

2020 Annual Report



From the CEO

“Don’t worry about anything; instead, pray about everything. Tell God what you need, and thank him for all he has done. And this same God who takes care of me will supply all your needs from his glorious riches, which have been given to us in Christ Jesus.” Philippians 4:6,19 NLT

These verses have been an encouragement to me for a number of years as I’ve experienced the providence of God in so many situations. As I have reflected on 2020 I cannot help but think back to the beginning of the year and how I wondered how God would supply our needs. We had experienced a decrease in government grants and it was very tough financially in the first couple of months of the year. I had begun to look at the possibility of having to lay people off and reduce some of our programming because the funds were just not there.

When the the pandemic was declared by the W.H.O. and subsequently followed by the declaration of a state of emergency and the lockdown in Ontario, I admit that I panicked and cried. I had no idea how we are going to continue to serve our friends who would be even more in need due to the pandemic.

I met with my senior leadership to intentionally looked at how we could continue to serve safely. We quickly invested in cleaning supplies and take out containers. We strategized how we could start a food bank due to the fact that a local one had ceased operation. We engaged with staff and volunteers to step out of our comfort zone so that we could continue serving. We trusted that God would bring the resources to operate.

We are so incredibly thankful for the way that individuals, churches, businesses and groups responded as we shared the need. The Region of Peel responded to our grant applications to assist us in the installation of shielding throughout our locations, helped us to pay rent and utilities and aided us with staffing costs. The Brampton Caledon Community Foundation funded a number expenses directly tied in to the Emergency Food Bank. The Rotary Club Brampton went above and beyond as they financially gave as well as brought tremendous volunteer support.

Regeneration also stepped up its support in the community in several ways. We extended hours at our Main Street location, managed a drop in, hired nursing support for the isolation and recovery sites for homeless individuals. We have participated in the City of Brampton’s Social Support Task Force and the Region of Peel’s Homeless Provider Table.

There are two words that we all have heard overused this past year: “unprecedented” and “pivot”. I apologize but I must use them once more. Regeneration Outreach Community has truly experienced an unprecedented year where we have constantly pivoted to meet needs. I can truly say that God gave us a direction in every choice that we made and He has blessed us. We are so thankful for the outpouring of support and this makes me thankful to be a Bramptonian. We finished the year very strong with with an exciting outlook for 2021.

I will finish with this... I had no idea when I walked out of the office on March 13 that I would be working from home for more than a year. I am very thankful for the incredible staff that God has brought together for us to serve with love and compassion the most vulnerable in our City.

I hope that you take the time to read the following reports from some of our staff.



Ted Brown, CEO

Operations

The people we serve are always having to change, and move, and but they ALWAYS know that they can come to Regen and we will be here. Over the last year, that continued to remain true. Opening the Marketplace and the pop-up drop in centres added an extra sense of hope and nurturing that became difficult to find during the pandemic. We made moves quickly and efficiently as we ensured that needs were still being met and safety was still priority.

Our Marketplace which started out as an emergency response, but has made a dream of ours become a reality. The volunteers and community that showed up to clean out the warehouse, and continue to make things run every day has been inspiring. We quickly realized that we would be around for longer than just a few months, and began putting process in place that would provide a more dignified, and sustainable model in place for our guests. In the fall of 2020, we re-launched our "Emergency Food Bank" as the "Regen Marketplace", we went from opening 2 days a week and having people line up, to being open 4 days a week, and giving people appointment times, allowing for a better overall guest experience. Overall, in 2020 we had 10700 visits to the food bank!



The closures of many resources, and buildings left a hole for many of guests, as they had nowhere to spend time, receive support, access technology or get out of the heat. We saw this need, and did our best to meet it. Over the summer we opened up a Drop-In centre at KRT, and again at PAMA. We had many guests that were grateful for a place to go and hang out, and access resources that they needed. We also extended our hours at Regen, allowing guests to access, laundry, showers and washrooms until 5pm during the week for the summer months.

Although we had to provide take- out meals (in total, serving 44,177 meals) and limit the number of guests that were inside, with safe guards in place, we were able to maintain relationships, have conversations and connect our guests to supports! We worked with them to navigate the systems, to connect them to financial supports, housing/shelter, and mental health resources, and addiction counselling. We also were able to assist many of our guests through the court system as it went online. Our ID Clinic continued to process applications, and hold appointments over the phone when possible. We were able to complete 168 applications.



Our team continued to grow, and step up in all areas. With all the changes and emotional stress that the pandemic added to their lives, they showed up to love our guests! Their dedication and passion made everything possible!

"You guys are so good to us, so many people would be lost without you!"

Regen Guest

Jenna Dewsbury, Director of Operations

Community Involvement



Reflecting on the year that was, 2020 was a year marked by rapid and fluid change, serious moments of fear and triumphant moments of faith and fulfilment. At Regeneration, our commitment to being aware and responsive to the needs of our community has never been more pertinent, and from a perspective of engaging and growing as a leading voice in our community, the challenges posed by COVID-19 have afforded opportunities to partner with other organizations in Brampton and the Region of Peel.

Regeneration is an active member of numerous tables, working groups and task forces as leaders within caring for the most vulnerable in our community. This has allowed us to

have a voice in advocating for those who are experiencing homelessness and poverty, and helping to find ways to support and provide dignity for people who are otherwise ignored or marginalized.

The opening of the Emergency Food Bank resulted in a number of valuable partnerships and engagement that have continued into 2021. In April, the Rotary Club of Brampton engaged with Regen to ensure that the Food Bank



would successfully serve the growing needs in the city. This has resulted in a year long partnership including thousands of dollars raised and hundreds of volunteer hours from Rotarians and friends of Rotarians. We were also successful in engaging several churches, including KRT, Bramalea Alliance, Portico in contributing through special offerings, food drives and



volunteering through the pandemic. Regen has also fostered a great partnership with Starbucks as four different locations have held "Cart with a Heart" food drives that have contributed to the food bank as well, beyond their normal donations of Starbucks goods.

Dan Gibson, Director of Community Engagement

"When COVID unfolded last year it was a no brainer for Rotary Club of Brampton to get involved in the Marketplace"

Dittie Voegelé, President 2020/2021

Our Community Speaks

*"This place is one of a kind,
you won't find another like it"*

An Outreach Worker



*"You're on the frontlines, doing great
work, helping those truly in need, and you
didn't flinch to love and serve when the
world got crazy."*

A Donor

*"I lived in Brampton my whole life and
I had a rude awakening to what people
face in this city... thank you for all you
guys do, it's amazing"*

A Contractor

*"If it wasn't for this place, I'm sure
that I'd be dead- and the same for a
lot of people around here too"*

A Regen Guest



*"Thank you for lighting a candle in the
darkness. Thank you for your kindness
and thank you all for your kindness that
changes everything."*

A Community Member

Volunteering



What a year 2020! No one could have predicted the changes and challenges we would face in this year. While some of our more senior volunteers needed to step away from their regular volunteer roles, others stepped up to fill the gap! We have grown so much as a community in our love and care for others, as well as in our programs. The Marketplace (food bank) opened up another opportunity for our volunteers to serve. Since opening in March of 2020, we have never been without help.

The pandemic brought about many challenges for our volunteers as protocol and information was constantly changing. Our volunteers proved their ability to be flexible and adapt well to the ongoing changes. From the beginning of the pandemic, there was concern

about whether our volunteers would feel safe enough to serve. Thankfully, we always had and were able to keep our



doors open.



I could not be more proud of our community of volunteers who stepped out in faith to serve on the frontlines during these uncertain times. They were not doing it for the pay cheque or for the recognition, but a genuine desire and care to help people who needed it the most. We are

also very grateful for a church partners and community partners such as Kennedy Road Tabernacle, Portico and Rotary Club who all stepped up to help in times of need and on short notice.

In 2020, we had over 600 applications for volunteering. While some of those applicants are waiting until they feel ready to join our volunteer family, we anticipate much growth when this pandemic ends.

Angela Tenthorey, Volunteer and Retreat Coordinator

*Volunteering my time for
people who need help is life
giving to me
A Senior Volunteer*

Marketplace



The Marketplace was birthed at the beginning of the pandemic as an Emergency Food Bank. This operated once a week for two hours on a Wednesday. This quickly transitioned to Wednesdays and Fridays to be able to handle the volume of families who were in need of groceries.

We've had a great response from our guests to the services we offer. They are very thankful for the groceries we offer. The comments from guests have been mostly positive especially after we changed our operating procedure to appointments. This procedure took us from an average visit time of 1 to 2 hours down to 15 – 20 minutes. The key was going from two days a week to 4 days of service per week and spreading out the appointments to

give us ample time to spend with each guest. This is when we transitioned to the Marketplace. While each guest has a reserved appointment time, we are flexible enough to offer different times to guests when they have conflicts in timing or days. Guests were extremely pleased with the change and the time it's saved them.

We are currently serving 300 families every week and distribute approximately 36000 pounds of food every month.

Donations have been up and down, but have basically covered our guest's needs for most of the year. The loss of the Gift of Giving Back (an event that happened with Brampton Hockey) really hit us hard in donations. We have made the effort and fortunately have brought on some corporate partners that have helped us keep things going. We have been able to add new corporate donors who supply a variety of food (more on this in the Procurement report).



Special holiday Grocery Bags were given out for Thanksgiving and Christmas. We put out a family grocery bag for each family inclusive of a holiday dinner with all the fixings. This was over and above the regular groceries supplied and included a main course entrée with surrounding courses up to and including dessert. These were very well received by our guests. We are especially thankful to Fortinos and Augsburg Evangelical Lutheran Church who enabled us to give a whole turkey to each family.

The Marketplace continues to sign up new guests each week. With the growing numbers we are constantly looking for new ways to acquire groceries and new volunteers. We've had and will continue to play an important role in the community keeping fed

Joel Gelwarg, Marketplace Coordinator

"I've gotten nothing but top notch service here and will always be grateful for your assistance"

A Marketplace Guest

Procurement



Food procurement started 2020 off in a strong position of food supply. Our reserves were full, thanks mainly to a successful “Gift of Giving Back” campaign in November of 2019 and a generous Christmas donation season just ended. Weekly donations were also robust. We had scheduled pickups at Summit Supply Chain and seven local grocery stores. We also had regular unscheduled pickups from partners such as Legacy Supply Chain Management and DOT Foods. For the month of January alone, we received 67,835 lbs of food. Clearly, this amount of food exceeded our own meal program’s requirements on many items. This enabled us to share with nine other food-banks, five of which are local. Three local school programs also received supplies from us, as needed. One of the nine food-banks we supported traveled down from Huntsville to stock up on needed supplies.

With Covid 19 came a number of early changes our food procurement and distribution activities. The City of Brampton formed the “Social Support Task Force” to coordinate and oversee responses to the growing needs. One aspect of their activity was to channel support groups our way who were in need of assistance. We are distributing more food than ever before with no predictable point of easing up.

Within months of the pandemic starting, we received indications that our largest provider of meat and general food supplies, was not going to survive. They closed their doors due to the downturn in the restaurant and entertainment industry. This was cause for concern and lots of prayer as the need for food steadily grew. On the upside, with the closing of the restaurant industry, came a short term surge of food coming off of inventory. Such was the volume, that we were desperate for freezer and refrigeration space. The upright freezer and fridge units along with the trailer could not have come at a better time. These pieces of infrastructure enable us to accept needed supplies and hold them long enough to arrange distribution.

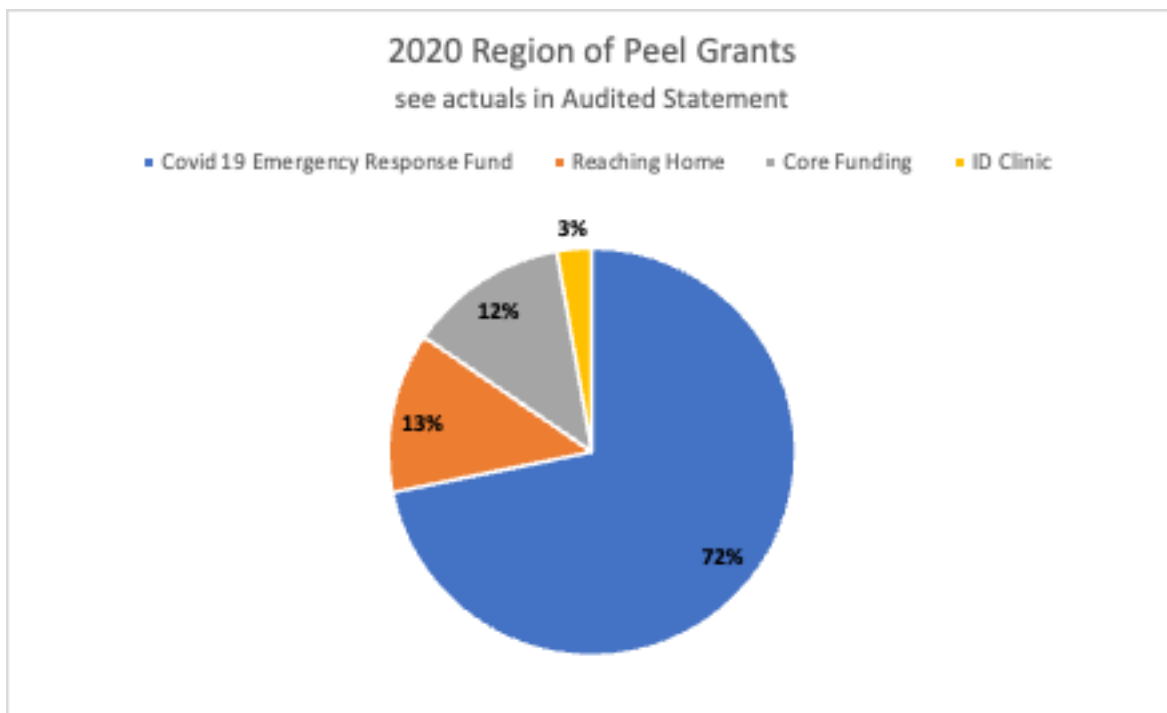
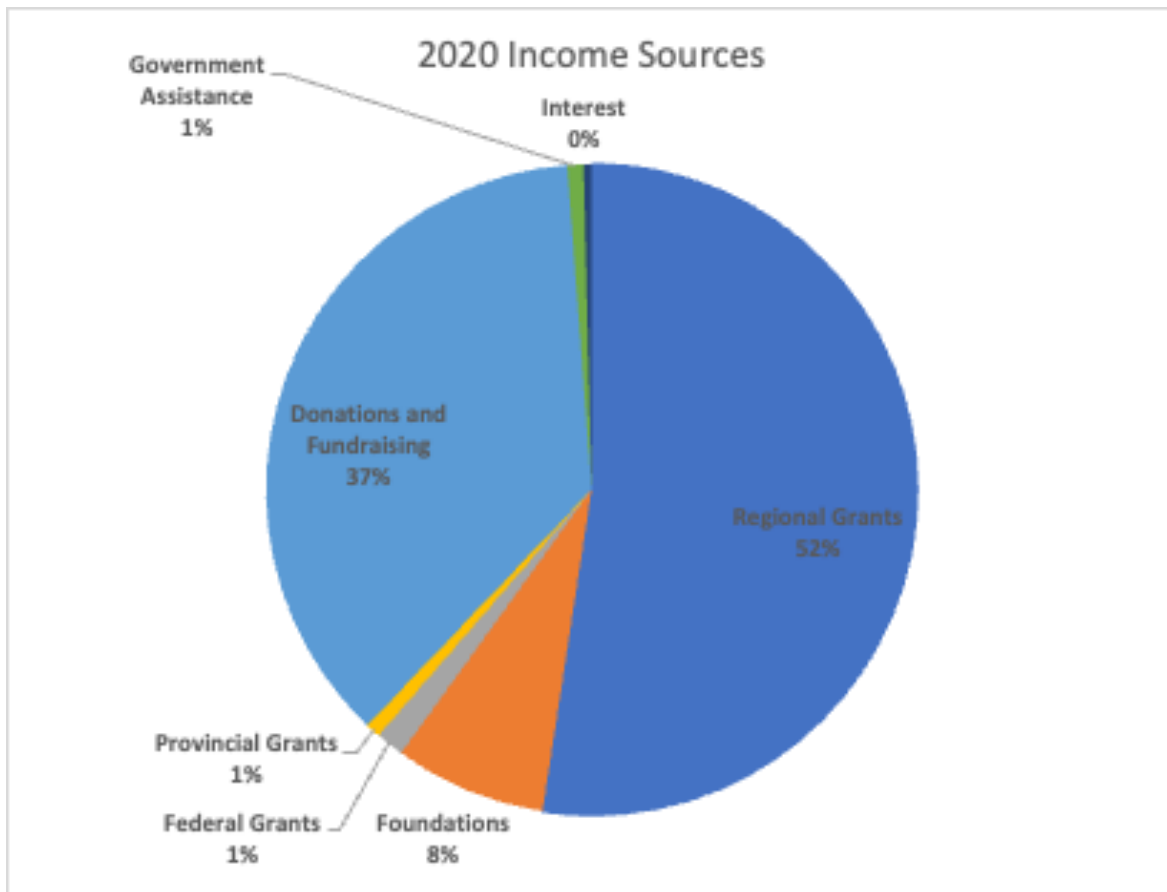
We have seen an increase in both the number of new food donors as well as an increase in the engagement of existing food partners.

This is definitely a journey of trust and faith. To date, we have seen nothing but faithfulness. I would also like to acknowledge a team of volunteers that dutifully assist with these pickups. Without them, the work would not get done.

Bruce Dodds-Hebron, Procurement Coordinator

“We are extremely grateful for your tremendous goodwill and dedication to sharing and caring for our most vulnerable in Brampton.”

*Catherine Rivera,
Board President/Volunteer, Ste. Louise Outreach*





Regeneration Outreach Community
156 Main Street North, Brampton, ON L6V 1N9
905-796-5888
info@regenbrampton.com
www.regenbrampton.com