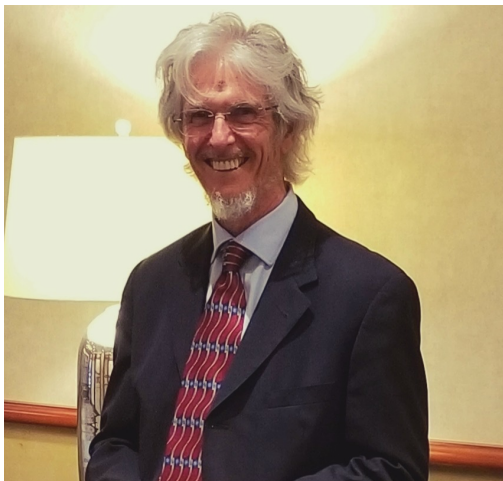
Gateway's ability to serve its consumers is dependent upon a substantial number of people and other organizations. In particular, we wish to extend our thanks and appreciation to each and every one of our many volunteers, and to the many other agencies with which we have productive, co-operative, and mutually supportive relationships.

# A Message from the Board Chair & Executive Director

This would include the Niagara Health System, Southridge Church, The RAFT, Port Cares, Niagara Region Homelessness Services, REACH Niagara, Consumer Survivor Initiative, Oak Centre, CMHA-Niagara, Mental Health and Addictions Access Line, CASON, and the Community Mental Health Program.

In the upcoming year Gateway will continue to provide housing and support services for its consumers and will continue to look for opportunities to both improve and expand our services. We will pursue opportunities that allow us to serve more consumers in need of assistance and to broaden areas of co-operation with our partner and sister agencies, especially in the area of outreach and housing retention to the homeless population. We also look forward to expanding upon the benefits of our relationship with Mainstream, its consumers, staff, and board of directors.

Finally, we extend our thanks and heartfelt gratitude to our private sector donors, supporters, friends, and volunteers whose assistance allows us to deliver enhanced service and support to our residents and consumers. Our special thanks is extended to each of you.



**Graham Repei**  
**Board Chair**



**John Osczytko**  
**Executive Director**

# Board of Directors for 2020/2021

Graham Repei - **President**  
Barbara Robinson - **Vice President**  
Katharina Sitko - **Secretary**  
Cora Lawrie - **Treasurer**

## **Directors**

Malcolm Allen  
Patty Berard  
Bob Groh  
James Hyatt  
Gareth Mongrain  
Andrew Nixon  
Ray Ring  
Carolyn Szacas  
Ru Tauro

Allan Grundy - **Honorary Member**



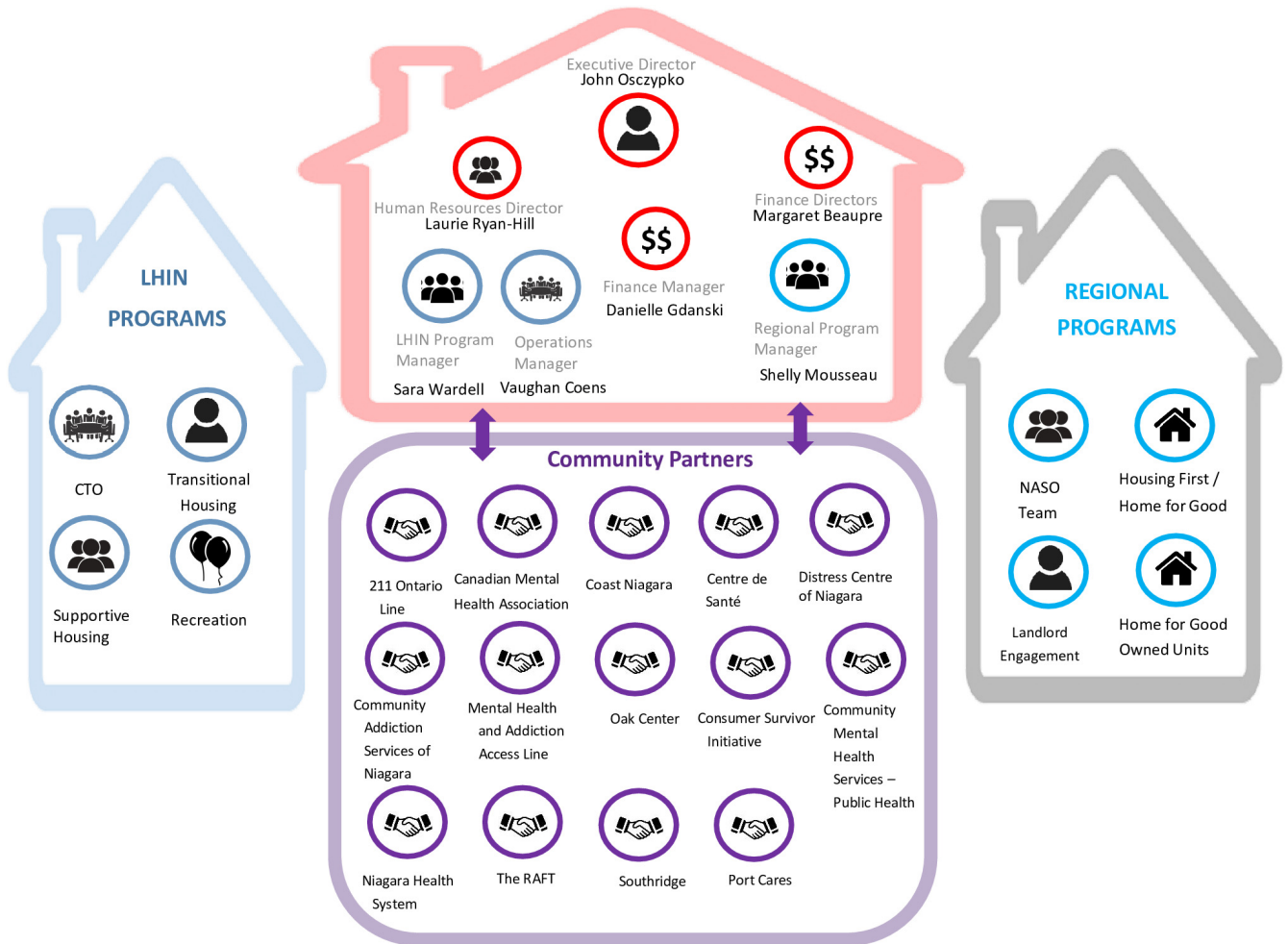
# Our Staff 2020/2021

Orialys Alavarez-Loyola  
Lindsay Avard  
Venessa Bactules  
Jennifer Bailey  
Linda Bartoshewski  
Jen Beauregard  
Lauren Beaupre  
Karen Belzner  
Cheryl Booth  
Bridgette Bruneau  
Rob Cammaert  
Emily Cannon-Duguay  
Martha Carpentier-Gibson  
Jolene Carter  
Bob Carthew  
Emily Chaytor  
Sarah Choi  
Cassondra Coens  
Vaughan Coens  
Patrick Crummey  
Jen Culp  
Matt Dierickse  
Mark Ducette  
Corey Dutcher  
Keeley Dutcher  
Amanda Elliot  
Tori Ellsworth  
Alicia Emerson  
Grant Fairchild  
Carrie Fenton  
Linda Fossey  
Brandie Gaspich  
Danielle Gdanski  
Justin Gingras  
Kellie Glen  
Josie Grossi  
AJ Heafey

Madalyn Hillmer  
Desiree Homolka  
Sabrina Jagosh  
Rachel Kemp  
Sarissa Klassen  
Ed Klassen  
Jennifer Kuhn  
Dan Labonte  
Miles Lalla  
Lori Lee  
Rick Lever  
Amber Lynn-Farrington  
Sandra Maletta-Todd  
Christina Milloy  
Deanna Morden  
Phil Morden  
Melissa Morrison  
Shelly Mousseau  
Dan Murdoch  
Leanne Ortiz-Arias  
John Osczytko  
Lacey Phillips  
Karrie Porter  
Trish Postman  
Laurie Ryan-Hill  
Glenda Sauer  
Ryan Servos  
Tony Sforza  
Nicki Shaddock  
Victoria Shaefer  
Bobbi Smith  
Robert Stevenson  
Dee Tyler  
Leslie Thomas  
Sean Vout  
Sara Wardell  
Jennifer Yeo

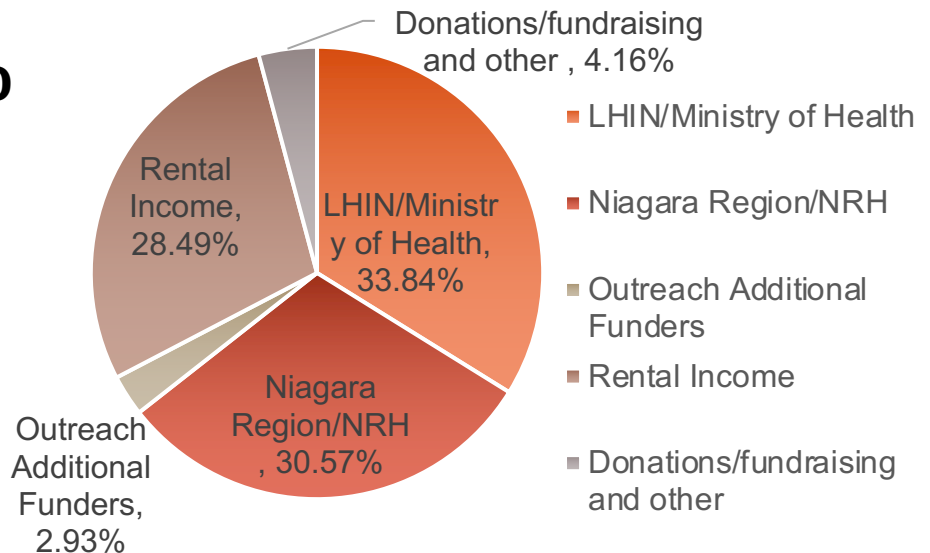


# Organizational Structure



# Financial Summary

**Total Revenue for  
2020/2021  
\$ 6,677,415.00**



## Programs

Supportive Housing

Homelessness Initiative Phase II

Community Treatment Order Program

Housing First

Home for Good

Niagara Assertive Street Outreach

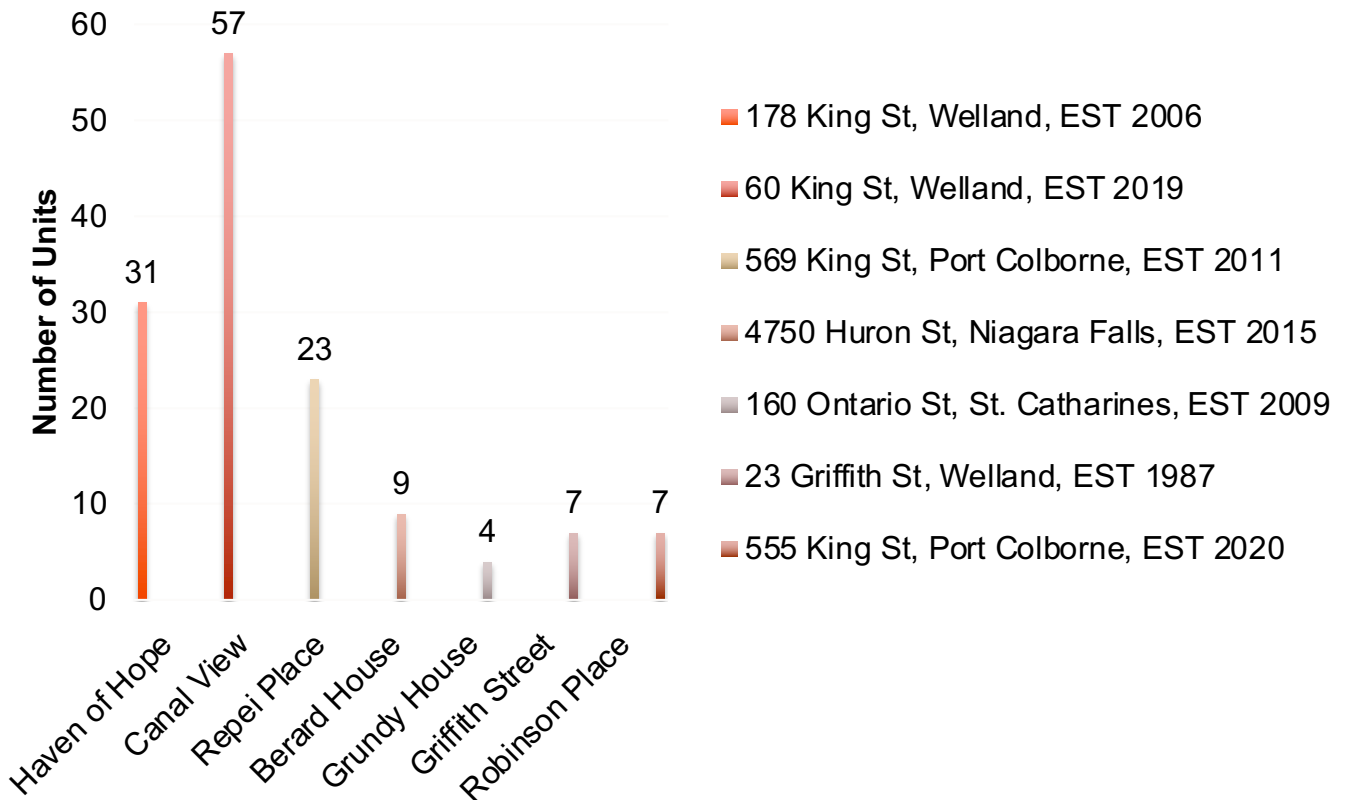
Recreation

Transitional Housing

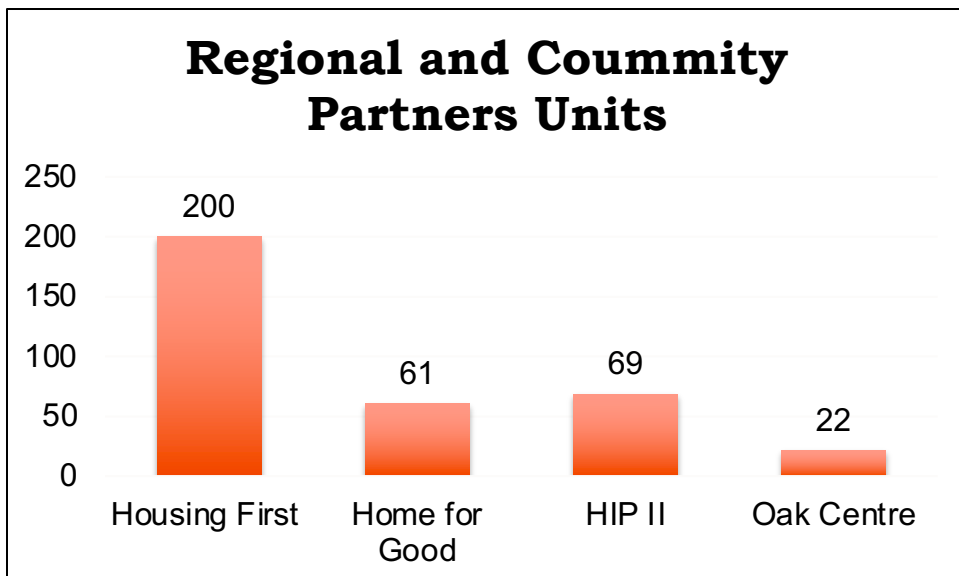


# Unit Statistics

## Gateway Units Owned

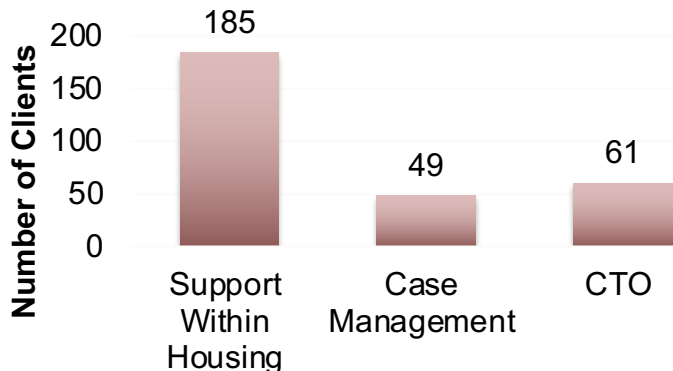


## Regional and Community Partners Units

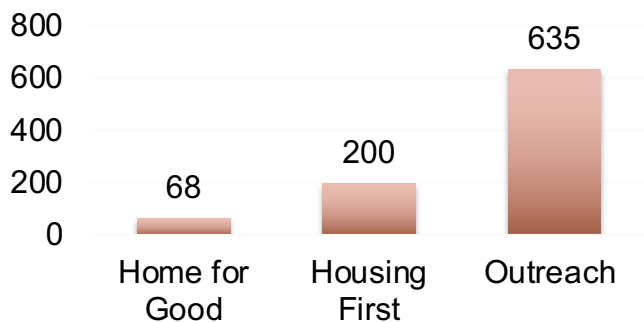


# Clients Served

## Clients Served (LHIN Funded)



## Clients Served (Region Funded)



# Recognition

## **Dr. Peter Grant Award** **Rebecca Thompson & Randy Benn**

This award is given to an individual living in our supported housing program. This individual has made significant personal growth in the past year helping his/her self or others in Gateway's Housing Programs

## **Bill Grundy Memorial Award** **Melissa Downey & Emily Cannon**

This award is given to an individual who has lived in our residential program and has moved into the community. This individual is recognized for the outstanding contributions he/she has made for him/herself and to others.

## **Volunteer of the Year** **Ada King**

This award is given to an individual who has given back to the organization by volunteering their time. This person is always available to support the agency and all who are involved with the agency.

## **Allan Grundy Award** **Pat Paladino, Adam Wyonch & Ron Kebic**

This award is given to an individual in our community who has demonstrated personal growth through his/her own life experiences. This individual has made progress in their life and now has moved on to helping others.



# Gateway - Mainstream Strategic Alliance

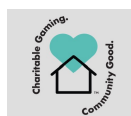


In June 2018, Mainstream and Gateway Residential and Community Support Services of Niagara (Gateway) undertook a two-year project to explore the possibility of forming a strategic Alliance. This project was made possible with an Employment and Modernization grant from MCCSS. During the first year of this process, we developed a shared vision and objectives, completed an alignment report, and created future scenarios for how to share resources. In 2019-2022, we implemented many of the plans developed in the first year. In June 2020, Kevin Berswick retired, and John Osczytko became the joint executive director of both Mainstream and Gateway.

- Mainstream and Gateway have a signed shared service agreement.
- Both organizations now share an Executive Director, Human Resources Director, Finance Director, and one fiancé support employee, resulting in increased administrative and finance support for both organizations.



## Our Funders



# Our Mission

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To enable individuals in Niagara to achieve greater independence through innovative consumer-centered housing and support services

## Our Vision

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Our housing and support services provide stable and supportive environments for the consumer that emphasizes personal choice, dignity and respect. We seek environments that enhance the capacity of consumers to live independently in their communities and to engage in meaningful, productive activities.

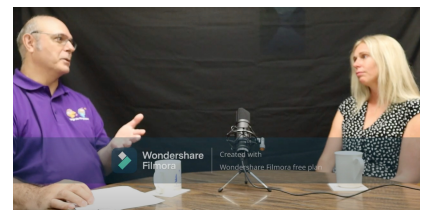
## Our Values

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We support and encourage the individual's right to independence, personal decision making, and involvement in all aspects of planning, implementation, governance and evaluation. Our staff and board members ensures this by standing by the following values:

Honesty  
Empowerment  
Non-judgemental  
Fostering inclusivity

Supportive Environment  
Collaborative approach  
Person centered  
approach



Gateway Residential and Community  
Support Services  
178 King Street, Welland, L3B J35  
(905) 735-4445  
Monday to Friday 9:00 am to 4:00 pm

Email:  
[info@gatewayofniagara.ca](mailto:info@gatewayofniagara.ca)

Website:  
<http://www.gatewayofniagara.ca/>