



REGENERATION ANNUAL REPORT 2021

BOARD CHAIR REPORT

I think we can all agree that the past few years have been the most disruptive years in our lifetimes. For us at Regeneration given the audience we serve, it presented challenges that were beyond the beyond. What it also provided was an opportunity to test ourselves in our commitment to our guests. It would have been easy to shut down with all of the restrictions that were put in place. Not only did Regeneration continue to serve in the best manner possible with the programs we are known for – the team went into the beyond with programs to serve those most in need.

The Marketplace was started because of the need that was obvious during the pandemic. The lineups out the door were evidence that the need was real. Staying true to the values of the organization a shift was made to appointment times so that people were not expected to wait in long lines and that was critical during the coldest months of the winter.

Regeneration also worked with the Region and the City to support a drop-in centre for those that had no place to go during the day. With almost all public facilities shut down this was again an important support for the most vulnerable in Brampton. Taking on this work stretched our staff but it was true to the nature and purpose of Regeneration Outreach Community.

It is important to recognize the incredible contributions of each and every one of the staff at Regen this past year. The conditions were challenging and the need to pivot (endlessly) took its toll on the well-being of everyone. The people of Regeneration Outreach amaze me in their commitment and in their persistence. On behalf of the Board I want to make sure that we say thank you – what you do has true meaning and impact.

Regeneration Outreach is an organization that is responsible to the community at large including the people who use our services – our Guests. The members of the Board choose to support the community of Brampton and beyond by serving as stewards of the stated purpose: A caring community and an expression of Christian love in action that helps us to restore hope, purpose, and dignity to those experiencing homelessness and vulnerability. As Chair of the Board, I want to thank each Board member for their invaluable commitment to supporting this worthwhile cause.

What does the future hold for Regeneration Outreach? While we can't predict the future, we do know that the organization is in good hands with Ted Brown and his team at the helm. There are always opportunities to serve the community better and follow the imprint that God places on our hearts. What I have noticed in my years with Regeneration is that we consider the possibilities on how we might serve and then let God show us the way.

As our world comes to a new normal and our need to go beyond the beyond recedes, let us celebrate the progress of the past year and commit to the possibilities of the coming year.

Sincerely,

Nick Foster, Board Chair



CEO REPORT

It has been an honour to serve at Regeneration for almost eleven years. The growing team of staff and volunteers has had an unbelievable impact on Brampton and beyond. Our staff started 2021 with the theme verse of Colossians 3:23 says, **“Work willingly at whatever you do, as though you were working for the Lord rather than for people.”** This is what we strive for in everything we do as an organization. Our key word for 2021 was excellence. Colin Powell is quoted as saying, **“Excellence is not an exception; it is a prevailing attitude.”** I believe that we achieved that goal.

We were humbled by the Brampton Board of Trade as they gave us the 2021 Award of Excellence in the category of Community Impact. This award could not have been achieved without the army of volunteers who serve our community 365 days a year. The estimated value of the hours served is over \$500,000 (according to a TD paper on volunteerism).

This award could not have been realized without the excellence of food procurement team rescuing an estimated value of \$3 million worth of product. This food was utilized in our kitchen as we served over 57,000 meals, the Marketplace (food bank) as we served over 350 families every week and our 26 partners across the Region of Peel and beyond.

This award could not have accomplished without the excellence of our team of staff as we had to constantly change the way that we served because of the ever changing restrictions due to COVID. Restrictions and lockdowns had an incredible effect on the way we were able to serve. The team arose to each of these and endured through them.

This award could not have been attained without the incredible support from our donors, businesses, faith communities, community organizations and government. I must include a special shout out to the Region of Peel and the Rotary Club of Brampton in their exemplary support of Regen in 2021.

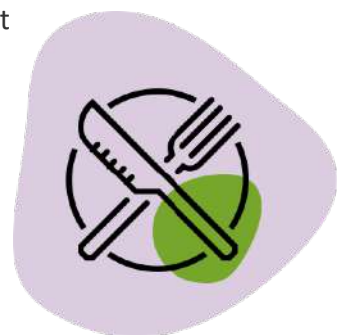
Finally this award could not have been reached without the wonderful people that we serve on a daily basis. I thank them for the trust that they have put into Regen as they walk through the challenges in their lives.

These are the people you need to hear from...

- ◆ “You guys are so good to us, so many people would be lost without you”
- ◆ “I really think Regeneration is a good place with good people.”
- ◆ “I love that place. I am so grateful for it”
- ◆ "You've been here every day exposing yourselves to the germs just to make sure we can carry on with our lives, thank you!"
- ◆ I know if it wasn't for you guys I would be six feet under but you guys loved me”-
- ◆ Thank you for letting me help you (clean up). It is the first time I have felt real and alive.

We will continue to serve with excellence in 2022 and we will, “Speak up for those who cannot speak for themselves; ensure justice for those being crushed. Yes, speak up for the poor and helpless and see that they get justice” (Proverbs 31:8,9).

Rev. Ted Brown, CEO



OPERATIONS REPORT

As the uncertainty of the pandemic still lingered our social integration programs remained on a pause. Despite this, we continued to serve with love and provide essential care to people in our community at our Meal Program, at the Nelson St Drop-In and at the Marketplace.

In partnership with the Region of Peel, we opened a Drop – In Centre on Nelson St. This operated for 12 hours a day / 7 days a week for the majority of 2021. With most usual hangouts for our guests being closed, and/or restricted this became an essential place for people to get reprieve from the outside elements. This was up and running from February 2021- December 2021. We served on average 90 unique individuals daily there, and provided snacks, meals, computers, and system navigation.

March 2021 – the Delta variant got the best of us. Despite following public health recommendations, we experienced an outbreak and had to close for 2 weeks. As difficult as that was, we saw so much support from partnering agencies to ensure that our guests' needs were met. It was beautiful to see the community step up during to support the Regeneration Family. The Marketplace was not affected and was able to keep running as usual during this time.

We unfortunately experienced multiple deaths, 18 in total. Our guests struggled with the opioid crisis and overdoses were a regular occurrence in the community. We were able to provide many guests with life-saving Naloxone, and after hearing about a bad batch of drugs that were on the streets, we did a "Naloxone Blitz" giving out over 60 kits to guests! We were also able to celebrate all the lives of people we lost in 2020/2021 for the first time with a memorial in August. It was important for them to grieve together, share memories and tears of people they held cared about.

We kept our guests' health a priority by hosting vaccines clinics at the Nelson St. Drop-In. We also partnered with Foresee Canada and had our first Optometrist Clinic. We had 20 people that were able to see an optometrist and get glasses free of charge! Through Homeless Health Peel, we had a Nurse and Nurse Practitioner on site (at 156 Main St N) 3 days a week, and 5 days a week at the Drop- In. Many of our guests would not have received health care without these vital services.

Our Marketplace is steadily growing in both the number of guests that are being served, the products that we are able to give out, and the service provided to them. We have adapted how we deliver food, using methods that give our guests more choice, and reduces giving them items that they will not use. To reduce our ecological footprint we are no longer giving out plastic bags. At Christmas Gift we gave each family a Regeneration Marketplace reusable grocery bag that they can use.

Unfortunately, we were not able to have our Annual Regeneration Family Picnic, but despite that we were still able to host a few special events. The Marketplace hosted a week of BBQ over the summer, and treated the guests to lunch! We celebrated Canada Day at our Meal Program by creating a BBQ feast with all the fixings. We also were able to partner with the Peel Regional Police as the Divisional Mobilization Unit hosted a community picnic, At this event we partnered with service providers who provided information to our guests about available services.

We are looking forward to 2022 and re-opening our programs and growing!

Jenna Dewsbury, Director of Operations

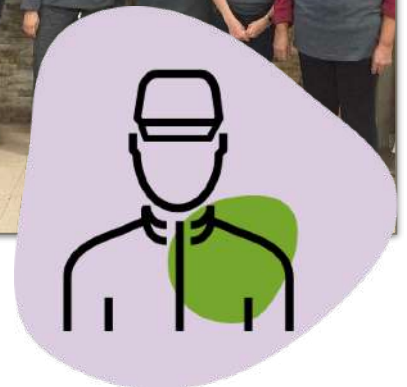


COMMUNITY INVOLVEMENT REPORT

The impact and reach of Regen during the pandemic undoubtedly has raised the profile of the organization across the Region of Peel, most specifically with politicians, government employees and other non-profit organizations- but additionally with corporate supporters and partners and with faith communities as well. Brampton's Social Support Task Force was an incredible opportunity for leadership to have a voice in advocating for some of the most vulnerable in Brampton during the pandemic, and the growth of the Marketplace has afforded Regen new opportunities to provide feedback and impact for change in Brampton. Below are some of the highlights of 2021 as it pertains to new or strengthened connections with the greater community:

- ◆ sitting on the committee to design and implement Brampton's Food Story Study and a Point in Time survey
- ◆ making connections between local, provincial and federal politicians through facility tours and meaningful discussion around homelessness and food insecurity
- ◆ sitting on numerous committees dealing with local and regional homelessness, housing insecurity and food insecurity (Peel Alliance to End Homelessness, Homeless Provider Table, Situation Table and Coordinated Access)
- ◆ forging new/strengthening relationships with corporations: Amazon, Crane Supply, etc.
- ◆ working alongside local initiatives and teams from the Peel Regional Police, Welcoming Streets, Peel Housing Stability Workers and Outreach team to foster meaningful collaboration amongst community resources
- ◆ sitting on housing and universal basic income panels to contribute to provincial government discussion around low income realities
- ◆ Partnering with Toronto and Region Conservation Authority to provide thousands of meals for the Nelson Street Drop In.

Dan Gibson, Director of Community Involvement



DEVELOPMENT REPORT

In my first year as Regeneration's Resource Development Officer, my priority for 2021 was to build and integrate sustainable and efficient systems that would support the building of a firm foundation for Regeneration's Development department. As we look toward a future where we continue to grow our donor base, prepare for large-scale projects, and grow the department itself, building a firm foundation was absolutely essential.

In 2021, we were successfully able to achieve the following:

1. Integrate a new CRM database Sumac.
2. Develop tools including a case for support, planned giving brochure, and gift acceptance policy.
3. Raise \$8000 for Ride for Refuge.
4. Send out a COVID-19 update through a Fall mail appeal with an exceptional ROI
5. Develop a strategy and plan for POD Marketing digital appeals
6. Finalize a stewardship plan
7. Develop a church and business engagement plan
8. Develop an Annual Fundraising Plan for 2022

With effective systems, tools, and plans, Regeneration Outreach finished 2021 in a position to successfully meet the goals outlined in the 2022 Annual Plan- full of new and exciting endeavors to increase the success of Coldest Night of the Year, develop a Pre-Authorized Giving Program, and expand our reach within the community.

Thank you to all our donors, community members, and volunteers who supported the work of the Development Department in 2021. We look forward to exciting new opportunities coming soon in 2022.

Samantha Coelho, Resource Development Officer



VOLUNTEERISM REPORT

It is no secret that Regeneration's life giving programs are sustained by hundreds of volunteers that selflessly give of their time for the betterment of others. 2021 was an example of that continued commitment of volunteers in a variety of roles. All in all, over 640 volunteers served in some capacity at Regeneration- with many new volunteers being registered toward the end of the year. We had great success in onloading volunteers to help in food procurement, with drivers facilitating pickups at grocery stores and restaurants around Brampton.

Regeneration continues to celebrate the incredible volunteers, both young and old, and short term and long term, who contribute greatly to our community. The pandemic meant that many non-profits suffered from a short supply of volunteers, but at Regeneration- we did more than stay afloat with new enthusiastic individuals- and of course our core volunteers who have served for decades.

In December 2021, Regen hired Rachelle Alcazaren as the new volunteer coordinator. She became responsible for all aspects regarding volunteers, and while she was getting accustomed to the position, she was also familiarizing herself with the volunteers and supporting the organization during the busy Christmas season.

Dan Gibson, Director of Community Engagement



PROCUREMENT REPORT

In the 2020 annual report we shared how food donations had increased significantly. Not only did we notice that phenomenon but we also realized that in order to sustain the growth and our abilities to respond, we needed to develop a much stronger food procurement team in 2021. Fully aware that this could only be done through volunteers, we kicked off a recruitment campaign. I am pleased to report that a strong team is now in place.

On a weekly basis we have a number of committed individuals responding to scheduled food pickups. This team of volunteers has given Regen Food Procurement a bandwidth it never had before. In addition, I wish to point out that Eric Hall was instrumental in getting us in to Longos. With his long standing commitment to Regen Food Procurement it seemed only right to have him oversee his own team that services Longos and Sobeys pickups. Together they procured 93,221 pounds of food for Regeneration in 2021. What a team! Throughout 2021 Regen collected over 1.2 million pounds of food through our food procurement program.

In addition I would like to highlight my “Right Hand Man” Jack. He is one of our guests at Regen. Jack has worked all his life in Brampton. He lives alone and the Regen community is his family. He has two adult children that live out of town and they have occasional get-togethers. Regardless, on a week to week basis, the Regeneration community is his family and we would struggle to maintain our scheduled pickups without him. He faithfully helps me every week and I am blessed by his company and help.

Bruce Dodds-Hebron, Food Procurement Coordinator



TREASURER REPORT

2021 was different.

2021 was a transition year in the Accounting Department. We contracted with Charity Accounts to handle all the bookkeeping, accounting & payroll needs of Regen. We embarked on to Telpay to pay many of our suppliers, eliminating as many cheques being printed as possible. We also embraced technology in the form of debit & credit cards, virtually eliminating the need to have a petty cash which has made daily transactions simpler for the staff. Scanning documents and uploading to portals is now a regular function. Filing cabinets may become a thing of the past (although, personally, I still like my paper).

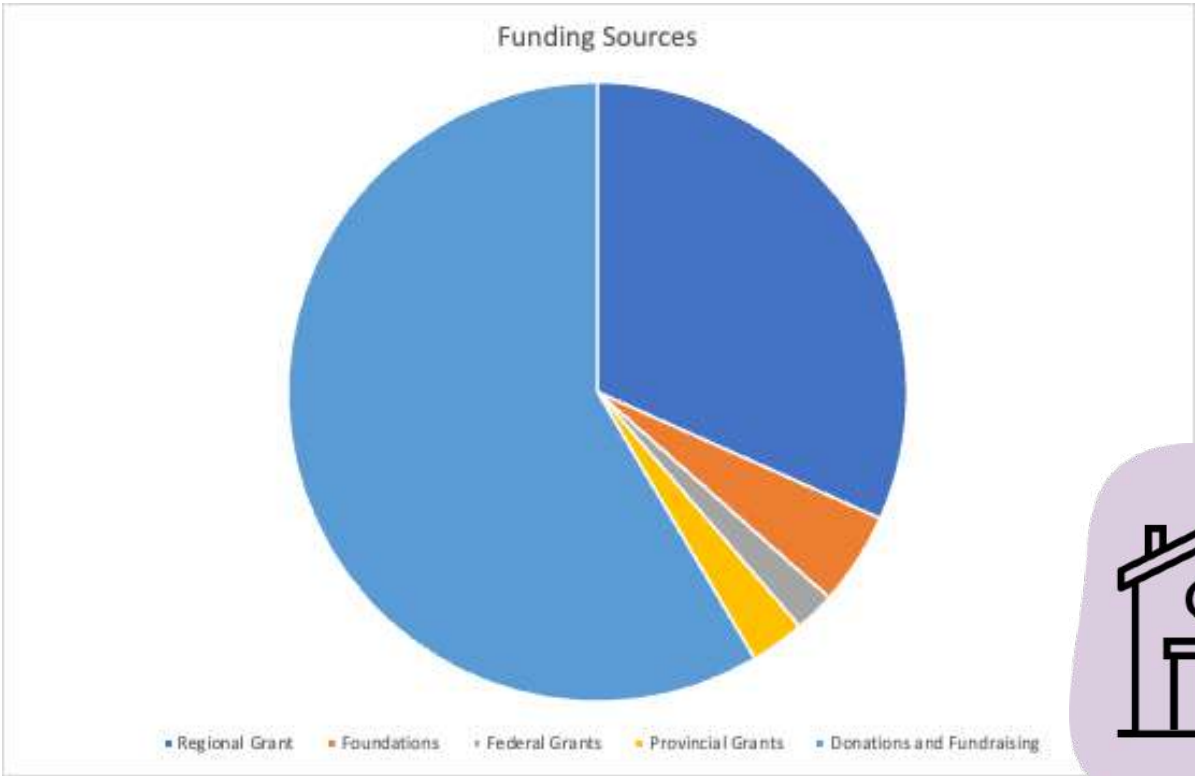
It is certainly time to look to the future. The world has changed. We need to continue to find new ways to make us more efficient for staff, donors and guests.

As I look back at the 9 years that I have been Treasurer, there has been a lot of change at Regen.

From having 2 staff on payroll to 15? From serving only breakfast 5 days a week, to 7 days a week and adding lunches as often as possible. The installation of the showers and laundry facilities was an exciting time. Programs have changed during these years as well, growing/changing to continue to meet the needs that were/are being faced by our guests.

One thing that has not changed, is the care the staff have for our guests. We are blessed with superb staff. I am honoured to know them, and to have worked with them.

Sue Talsma, Director/Treasurer



POLICY COMMITTEE REPORT

It has been a pleasure to serve on the policy committee for Regeneration with Amanda Carol and Dan Guindon. In 2021 we actively worked on a draft update of Regeneration's governing bylaws. On October 19, 2021, the Not-for-Profit Corporations Act, 2010 (Ontario) (the "ONCA") was proclaimed into force and replaced the Corporations Act (Ontario) (the "OCA"), which regulated Ontario's not-for-profit corporations before the proclamation of the ONCA. The current bylaws need to be updated to become compliant with ONCA. As a committee we conducted a GAP analysis where we did a comparative study on the current bylaws and ONCA default bylaws. Through the GAP analysis we identified areas that needed discussion and change in the current bylaws. We have discussed these changes and operation implications at length and have drafted a new bylaw document for Regeneration. We have now engaged Carter's Law to review, revise and assist us with bringing this project to completion.

We have also began creating a new onboarding package and application for perspective and onboarding board members. We aim to have this package complete for the Board to review mid-2022.

We look forward to continued opportunity to review current policy and operational guidelines. Effective policy and bylaw regulation has a very positive impact on the operation of Regeneration and we look to support the amazing work that is being accomplished through this vital ministry in the city of Brampton.

Stephanie Kellyman, Director, Chair of the Policy and Recruitment Committee



A SNAPSHOT OF 2021



Open 365 Days a Year



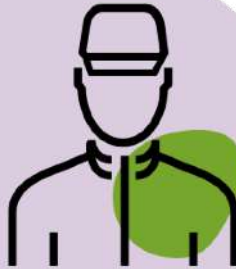
57,000 Meals Served



1.2 Million Pounds of Food
Rescued



25 Partners



21,000 Volunteer Hours



350 Households Served
With Groceries



840 Care Kits Distributed



797 Uses of our Shower
Facilities



7,200 Items of Clothing
Distributed