

# 2018/19 ANNUAL REPORT



25  
YEARS

1994 - 2019



## HELPING FAMILIES IN NIAGARA

## BOARD OF DIRECTORS

Don Chambers – Chair

Dalton Clark

Timothy Curtis

Paula Harris

Wesley Helms

Phyllis Kerkhoven

Eleanor Lancaster

David Leprich

Stan Pride

Garry Smith

## EXECUTIVE STAFF

Karen Droblich

*Interim President & CEO*

Bob Romeo

*Director of Marketing*

Nel Scarry

*Director of Human Resources*

Roumi Ivanova

*Director of Retail Operations*

Stephen McKay

*Finance Manager*

## GOODWILL NIAGARA FAST FACTS

Goodwill Niagara is a **non-profit organization** that has been **helping people in Niagara** since **1994**.

We operate affordable **Senior Housing** residences in **St. Catharines** and **Welland**.

We charge **No Tax** when making a purchase at any of our **six stores**.

**Constructing Our Future** is a program that **provides skills** in the construction trade to **at-risk youth**.

Goodwill Niagara's **Successfully Suited** program **provides attire** for those currently looking for work.

# A MESSAGE FROM OUR BOARD CHAIR

Goodwill Niagara has been helping people in the Niagara Region for 25 years. It all began for our organization in 1994 with one store on Bunting Road in St. Catharines. Today we have six locations to donate and shop at in the Region with stores in St. Catharines, Niagara Falls, Welland, Port Colborne and an Attended Donation Centre at the Humberstone Landfill.

As we celebrate Goodwill Niagara's 25<sup>th</sup> Anniversary and all the accomplishments we have made over the years, we must remember Laura Hills. Laura Hills had been with Goodwill Niagara since 1996, over the years she held many different positions including Accounting Manager and Regional Director. She was appointed CEO of Goodwill Niagara in 2015. Laura passed away suddenly on April 30<sup>th</sup> of this year. We will never forget the contributions she made to our organization.

As we move forward towards 2020, we continue our mission of providing work opportunities and skill development for people with barriers to employment or independence, and affordable housing for seniors.

Goodwill Niagara plays a vital role in helping families in Niagara and helping with recycling throughout the Niagara Region. Changing lives and preserving the environment is very important to us.

When your generous donations are sold at our retail locations, the money goes back into our community to create jobs, training programs and affordable senior housing in Niagara. We thank you for your ongoing support.

**Don Chambers**  
*Board Chair*



# VOLUNTEERS

## Eleanor Lancaster

Eleanor is a dedicated community member. She previously served three terms on Regional Council and was a local broadcaster with Laura Sabian. Eleanor's commitment to improving her community is what led her to Goodwill Niagara. She has volunteered for over 20 years as a Board Member and Board Chair for Goodwill Niagara. Eleanor is very proud of the accomplishments that Goodwill Niagara has made in our community, especially the two affordable senior housing buildings that the organization has created. Eleanor is excited to be celebrating Goodwill Niagara's 25th Anniversary this year. Goodwill Niagara would like to thank Eleanor for all that she has done over the years in our community.



Eleanor Lancaster and Stan Pride were each honoured at the St. Catharines Volunteer Recognition Night in April 2019

*Thank you! Thank you! Thank you!*

## Stan Pride

Stan has been in Marketing for years and originally moved to Niagara to work for Canadian Tire Acceptance. He liked Niagara so much that he stayed after retiring and decided to volunteer his time to make our community a better place to live. Stan has been a Board Member of Goodwill Niagara for almost 15 years. In his time with Goodwill Niagara he has served as Board Chair. Stan believes and lives the mission of Goodwill Niagara. Not only is he a dedicated Board Member, he is also a loyal shopper and donor at the six Goodwill Niagara stores in our community. As Goodwill Niagara celebrates its 25th year as a non-profit in Niagara, we would like to thank Stan for volunteering his talents to the organization over the years.





This annual report is dedicated to

## Laura Hills

October 30, 1965 - April 30, 2019

President & CEO  
Goodwill Niagara 2015 – 2019

**Thank you!**

*"Never say goodbye because goodbye means going away, and going away means forgetting" – J.M Barrie, Peter Pan*



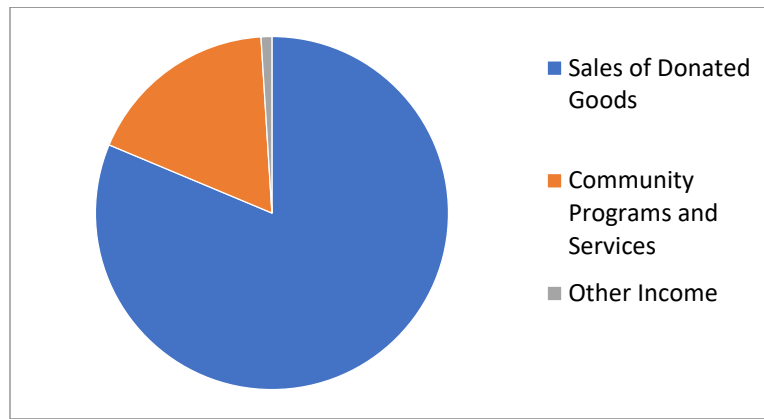
# DONATION REPORT

## HOW REVENUE IS GENERATED

Sales of Donated Goods – 80%

Community Programs & Services – 18%

Other Income – 2%



## HOW FUNDS ARE SPENT IN NIAGARA

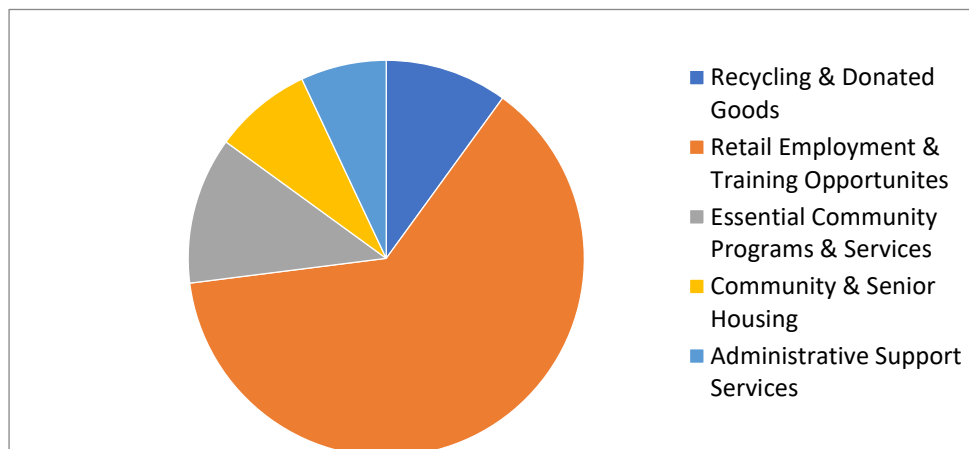
Recycling & Donated Goods – 9%

Providing Retail Employment & Training Opportunities – 65%

Providing Essential Community Programs & Services – 14%

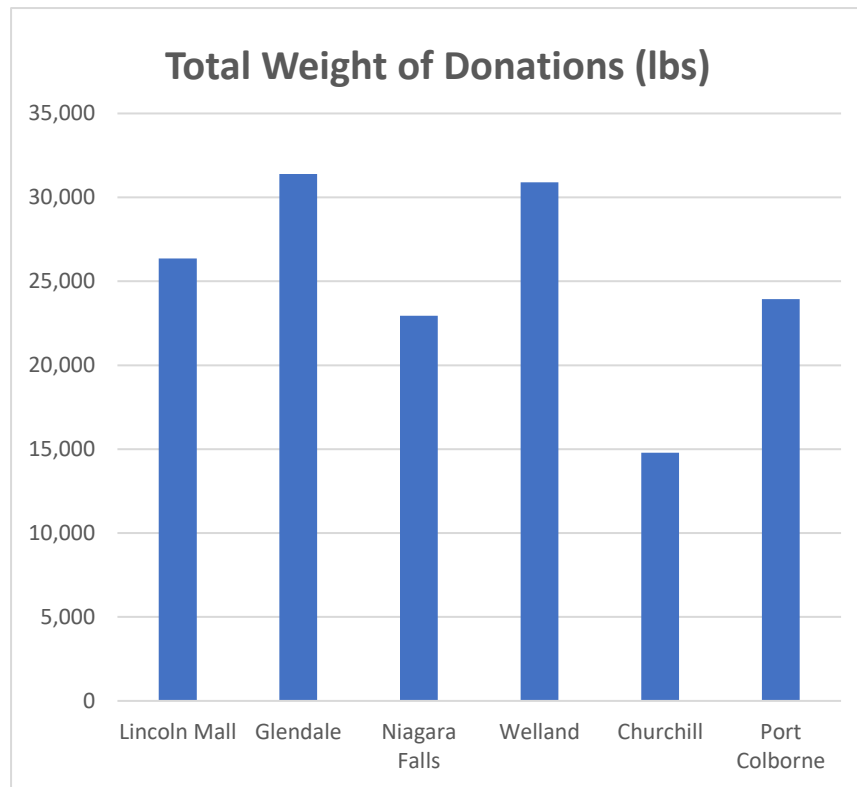
Investing in Community & Senior Housing Facilities – 6%

Administrative Support Services – 6%





# IMPACT ON THE COMMUNITY



Last year Goodwill Niagara recycled 6.9 Million pounds of usable items out of the landfill.

Provided services and training to 1,102 clients with barriers to employment and independence.

Over 349,069 customers supported Goodwill Niagara by shopping at our retail stores.

Community volunteers donated 16,555 hours of their time to support Goodwill Niagara. Their time equals over \$248,325 in value to our organization.

5,682 individuals were served through Goodwill Niagara Community Centres.

Goodwill Niagara currently employs 112 staff members

## NUMBER OF DONOR TRANSACTIONS



**161,802**



**153,947**



## RETAIL & DONATION CENTRES

### ST. CATHARINES

495 Welland Avenue  
228 Glendale Avenue

### WELLAND

572 Niagara Street  
1 Churchill Avenue

700 Humberstone Road

(Attended Donation Centre)

### NIAGARA FALLS

6777 Morrison Street

### PORT COLBORNE

45-53 West Side Road

When you donate or shop at  
Goodwill Niagara, the  
revenues from sales go back  
into our community to  
create jobs, training  
programs and affordable  
senior housing.

## OUR MISSION

Provide work opportunities and skill development for people with barriers to employment or independence, and affordable housing for seniors.

## OUR VISION

Our vision is to enrich our community by improving the lives of people with disabilities or barriers to independence by providing essential programs and services through partnerships and the responsible use of community resources.

## OUR VALUES

We put people first.

We will conduct ourselves with honesty and integrity.

We will hold ourselves and our people accountable.

We will seek opportunities to incorporate our mission into our business operations.

We will constantly seek out opportunities to collaborate.

We will encourage innovation and risk taking to achieve our mission.

We will provide opportunities for the growth and development of people.

We will strive for excellence.

We believe in the power of work.

## FRIENDS OF GOODWILL



[www.goodwillniagara.com](http://www.goodwillniagara.com)



Charitable Number: 140591645 RR0001