

Doing the ordinary with extraordinary care...



**Fontbonne
Ministries**
Annual Report
2019/20

... in extraordinary times

Fontbonne Ministries
Annual Report **2019/20**



Fontbonne Ministries
SISTERS OF ST. JOSEPH, TORONTO



**Hope is being able to
see that there is a light
despite the darkness.**

(Archbishop Desmond Tutu)

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**The impossible missions are
the only ones that succeed.**

(Jacques Cousteau)

Mission

Fontbonne Ministries, Sisters of St. Joseph, Toronto, offers diverse programs that are welcoming and inclusive. The charity was founded in 2000 by the Sisters of St. Joseph of Toronto, a community of women who, through their compassionate presence, respond to the needs of the day. Fontbonne Ministries continues, with the Sisters, their mission of reflecting the love of God and neighbour.

Vision

Building welcoming and supportive communities and pursuing social change.

How We Serve

Faith Connections – Generating spiritual growth and community for and with young adults.

Mustard Seed – Providing life skills programs and fostering community for adults.

In Good Company – Visiting those isolated in their homes.

Studio on the Hill – Exploring creativity through clay for children and adults

Village Mosaic – Providing a community setting for socialization of seniors.

Fontbonne Place – Creating a home for older single women.

***Fontbonne Ministries Programs
are funded by Sisters of St. Joseph
and community partners and friends.***



Leadership is the capacity to translate vision into reality.

(Warren Bennis)

Leadership Team



Ben Vozzolo
Executive Director



Leanne Kloppenborg
Director of Mission & Values and Volunteers



AnnMarie Marcolin
Program Director, Mustard Seed



Andrea Linton
Program Director, Village Mosaic



Sabrina Chiefari
Program Director, Faith Connections (Interim)



Sister Helen Kluge, CSJ
Director and Teacher, Studio on the Hill



Lauchlan McInroy
Program Coordinator, In Good Company



Cheryl Denomy
Development and Community Relations Officer



Sister Conrad Lauber, CSJ
Ministry Counsellor

Our Board of Directors



Sister Georgette Gregory, CSJ
Board Chair and President



Sister Mary Anne McCarthy, CSJ
Vice Chair



Sister Nita Fe Chavez, CSJ
Treasurer



Sister Anne Marie Marrin, CSJ
Secretary



Joan Breech, CPA
Director at Large



Sister Anne Purcell, CSJ
Director at Large



Sister Georgette Gregory, CSJ
Board President and Chair



Ben Vozzolo
Executive Director

Message From the Board Chair and Executive Director

To say the past year has been “challenging” would be an understatement, to say the least.

The opening months of the year were unremarkable, with Fontbonne Ministries providing connection, community and caring to the elderly, vulnerable and isolated across Toronto. Through pottery classes, movie nights, affordable food markets, drop-ins, special events and theological discussions, the staff and volunteers continued to serve those in need.

And then came COVID-19, and by mid-March, our lives, it seemed, had been completely upended.

With the declaration of the Provincial State of Emergency, all non-essential businesses – including two of Fontbonne Ministries’ sites, Village Mosaic and Studio on the Hill – were closed, and people were ordered to stay home.

It was clear from the beginning that staying closed wasn’t an option – while COVID-19 would affect everyone, the challenges of a lockdown would be disproportionately difficult for those we serve. Hoping for the best wasn’t an option.

Instead, we found new ways.

The drop-in program became a takeaway lunch served outdoors – first two days a week, and then three; expanding from about 70 guests in March to more than 300 every week by the end of August.

Staff and volunteers made regular check-in phone calls to clients isolated in their homes, providing a vital connection to the new normal.

We discovered underused technology like conference calling and Zoom to hold virtual pottery classes, bingo games, trivia nights, chair yoga sessions, and to bring together spiritually inquisitive young people for discussion, debate and learning.

Together with a community of friends, neighbours, volunteers and supporters, we weathered a challenging year that demonstrated our continuing commitment to doing the ordinary with extraordinary care ... in extraordinary times.

We’re looking forward to what’s next!

Sister Georgette Gregory, CSJ
Board President and Chair

Ben Vozzolo
Executive Director

“There are far better things ahead
than any we leave behind.”
(C.S. Lewis)



In uncertainty, find infinite possibility.

(Orlesian saying)

One Extraordinary Year

The past year can be split cleanly into two parts – what happened **before** March 17, 2020, and what happened **after**.

Before March 17, 2020 we were experiencing life as we had always known it – serving our clients and communities. We gathered for pottery classes, movie nights, Whimsical Wednesdays, and drop-ins. We welcomed guests to our Clothing Boutique, Theology on Tap pub gatherings, and Robbie Burns celebrations.

We were planning a number of in-person special events, including a 90th birthday party for Sister Gwen and our annual Volunteer Appreciation Luncheon.

What happened on March 17, 2020, was the declaration of Ontario's first COVID-19 State of Emergency that sent the province into lockdown.

With that declaration, non-essential businesses were ordered closed; schools and universities suspended classes; international flights were cancelled by the hundreds and borders shut down to all but essential commercial traffic.

People were ordered to stay at home, and one **million** Canadians applied for unemployment assistance in a **single week**.

And there was fear – a great deal of fear. Fear of a contagious and deadly illness that was just then beginning to be understood. Fear arising from the avalanche of often seemingly contradictory information and guidelines that seemed to change almost hourly.

And yet, what happened **after** March 17, 2020, was more than we could ever have imagined.



People were ordered to stay at home, and **one million** Canadians applied for unemployment assistance in a **single week**.



STAY HOME STAY SAFE



For us, there was a sense of déjà vu. Nearly 170 years earlier, four Sisters of St. Joseph had arrived in Toronto at the request of the Archbishop to tend the sick and orphaned during a typhus epidemic. It is to this work of Mother Delphine Fontbonne and her fellow Sisters that Fontbonne Ministries can directly trace its origins.



With our doors shut for the foreseeable future, we set about finding new ways of continuing to care for our clients and community as we navigated – together – the uncharted territory of life in a pandemic.

Faith Connections had the advantage of supporting an already tech-savvy and comfortable audience, and made the transition from in-person to virtual events easily. From online *Theology on Tap* gatherings, Faith Connections staff hosted digital retreats for Lent and Easter – and a virtual *Hike and Prayer* through Black Creek Pioneer Village in west-end Toronto.

Over at In **Good Company**, **Studio on the Hill**, and **Village Mosaic**, staff stayed in touch with clients, participants and students by phone and e-mail. What began as five-minute check-in calls became, over time, long conversations that increasingly spoke of anxiety and depression. Most had not left their homes in weeks, and many had no close friends or family on which to rely.

These calls became lifelines – points of contact even more critical as the days of lockdown and restriction stretched into months.

From mid-March until the end of August, staff in these three programs collectively logged thousands of hours on the phone, ensuring that those we serve continued to feel connected, supported, and cared for.

By early summer, Village Mosaic found a way to open its doors through the implementing of a *Community Centre Without Walls* program offering a slate of events (musical knowledge, trivia, and bingo) by conference call – which allowed those without internet to take part not only in the program itself, but with the friends they hadn't seen for weeks.

Staff collectively logged thousands of hours on the phone, ensuring that those we serve continued to feel connected, supported, and cared for.



Prior to the pandemic, **Mustard Seed** hosted a drop-in program on Friday and Saturday afternoons, providing a welcoming indoor safe space, meals, and companionship to almost 2,000 people between September and mid-March.

According to the Toronto Drop-in Network, the State of Emergency lockdown severely curtailed, or closed entirely, 50% of the services to the transient and homeless population in Toronto. Of particular concern in the wake of these closures was the lack of access to food for this group, especially on the weekend.

In response, staff and volunteers reinvented the drop-ins as a takeaway lunch service. On March 20 and 21 – just three days after the declaration of the State of Emergency – they served 70 people over the two days.

By May, it was clear that demand for the program was continuing to grow. With help from a team from the Ralph Thornton Community Centre, Sunday lunch was added on May 10 – Mother’s Day.

By August, an average of **300** lunches were being served each week. In addition to the Mustard Seed “regulars”, staff and volunteers began to notice increasing numbers of new faces feeling the pinch of extended unemployment and reduction in income.

Along the way, lunch at Mustard Seed became more than just lunch – it became a place for guests to pick up hygiene kits, seasonal clothing, additional food items like fruit, vegetables, and bread, and non-medical cloth masks. This last item was provided through the generosity of the Michael Garron Hospital Foundation, the skilled fingers of Village Mosaic and Mustard Seed volunteers, and other friends of Fontbonne Ministries.

This year has, in many ways, been extraordinary. Our programs became very different, and may never return exactly to the way they were. That’s okay – they’ll be better.

In this extraordinary year, we learned so much.

We learned how to be advocates for the women of Fontbonne Place and the years of disruption that the building of the Ontario Line may bring to their lives. And to be the voice for the homeless and transient members of our community and their critical need for access to clean washrooms and running water.

We learned about our community – and about their incredibly deep generosity. They supported virtual events, wrote cheques, gave freely. They came with bags and boxes of food, with handmade cloth face masks and 3D printer-generated face shields, with gloves and industrial-strength cleaning products, with clothing and toothbrushes and hand sanitizer.

We learned about our colleague organizations – about their generosity, about their shared commitment to the vulnerable and isolated, about their willingness to share knowledge, their time, and to create spaces for Fontbonne Ministries to contribute to our sector as a whole.

We learned about those we serve – about their resilience, about their willingness to adapt, and about their lives. Serving them in different ways opened doors to connection and care that we never would have found otherwise.

We learned about ourselves – and how a handful of staff and volunteers scattered across four physical sites can come together and get to work without, for the most part, even being in the same room.

We learned a lot about cooperation – we can’t do it all ourselves, but if we all work together we can do more than we ever imagined.

To those that shared this extraordinary year with us, who taught us and learned with us, struggled and grew with us – thank you so much.

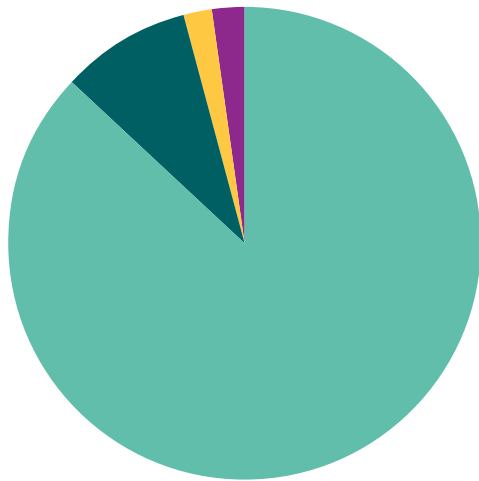
*In this extraordinary year,
we learned so much.*





community

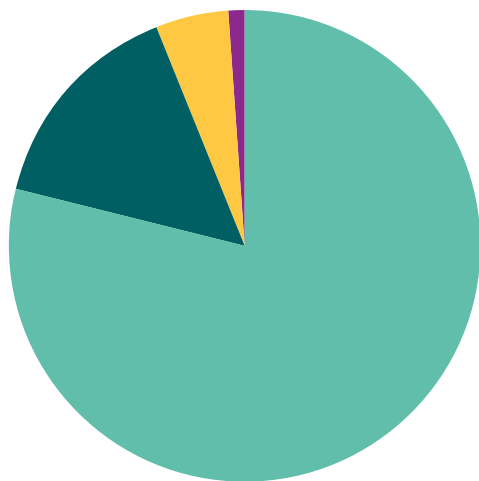
Where the Money Goes



REVENUE:

\$1,988,000

- Donations **87%**
- Rental **9%**
- Studio **2%**
- Other **2%**



EXPENSES:

\$1,560,000

- Programs **79%**
- Administration **15%**
- Fundraising **5%**
- Amortization **1%**



**We make a living by what we get.
We make a life by what we give.**

(Winston Churchill)

Fontbonne Ministries Statement of Financial Position

For The Fiscal Year Ending August 31, 2020

	2020
Revenue	
Donations	\$ 1,734,565.00
Rental Income	173,026.00
Studio Income	40,825.00
Other Income	39,518.00
Total Revenue	<u>\$1,987,934.00</u>
Expenses	
Salaries and Benefits - Management/Administration/Fundraising	\$ 199,286.00
Property Expenses	276,018.00
Program Expenses - Salaries/Benefits, Supplies and Support	902,125.00
Audit/Legal/Accounting Expenses	34,947.00
Office and Other Expenses	137,561.00
Amortization Expenses	9,965.00
Total Expenses	<u>\$1,559,902.00</u>

Source: Audited Financial Statements for year ending August 31, 2020

Audited by: Price Waterhouse Coopers LLP

To receive a full copy of the financial statements,
please contact Erika Viray at eviray@fontbonneministries.ca



BUY
SELL
TRAD
KASH

abundance



Look back to learn how
to look forward.

(Joe Girard)

Fontbonne by the Numbers (September 1, 2019 – August 31, 2020)



Total Visits
(all programs)

13,256



Total Volunteer Hours
(all programs)

15,662



222

Total Donors



\$1,734,565

Total Donations



SERVICE HIGHLIGHTS



6,291

Meals including



4,430

takeaway lunches since the
beginning of the pandemic – served



2,343

Creative and Artistic
Program Participants



2,268

Articles of Clothing and
Hygiene Kits Distributed



1,494

Exercise and
Wellness Program
Participants



573

Faith Connections
Program
Participants



460

Friendly Visits

Affordable Housing

**18 women at
Fontbonne Place**





guidance



Live  Faith 
Community **Growth** *ONENESS*
Kindness **JOURNEY** *ASK* *LAUGH* *DIVINE* Thank you
Soul **GRATITUDE** *TRUTH*
GIVE *PURPOSE* *SEEK* **Abundance** 
Guidance *Create* *Hope* *Family* **LOVE** *Believe*
Healing  *Health*  *PEACE* *CHANGE*



Fontbonne Ministries

SISTERS OF ST. JOSEPH, TORONTO

Ben Vozzolo, *Executive Director*

Cheryl Denomy, *Development and Community Relations Officer*

Leanne Kloppenborg, *Director, Mission & Values and Volunteers*

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