

Envisioning  
a world where  
everyone has  
a safe and  
decent place  
to live



**ReStore**

mission

To mobilize volunteers and partners in providing opportunities for families to achieve affordable and sustainable homeownership as a means of breaking the cycle of poverty and strengthening communities

[www.habitat4home.ca](http://www.habitat4home.ca)

**HFH  
International  
Affiliate**

[www.habitat.org](http://www.habitat.org)

**HFH Canada  
Affiliate Member  
since 1993**

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



**Habitat  
for Humanity**  
Heartland Ontario

2015  
Annual  
Report

*Building to end poverty.*

# a message from the chair

Building homes together is an ancient custom where communities would come together to build a home or raise a barn. All members benefited from that collaboration and the community as a whole was strengthened. The model still makes sense – coming together to build a home benefits not just one Habitat for Humanity family but an entire community. Once housing is affordable, studies prove that families have better health, education, safety and financial stability. A recent study proved that every \$1 invested returns \$4 in benefits - and these benefits continue for future generations! Habitat for Humanity teams continue to steadily build in communities across the Region (Oxford, Middlesex, Elgin & Perth). Our growth is supported by hundreds of individuals and organizations who believe in the model.

Why do so many people support this concept?

- It's a lasting impact, not a Band-Aid
- It's not a handout. I like that families work hard for it and then pay a mortgage they can afford.
- It's not a free house



Linda Armstrong,  
Chairperson  
Board of Directors

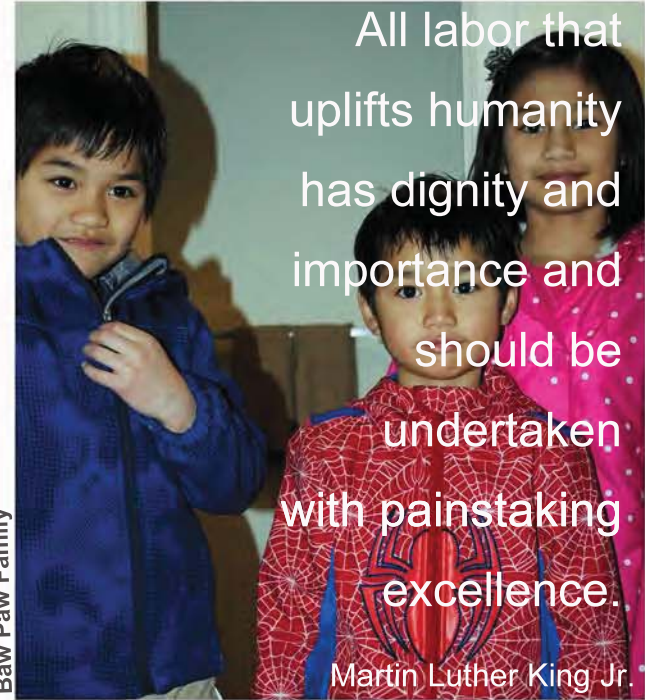
- Best part for me is that every penny of the mortgage payment goes into a fund for another build. It's like every family is paying it forward.
- If this takes one more family off the long list waiting for subsidized housing, then it's a win/win

Essentially many people sum it up by saying they believe in the vision of safe, decent and affordable housing and that our model just makes good sense. Our governments are recognizing that affordable housing is critical. More and more we see this issue appearing on agendas at all levels. The need is real. The backlog on subsidized waiting lists is not being reduced despite

good words and intentions.

**We are one piece of the solution and must continue to try to do more.**

Our future path is defined in our strategic plan – steadily build more homes across the entire region, find novel ways to grow our ReStores, help low income families with critically-needed home repairs, partner with new groups such as Community Living and link more actively with teams doing exciting work overseas with Global Village initiatives. The enthusiasm and steady careful hands on the wheel keep us on a good foundation. There are so many good ideas and I'm really looking forward to what's to come over the next few years. I am so proud of our tiny team of hard-working Habitat for Humanity Heartland staff who work so hard. Thank you also to all the volunteers, donors, trades, and community partners who came together in 2015 to help more families in more communities. You are making a lasting difference!



Baw Paw Family







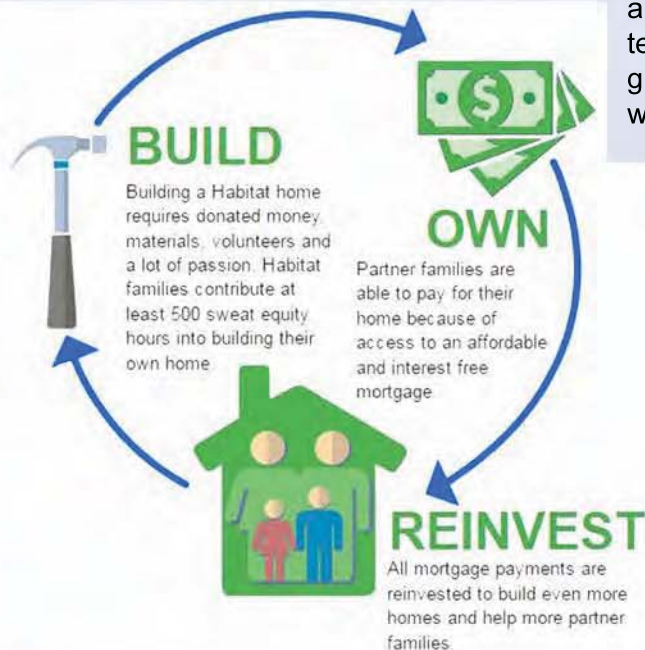
# message from the ceo

Dear Habitat Friends,

Habitat for Humanity is about PEOPLE, be it families, volunteers, staff or donors. We are “One Habitat”. We share an interest in building homes for low income families, developing and strengthening neighbourhoods, addressing poverty and the crisis of affordable housing locally and internationally. The impact and success of our efforts are borne out in recent national reports alongside the stories that our partner families relay.

2015 was our second year as HFH Heartland Ontario and 22nd year as an affiliate. We serve the counties of Perth, Oxford, Middlesex and Elgin. We launched a strategic plan for 2015-2018 designed to develop our organizational capacity across the region to serve more families and be more sustainable. It has been a busy year, so a few highlights. We opened the St. Thomas ReStore and completed the Forbes St. road reconstruction to service 15 building lots. We made headway getting regional build teams organized, completed 3 homes and started 4 more. The Forbes Project is our largest development to date with plans for 17 homes. Rapid growth and increased expectations produces a number of challenges. Our staff team and organizational structure needed attention, we made inroads but there is more work to do and this remains a top priority. We learn something from every build and must continue to adapt our processes. Developing the funding and resources necessary to scale up and sustain a large regional build program is complicated. We did not have enough tools or vehicles to support multiple regional builds and are thankful for the Ontario Trillium Foundation support to address this. We could not allow such challenges to become reasons not to build more and are finding solutions. We will always have challenges but have made great

progress. I have confidence that we will continue to grow, improve and serve more families. I want to THANK our Management and staff team, Board, volunteers, supporters and our partner families for your efforts and commitment. You are great and together we are stronger and more successful in serving the community. Remember together we are “One Habitat” and our focus is “Families First”!



# leadership



## 2015/16

## staff

### board of directors

Linda Armstrong - Chairperson  
Chuck Quintyn – Vice Chair  
David Marr - Treasurer  
Lance Ceaser - Governance

#### Directors

Solomon Asantey  
Paul Benedict  
David Bunce  
Paul Feron  
Al MacKinnon  
Adel Fortin

Ex-Officio Member  
Jeff Duncan - CEO

Linda Armstrong - Chairperson  
David Marr - Treasurer  
Phil Squire – Past Chair  
Chuck Quintyn – Vice Chair

#### Directors

Solomon Asantey  
Paul Benedict  
David Bunce  
Rebecca Cambridge  
Lance Ceaser  
Mary Hay  
Gregory A. Priamo

Ex-Officio Members  
Jeff Duncan - CEO  
Mary Ellen Khan  
Catherine McInerney

## 2014/15

Peter Myts, Senior Manager, Regional ReStore Operations.

Steve Hadskis, Manager, London ReStores

Barb Ransome, Manager, Stratford and Woodstock ReStores

Richard Kneider, Stratford ReStore Manager (until Feb 2015)

Dale Wright, Assistant Manager, Pacific Court ReStore

Dave Hohendorf, Assistant Manager, Stratford ReStore

Dave Wall, Assistant Manager, Woodstock ReStore

Cathy McCue Assistant Manager, Adelaide ReStore

Dana Erickson, Assistant Manager, St Thomas ReStore

Ron Hodgins, Warehouse Supervisor, Salvage Operations Coordinator

Cindy Dewar, ReStore Administrative Assistant – Cashier

Corwin Pollett, Cleaner

#### ReStore Retail Sales Clerks and Cashiers

Bob Watson, Haydn Carlin, Francesca Callow, Colleen Chamberlain,

Rick Surowaniec, Scot Russell, Sean Thieven, Peggy Bloomfield

Betty Barber, Florence Daniels, Roger Lew, Francis Cuerden,

Leslye Glover, Miranda Connor, Greg Hughes, Laura Devries,

Ian Martroana, Nelson McCreedy, Cam McPhail, Bill Ransome,

Brenda Osei-Boadi, Brad Ross

#### ReStore Drivers, Pickup and Delivery

Bong Leangvan, John Elliott, Mark Leger

Bruce Isbister, David Watson and John Johnson, Driver's Assistant

*And a special thanks to all those who worked with us in 2015*

Jeff Duncan, CEO

Gerry Pieroni, VP ReStore Operations

Sharon Brennan, Manager, Marketing, Communications & Programs

Duncan MacIntosh, Finance Manager

George De Vlugt, Construction Manager

Fran Deschamps, Office Administrator

Michelle Lynne Goodfellow, Manager Regional Development & Fundraising (beginning Oct 2015)

Carrie Culloden, Fundraising Coordinator (until Mar 2015)

Deb Adams, Bookkeeper

Rob Spencer, ACCC Coordinator

Jamie Lee Arseneau, Volunteer Coordinator (until Nov 2015)

Allison Kampman, Regional Development Coordinator

Chelsey Gordon-Edmonds - Family Services and Outreach Coordinator

John General, Ian Marsh, Harry Muir, Site Supervisors

Ron McQuiggan, Victoria Tanton, Robert Thomas, Adam Harper - Build Assistants



Hallowe'en 2015



# applause

## WINNER

London Chamber of Commerce  
Environmental Leadership Award



VP ReStore Operations Gerry Pieroni holds this award that recognizes the affiliate for its leadership and efforts to be more environmentally sustainable and responsible.

## WINNER

Ivey Award for Excellence



Volunteer Andrea Payne won this London Community Foundation award for her contribution to HFHHO through Jeans 'n Classics.

## The Argyle Communities Career and Connect Project

ACCC Project is a partnership that ran from 2014-2015 and focussed on outreach and training for at risk youth while serving seniors and families in the Argyle Community in London. The key partners were Fanshawe College's Career Employment Services, City of London and HFH HO with funding provided by the London Community Foundation through a grant. This ambitious project addressed several issues related to poverty, employment and housing identified as vital to having a healthy strong community. We completed renovation projects for people who did not have the resources to do so on their own while providing construction training and opportunity for at risk youth to build their own career and future. The ACCC project also provided a framework and opportunity for a number of organizations to work together in a beneficial way to improve the Argyle Community.

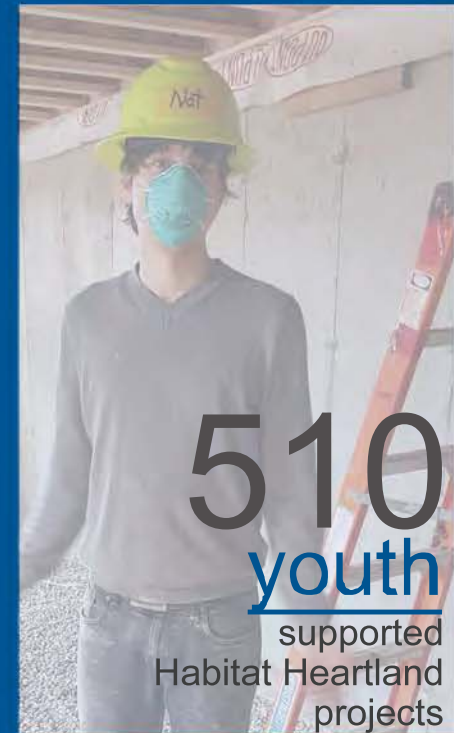


## HOMES UNLIMITED + HABITAT HEARTLAND



FINALIST

Pillar Nonprofit  
Community Collaboration Award



# 510 youth

supported  
Habitat Heartland  
projects



GENERAL DYNAMICS  
Land Systems-Canada

# HEROES FOR HUMANITY

10 emergency vehicles at the groundbreaking  
279 heroes on teams

133,474 dollars raised by teams

Thank you Heroes co-chairs Patrick O'Hagan and Lieutenant Colonel Joseph Murray CD (retired)

1 common goal...

to build a home for the Brockett Family





Expansion in Stratford!



Successful ReStores build more homes and serve more families.

SHOP-DONATE-VOLUNTEER

5

Affiliate ReStores



92,961 individual transactions

\$2,100,000 total sales

26.6% increase in sales



A new ReStore open in St Thomas







**29,256**

**dollars**

of e-waste processed in 5 stores

**444** = **33,000+**  
volunteers = volunteer hours  
in 5 ReStores in 2015



**SALES  
TO  
CELEBRATE!**

Furniture - \$381,173

Hardware - \$250,428

Lighting & Electrical - \$150,724

**ReStore**

**\$55,705,770.26**

in revenue generated nationally





# strategy

## 2015-2018

### STRATEGIC DIRECTIONS

- Serving families through growth and innovation
- Enhancing our strategic relationships
- Building our capacity to serve

### STRATEGIC GOALS

- Serve more families & communities- over next 4 years
- Active & visible engagement of volunteers & partners across the entire region
- Expand ReStore social enterprise capacity & performance
- Financial growth & sustainability

### ADJUSTED 2016 STRATEGIC GOALS

TYPE OF PROJECT	ACTUAL 2015	GOAL 2016
Regional Build Starts	4	7
International Builds Sponsored	4	3
Special Service Projects	17	6
Total Families Served in Year	25	16
<b>Total Families Served All Projects Since 1993</b>	<b>111</b>	<b>127</b>



347 Edmonton St., London



625 and 627 Main Street, Woodstock



*Building to end poverty.*



The ache for home lives in all of us, the safe place where we can go as we are and not be questioned. *Maya Angelou*

# woodstock build

With special thanks to our Woodstock Steering Committee!



THE ULTIMATE SYMPHONIC ROCK SERIES  
**JEANS' n Classics**  
2014-15 Season  
Tickets on Sale April 4th at 10am



 Habitat for Humanity Heartland Ontario presents

## JEANS 'N CLASSICS

2014-15 Season

London Convention Centre  
Doors/Pizza/Bar Open – 7pm  
Concert – 8pm

**Back to Back**  
**The Music of Elton John and Billy Joel**  
October 4, 2014

**The Music of Sting and The Police**  
January 24, 2015

**Dancing Queen - The Music of ABBA**  
April 25, 2015

**The Music of Pink Floyd**  
**The Wall and Dark Side of the Moon**  
June 20, 2015

4 show subscription – \$199 and \$249\*  
Single Tickets – \$55 and \$69\*

For tickets go to [www.jeansnclassics.com](http://www.jeansnclassics.com),  
call 1-866-455-2849 (press option 3)  
or in person at Budweiser Gardens Box Office  
\*plus applicable service charges

events 3265 patrons  
790 vips

- Drew Moir – Chair
- Vicky Anderson – Outreach
- Lynda Bartlett – Family Partner
- Jessica Berkeley - Volunteers
- Ann Blane – Family Partner
- Robert Blane - Fundraising
- Ashley Chatten – Bushell – Volunteers
- Debbie Corbin – Fundraising & Gift in Kind
- Marg Douglas – Family Partner
- Paul Laing – Volunteers
- Tammy MacDonald – Outreach
- Jessica McCallum – Volunteers
- Mark McClellen - Outreach
- Marg Molnar - Fundraising
- Don Post – Build
- Jeremy Toth – Fundraising & Gift in Kind
- Lynn Wareing – Fundraising
- Murray Wareing - Fundraising



# partners

## build



Anderson Kia Armtec Blinds Are Us Brooks & Muir Surveying C.L. Routenburg & Sons Ltd Can-tario Brick & Stone Charlie's Overhead Door TinWorx Inc. Dashwood Industries Children's Aid Society of Oxford County Dr. Leonard Reeves Foundation Englobe Corp. Grand River Natural Stone WINSAFE Corporation London Stair and Railing Main St. McKeough Supply OPSEU Oxford Community Foundation Pies 'R' Us RBC Royal Bank Woodstock Scotiabank Home Hardware Building Centre Jim Chambers Consulting Engineers Ltd JL Excavating & Property Services John Hurly Construction Levy Trucking Siemens Canada Stubbe's Precast Tabour's Tree Services The Brick Thornton Sand & Gravel Ltd. Tomallin Country Torbram Electric Supply Super Save Group Viewcon Construction Ltd Wilderness Environmental Services Woodstock Police Service Woodstock-Ingersoll & District Real Estate Board

## national



### JEANS' n Classics

CIBC Wood Gundy One London Group  
- Peter Lohead and Barry Gray

**IA Clarington Investments Inc.**  
Lewkowitz Financial  
**John and Susan Kennedy**  
Barry and Isobel Lonsdale  
**David and Judy Nolan**  
London Police Association  
**Mercer Canada**  
Startech.com (Peter Kennedy)  
**Canadian Buffalo Equipment Sales Ltd.**

**OTC Group**  
Budweiser Gardens  
**sagecomm**  
Seed  
**M.F. Arnsby Property Management**  
CH Ljungberg Inc.  
**Fanshawe College**  
**School of Public Safety**  
Mike King

house sponsors

**GENERAL DYNAMICS**  
Land Systems-Canada

**Toyota Motor Manufacturing Canada**

STRONGER COMMUNITIES TOGETHER™

Ontario Trillium Foundation

Fondation Trillium de l'Ontario

An agency of the Government of Ontario  
Un organisme du gouvernement de l'Ontario

**ReStore**

Costco Eabco Eco Roof Princess Auto  
Goosens Construction Lowes OLG Bargain Building Supply

**DUO BUILDING** Ltd  
**LUBNOW RESTORATION**  
**DKI**



with gratitude

## senior leadership

We would like to give our heartfelt thanks to members of our Board of Directors who have retired this year:

**Mary Hay, Solomon Asantey and Lance Ceaser**

Special thanks to our retired Board Members **Kathy Fox** and **Catherine McInerney** for their continued assistance.

## founders award

The Founders' Award is presented to Habitat for Humanity volunteers who have shown dedicated, long-term service to the affiliate. This year we are pleased to present this award to:

### **Founders Award ReStore:**

Jack Vasseur has been volunteering at the ReStore since 2004. He has been a constant presence with us since then and has followed us from 45 Pacific Court to our move to 40 Pacific Court. Jack attends the ReStore approximately four days per week for roughly 4 – 5 hours per day. He concentrates his time in our electrical testing area where he ensures the donated electrical items such as lights, fans, range hoods, small appliances, etc. work properly and are not missing any parts so our customers who purchase these items can be confident in the knowledge that they will be trouble free. Jack also is quite willing to help when staff, other volunteers or customers are in need of assistance. He is most willing to impart any advice that he can or search for a part that someone may require for their particular need. Jack also gets along extremely well with those he comes in contact with at the ReStore and maintains a neat and tidy work area for others to use. We certainly appreciate all that Jack provides and definitely feel that he is a very valuable asset to the performance and success of the Pacific Court ReStore.



### **Founders Award Build Site:**

When Derek Dilabbio began volunteering with our affiliate 3 years ago, he had already been working with youth in the community to teach construction techniques. Because Derek is a talented trades person who wants to give back to his community by helping hard working families attain home ownership, Habitat was a perfect fit for him. Often we have youth on our job sites who are interested in the trades. Derek is able to help teach them skills while at the same time building homes for our families. When we have highly skilled jobs that need to be done such as framing or trimming, Derek is there to get the job done right. Over the course of the time he has been volunteering, he has helped build a wheelchair ramp for a family whose Mom has MS, renovated the Habitat offices, and worked on 7 Habitat homes. Derek is the type of person we need to make Habitat a success. Great volunteers like Derek allow Habitat to fulfill its vision of "A world where everyone has a safe and decent place to live."



### **Founders Award Build Site:**

Habitat for Humanity Heartland Ontario would like to recognize one of our key volunteers, Brenda Scholten. Brenda started out as a construction volunteer doing some painting at our homes over a year and a half ago. Due to her leadership, construction experience, and desire to help Habitat be successful, Brenda joined us as a Crew Leader, providing mentorship and guidance to Team Day volunteers. After taking on the position, she found ways to improve job site organization and implemented those practices in many ways including on site volunteer registration of team days. She took the initiative of designing the position and assisted in training other volunteers. It not only helped our Team Days run smoothly, but also allowed our Site Supervisor and Crew Leaders to focus on enriching the experience for our volunteers on team days. Brenda truly goes above and beyond when it comes to supporting Habitat. She is on the build site 5 days a week always willing to lend a hand to run errands, provide coffee, and purchase materials. When she is not on site, she is spending her days at our administrative office helping with tool and build warehouse organization. Brenda is always up to assisting whenever she can and does it with a smile on her face. She is engaging, approachable and always willing to help. Volunteers are the backbone of our affiliate, and Brenda is a great example of how our volunteers make a difference in the lives of the people we serve. Thank you Brenda!







The Baw Paw Family - Woodstock

We believe in:

Housing for All  
Human Dignity  
Family Engagement  
Partnerships  
Inclusion  
Strengthening of Family  
and Citizenship  
Accountability

values

**ReStore Locations:**

London North  
5-40 Pacific Ct  
London, ON  
N5V 3K4

London South  
317 Adelaide St. S  
London, ON  
N5Z 3L3

St Thomas  
5-280 Edward St.  
St Thomas, ON  
N5P 4C2

Woodstock  
1058 Parkinson Rd  
Woodstock, ON  
N4S 7W3

Stratford-Perth  
245 Griffith Rd  
Stratford, ON  
N5A 6S4

Affiliate Office  
2-40 Pacific Ct  
London, ON  
N5V 3K4

Charitable #: 136473717RR0001

*Building to end poverty.*