

2024 ANNUAL REPORT

Regeneration
Outreach Program



Our Core Values



LOVE

entails compassion, empathy, mercy, and genuine concern for other's well being.

"Love is patient and kind. Love is not jealous or boastful or proud or rude. It does not demand its own way. It is not irritable, and it keeps no record of being wronged. It does not rejoice about injustice but rejoices whenever the truth wins out. Love never gives up, never loses faith, is always hopeful, and endures through every circumstance" (1 Corinthians 13:4-7 NLT)



INTEGRITY

involves excellence in behavior, transparency, and a commitment to honesty.

"Work willingly at whatever you do, as though you were working for the Lord rather than for people" (Colossians 3:23 NLT)



HOPE

embraces the pursuit of purpose, the preservation of dignity, and the aspiration for a better future.

"I pray that God, the source of hope, will fill you completely with joy and peace because you trust in him. Then you will overflow with confident hope through the power of the Holy Spirit" (Romans 15:13 NLT)



HOSPITALITY

incorporates meaningful connections that create an inclusive and trustful environment with generosity and friendliness.

"Love each other with genuine affection, and take delight in honouring each other." (Romans 12:10 NLT)

Board Chair Report

Nick Foster

As I reflect on this past year, I am filled with deep gratitude and hope. In a world that continues to present challenges for so many, we at Regeneration Outreach Community have been blessed to witness God's enduring faithfulness through the unwavering support of our community, donors, volunteers and partners. It has been another successful year – not only measured by numbers, but more importantly, by lives touched, dignity restored, and hope rekindled.



Through our Marketplace and outreach services, we have continued to serve those facing homelessness, near-homelessness, and food insecurity. Every meal shared, every hand extended, and every prayer offered is a testament to the collective compassion of those who believe in our mission. Your generosity and commitment have allowed us to meet growing needs with practical care and Christ-centered love.

We are especially grateful for the continued trust shown by our donors and the critical support provided by government partners. Their partnership affirms the importance of our work and enables us to respond with resilience and grace.

Looking ahead, we are inspired to build upon the strong foundation laid this year. As we step into the future, we do so with hearts full of hope, guided by our faith and committed to walking alongside those we serve.

Thank you for being a part of this journey. Together, we are not only providing for physical needs but are also planting seeds of dignity, community, and transformation.



CEO Report

Ted Brown

In 2024, Regeneration Outreach Community is marked by a year of possibility and growth. We are celebrating the overwhelming support from our community and the capacity to continue to serve our community.

It has been a busy year and we are grateful for all that we have accomplished. Here are a few things to note that transpired:

- We expanded our fleet with 2 new refrigerated vehicles
- We replaced our stove and upgraded our Convection oven.
- We made changes in the Marketplace space to facilitate growth and accessibility for our guests.
- We had a few changes and additions to our staff team, including an Office Manager, Marketplace Assistant Manager and a Logistics Associate.
- Our fundraisers exceeded our expectations, and we have built and maintained support from community partnerships.

Although those accomplishments are tangible the impact that we have seen in our community and with our guests is harder to quantify but is what should be highlighted the most.

Every day, I am reminded—we are not just serving food but also showing His love by living out Galatians 5:22 – 24.

"But the Holy Spirit produces this kind of fruit in our lives: love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, and self-control. There is no law against these things!"

In all we do, we ask ourselves: Do we believe every life has equal value? Do we believe people can change? Do we believe that if someone is breathing, we continue to try? At Regeneration, the answer is always yes – because every person that walks through our doors has potential and value!

To our dedicated staff, faithful board members, generous donors, and tireless volunteers—thank you. You carry our mission forward every day, and allow us to continue to serve with Love, Hope, Integrity, and Hospitality.

As we look back with gratitude and forward with hope, may we continue to reflect the Fruit of the Spirit and God's love in all we do.



Treasurer Report

Chris Gill

This year has been exciting and challenging as we've risen to the task of meeting the growing needs of thousands of families facing food insecurity and individuals experiencing homelessness. Again this year I must acknowledge this amazing team of staff and volunteers at Regen who are dedicated to serving those in our community that need support. Not surprising, is that this outstanding work, to meet the needs of those less fortunate, not only takes the commitment of individuals to serve, but individuals, churches, and businesses to give financially.



We have had a strong year financially. Although our cash position is relatively the same as last year, we end having purchased a truck and cargo van that have been critical in food recovery efforts and collection of grocery store donations. Giving has been fairly consistent this year and additional effort has been focused on grant proposals to obtain more government funding.

Additionally, we have taken steps to shore up financial reporting with a recent shift of financial services from Charity Accounts to our friend and partner in the cause, Sue Talsma. Her knowledge of our operations and financial history will add value and surety to our planning in the year ahead. Another key step taken this year, based on the audit recommendation provided, was in IT management. We have engaged BSC Solutions Group for IT security and data protection, and they are in the process of helping create an IT Security Policy.

Lastly, we have taken strides towards solidifying our governance framework with coaching from David Hartley Consulting. The feedback provided on financial reporting has been insightful, and changes implemented have seen favourable results. The framework set over this last year has positioned us for greater success in managing finances, ensuring we will have the ability to continue to support the growing needs in our community.



Operations Report

In 2024, our team served our community with grace, ensuring that our values were upheld in their interactions with guests, volunteers and partners alike. The reach of our programs goes beyond providing food for community members in need. Regeneration continues to be a safe place where people are supported and accepted as they come and are surrounded by the care they need to move forward and meet their personal goals.

In a time when many food banks have had to cut back on programming or restrict access or increase their spending on purchasing food, we have not yet had to turn anyone away from our doors due to lack of food or resources. Our growing Food Procurement fleet and team has allowed us to not only ensure that the needs of our Marketplace and Meal Program are met but have been able to increase our network of partners that we can support on a regular basis with our access food.

Something that may be as simple as a coffee, a conversation, or a box of cereal is where community is built . Every day we open our doors with integrity, welcome with hospitality, show love and give hope. Although some days, the work we do is draining, and difficult, nothing compares to the joy and gratefulness we see in our guests. We are honoured to serve them and be a small part of their journey. Each number that is listed throughout this report represents a person with a story, and a life that was impacted by walking through our doors. It has been an honour to serve and build relationships with each person.

“I am not homeless anymore, but I still really rely on this place. I want to be a part of this community because I see the light that comes from all the staff, and it is contagious”



Development Report

This year, the Development Department was focused on deepening engagement with existing supporters by encouraging broader involvement while continuing to pursue brand new sources of funding and opportunities for partnership to meet our growing budget needs.

We kicked the year off with a strong start; our Coldest Night of the Year event in February was a record-breaker, raising \$208,282—well above our \$180,000 goal—and ranking us among the top ten events in Canada.



Beginning in March, through a funded Digital Acquisition Strategy, we produced and shared videos to engage and educate the community and supporters about the work of Regeneration.

For the first time we had Canada Summer Jobs hires in the fundraising department, welcoming Anisa Doan and Christopher Lappas to the team for a few weeks in the summer. With their help, we added an Impact Report for 2023 in May of 2024, which proved to be a very helpful promotional tool throughout the rest of 2024. Christopher continued part time in September for the remainder of the year.

The Rick Robson Memorial Golf Tournament in June 2024 was sold out and secured 18 hole sponsors, both for the first time. We were also chosen as a recipient of Mayor Patrick Brown's golf tournament in 2024, receiving \$50k from the proceeds.



Development Report

Thanks to support from donors and funders, we raised the necessary funds to purchase a second refrigerated truck in the fall of 2024. A somewhat unexpectedly successful grant from the Ontario Trillium Foundation enabled us to add the purchase of a refrigerated van to our plans! Additional grants from ESDC and the Robert Kerr Foundation supported new warehouse equipment and a second driver's salary.

Throughout 2024 we focused attentions on building partnership with the city to engage them in the search for a new space for Regeneration, with the former firehall on Vodden Avenue emerging as a strong possibility. It was determined that this location was unfortunately not suitable for our needs and the process came to an end in the fall of 2024.

October through December is always a busy time at Regeneration, but in 2024 it was particularly so with an increase in community support and several fundraising events. Regeneration hosted a Celebrating Generosity event in November that was well received and well attended. This was an opportunity to celebrate the purchase of the two new vehicles and thank our food procurement partners for their ongoing generosity.

Throughout 2024 we saw an increasing interest in group volunteer opportunities from businesses, setting the stage for expansion of this program for 2025.

Overall, 2024 marked a year of increased stability and growing community support for Regeneration's mission. We are grateful and acknowledge the incredible amount of time and energy given by our community and volunteers to make this a reality!



Meals & Support Report

Reflecting on the past year at Regeneration Outreach Community, there is a deep sense of gratitude for the meaningful progress made and the milestones achieved in the lives of our guests, which can look different to different people. A key highlight of the year has been the strengthening of partnerships with vital support organizations such as PAARC (Peel Addiction Assessment Referral Centre) and the John Howard Society. These organizations now have a consistent presence at our 156 Main Street location, greatly increasing our guests' access to essential services like addictions counseling, treatment pathways, and opportunities to meet with probation and parole officers in a supportive and familiar environment.

This collaboration marks a significant step forward for Regeneration's holistic approach to care. The organization is deeply committed to supporting guests in every way possible, and thanks to the strength of our community partnerships, we're able to extend that support even further. We provided 45,228 meals, guests completed 1,202 loads of laundry and took 1,316 showers.



Progress is not always easy to quantify, but over the past year, several tangible successes have emerged with 213 people we supported over and above the meals. A number of chronically homeless guests have secured housing—a major milestone in their personal journeys. Regeneration continues to support them beyond the initial transition, assisting with landlord communication, acquiring furniture, and maintaining housing stability. Another significant achievement has been in the area of addiction treatment.

Beyond the meals, system navigation and support services, Regeneration has also introduced lighter activities aimed at community building and emotional wellness. One such initiative is movie days on Fridays, which provide a much-needed moment of relaxation and joy. These gatherings allow guests to unwind, connect with others, and enjoy a shared experience that fosters camaraderie and mental reprieve from daily challenges.

Overall, the past year at Regeneration has been one of meaningful impact—marked by collaboration, compassion, and care. From deeper partnerships to individual transformations, each step forward reaffirms the value of consistent, person-centered support in helping guests navigate and improve their lives.



ID Clinic Report

The ID Clinic has continued to thrive and expand during the 2024 year. We completed a total of 488 applications which include Canadian Birth Certificates, International Birth Certificates, Canadian Citizenship Replacement Certificates and Permanent Resident Replacement Cards. This does not include the number of individuals that were redirected to Service Ontario for Health Cards and Ontario ID Cards or Service Canada for SINS. The ID Clinic has played a vital role in society as once their identification arrived, individuals were able to receive supports such as the housing subsidy, receiving Ontario Works or ODSP. Many of our guests were also able to either open or access blocked bank accounts to retrieve their government funding or tax benefits.

Our relationship with community partners has also strengthened, as an in-person presence at The Compass and Open Window Hub has created a bond of trust between the guests and the ID Clinic Coordinator. The guests know they can rely on the ID Clinic to be there in person and provide guidance or support with any questions they may have regarding identification support.

Our partnership with Pro Image Studio has also benefited the community greatly as our guests are able to get their Permanent Resident or Canadian Citizenship photographs taken without having to worry about the cost associated with the photographs.

The support of covering the cost for the application, assistance with completing the application, and submitting on their behalf has relieved an immense amount of stress from our guests' shoulders.

Overall, the ID Clinic has been and continues to play an essential role in our community by providing assistance to the residents of Peel with obtaining their lost/stolen/damaged pieces of identification.



Procurement Report

2024 was a very strong year for food procurement at Regeneration. We started with 27 weekly scheduled¹ pickups and a healthy list of unscheduled² donor partners. With one truck and one full-time driver, this was a very robust start. Special thanks to Paul Davidson who stepped in to use the van to pick up when needed. We ended the year with a total of 1,574,877 lbs of food collected

Early into the year we added Old Dutch, Costco Mississauga, and Bimbo (formerly known as Canada Bread) to our list of unscheduled pickups. By the second half of 2024, we added Chalo Freshco – Airport Road and Bimbo had become a weekly scheduled pick up. At this point, scheduling had become challenging. There were fewer spaces to book unscheduled pickups. Fortinos head office asked if we would increase our Vaughan pickups to 3 a week (Mon, Wed, Fri). We had no choice but to hold them off, hoping to increase our capacity with another truck and driver.



Everything started to change in August. First the arrival of the second truck followed by a new van. With the hiring of a second full-time driver, Oniel Blackwood, we were set up just in time for the busy season of Christmas.

- The van was used to pick up donations from many of the school food drives.
- We notified Fortinos head office that we would increase the Vaughan pickups to 3 a week.
- We accepted the invitation to pick up from a fourth Fortinos in Vaughan. Fortinos Woodbine Wednesday & Friday pickups.
- We were able to partner with Brampton Fire and Peel Police collecting toys weekly from fire stations and delivering them to Police Headquarters for their Miracle on Main Street initiative



Marketplace Report

In 2024, the Marketplace underwent significant growth and transformation, with hiring a full time Assistant Manager, and with a major expansion into the former Thrift Store space at the front of the building. This move allowed the organization to increase its capacity, resulting in shorter wait times for guests and more options on the shelves. The expansion not only improved efficiency but also fostered a more welcoming and accessible environment for everyone who walked through the doors.

As community needs continue to rise, the Marketplace has been blessed with the consistent ability to provide quality food. This ongoing support is seen as a testament to God's provision and the strength of the community coming together. Beyond the tangible impact of food distribution, having 54,799 visits to our Marketplace and 3,654 new families attend for the first time, what truly defines the Marketplace is relationships and conversations that happen on a daily basis. This is the most important part of the Marketplace experience; not only with the guests that we service but also with volunteers, coworkers, drivers, and others throughout the building. These relationships have blossomed into meaningful friendships and a strong sense of family. Kindness, support, and love are experienced in everyday interactions, reinforcing the sense that this is more than just a workplace or a foodbank—it's a community.



The role at the Marketplace goes far beyond simply handing out food. It's about intentional care and connection. Whether it's saving a favorite item for a regular guest, offering a whole chicken to someone in need, or remembering a child's food preferences, every small act is rooted in empathy and attentiveness. These personalized gestures have a powerful effect, affirming each guest's dignity and making them feel seen and valued.

The greatest takeaway from this journey has been the realization that true impact is made through small, thoughtful actions. Relationships built through trust and kindness are at the heart of the Marketplace's mission. The joy seen in guests' eyes and the bonds formed are daily reminders of the good that exists in the world and the lasting difference that genuine care can make.



Volunteer Report

Volunteers are the heart of Regeneration Outreach Community. Whether volunteering behind the scenes or engaging directly with guests, their presence ensures the smooth delivery of our programs and upholds the welcoming, compassionate environment we strive to provide for all who enter our doors.



In 2024, 629 individual volunteers worked alongside Regeneration staff across all programs. Of these volunteers, 383 were newly onboarded, while 246 have been serving regularly for over 1-2 years. We also welcomed over 60 group volunteer teams, which included churches, companies, and universities. This included 6 recurring monthly/bi-monthly groups and 3 paid group retreats. In total, our volunteers—individuals and groups—contributed more than 31,300 hours of service.

Between February and June, 1,703 high school students from 15 schools participated in 74 volunteer retreats, giving over 5,100 hours of their time to serving Regeneration's guests. These experiences offered students a firsthand opportunity to connect with their community in new and meaningful ways.

To recognize our volunteers, we hosted several appreciation events, including National Volunteer Week (April 14–20) and a Volunteer Appreciation Party (May 11) with over 60 volunteers in attendance. We had a wonderful time enjoying the free food, games, and live band! We also nominated standout volunteers at the annual V-Oscars hosted by Volunteer MBC, and the Kiwanis Volunteer Appreciation Event hosted by the Kiwanis Club of Brampton. We strive to be a community that makes volunteers feel valued and empowered to make a difference, and making sure our volunteers feel appreciated and valued truly makes a lasting difference.

In the final quarter of 2024, the volunteer program underwent key transitions. We concluded high school retreats for the 2024–2025 year. In the beginning, it was a challenge for our Marketplace and Meals Program to replace the abundance of student volunteers, but it allowed us to deepen our collaboration with other corporate and community groups. We also revised our onboarding process, retiring biweekly orientations and introducing Shadow Shifts for new volunteers. Additionally, all new applicants are now required to submit a cleared Level 2 Criminal Record and Judicial Matters Check—a step in prioritizing the safety of our guests and volunteers.

Even through change, our goal remains the same: to empower volunteers, value their time, and foster a space where they truly make a difference.



Food Sharing Report

2024 marked the 4th Anniversary of our Partner Share program here at Regeneration. This program allows us the opportunity to support like-minded organizations throughout Southern Ontario with food, personal care items, and clothing. From 6 partners in 2021 to now over 40 registered, we are so blessed to be able to expand our reach into many diverse communities that are in desperate need of resources.

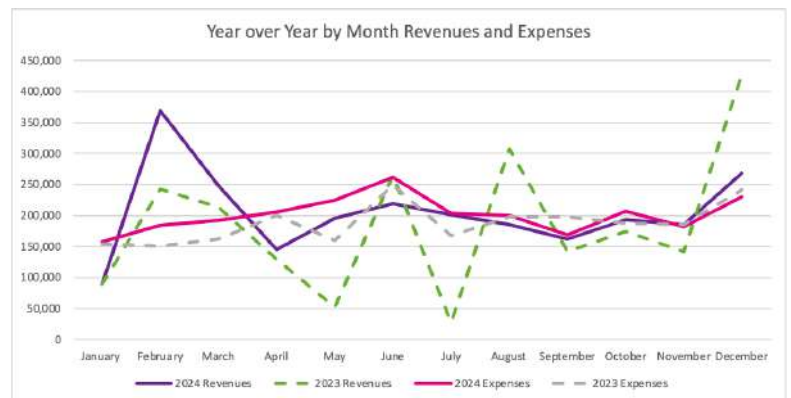
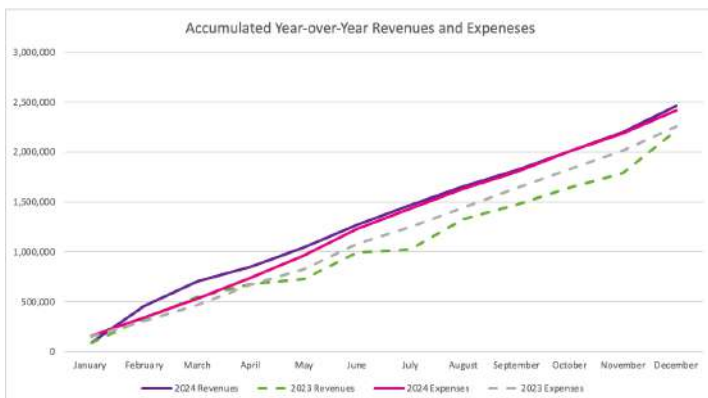
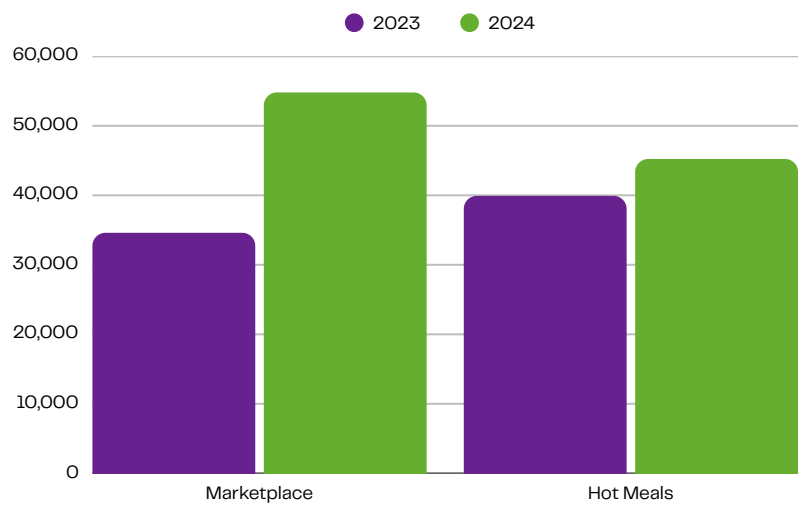
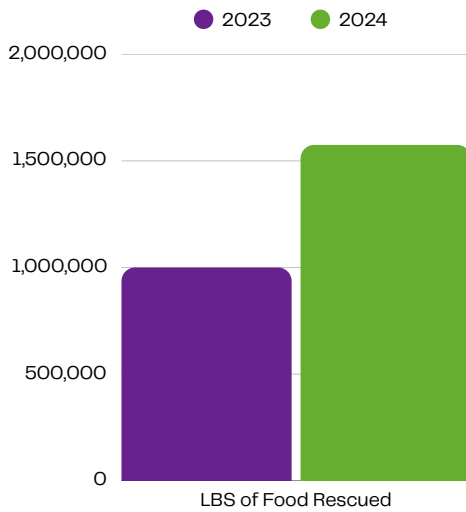
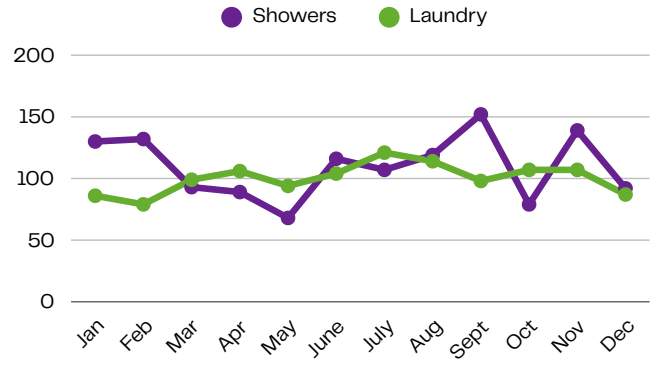
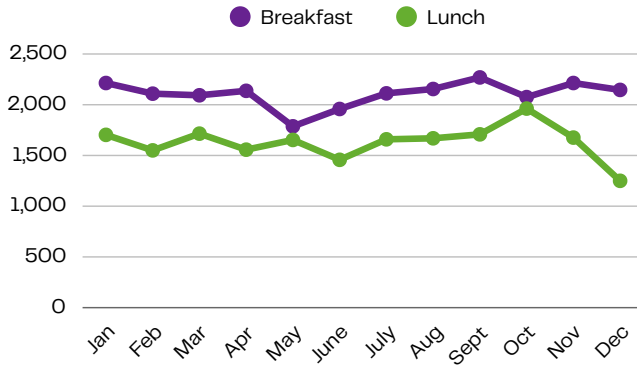
As our food rescue and corporate partnerships have increased in scale, we have been able to expand the categories and items that we share with our partners. In 2024 we shared approximately 160,000 lbs of food across our group of 40 registered partners.

Here is a note I received recently from one of our Partners which speaks to the impact of this program!

"I would like to thank Regeneration on behalf of Elmira's Children Foundation and the recipients who are overwhelmed with gratitude every time they're called to receive what we've received on their behalf. One father said it was the first time in a long time he'll be able to watch a movie with his kids with a snack to eat. Some are also able to share with their grandchildren whose parents are also finding it hard to provide for their families. So it's with gratitude I sent this letter on their behalf. Thank you!"



2024 Statistics



Photos courtesy of

STEPHEN CAISSIE, PHOTOGRAPHER

+ 416-579-2235 + IG @STEPHEN_CAISSIE + WWW.STEPHENCAISSIEPHOTO.COM



Regeneration Outreach Community

156 Main Street North

Brampton ON,

L6V 1N9

www.regenbrampton.com

info@regenbrampton.com