



GOODWILL NIAGARA

Helping families in our community!



2016/17 ANNUAL REPORT

MESSAGE FROM CHAIR AND PRESIDENT

Goodwill Niagara has continued to maintain the focus that was set out by Goodwill founder Edgar J. Helms in 1902. By helping those who need it in our community and our environment by promoting reusing, reducing and recycling in Niagara, we are doing our part to help strengthen our community.

Goodwill Niagara plays a vital role in recycling throughout the Niagara Region. Last year, Goodwill Niagara kept 7.3 million pounds of usable items out of landfills. All donations of used clothing and household items are recycled and sold in our retail stores to support employment programs, strengthen families and independent living for seniors.

We are proud to continue our mission of providing work opportunities and skill development for people with barriers to employment or independence, and affordable housing for seniors.

When someone donates to Goodwill Niagara, they are helping people in our community make a positive life change. Families are strengthened and jobs, training programs and affordable senior housing are made possible through the generosity of your donations. We thank you for your ongoing support.

Stan Pride
Board Chair

Laura Hills
President & CEO

HIGHLIGHTS

Recycled 7.3 Million pounds of usable items out of the landfill



Provided services and training to 1,145 clients with barriers to employment and independence.



Over 222,000 customers supported Goodwill Niagara by shopping at our retail stores.



We received donations from 163,156 very generous people in our community.



Community volunteers donated 12,636 hours of their time to support Goodwill Niagara. Their time equals over \$144,000 in value to our organization.



3,580 individuals were served through Goodwill Niagara Community Centres.



Goodwill Niagara currently employs 108 staff members.



VOLUNTEERS



The City of St. Catharines honoured Robert Kent with a Volunteer Recognition Award in a ceremony on Tuesday April 11, 2017.

Robert is a retired St. Catharines Firefighter and a Pro Bowler who has volunteered his time at Goodwill Niagara over the last 3 years.

Robert has dedicated over 5,000 hours of his time working as a volunteer at Goodwill Niagara. He has become a jewellery specialist, pricing, fixing and arranging jewellery at all six of our stores. He likes

to work behind the scenes and volunteers not for the credit, but to give back to his community.

It's a pleasure to work with Robert; he is very deserving of the Volunteer Recognition Award. Thank you Robert for all you do to help at Goodwill Niagara!

SUCCESS STORY

Just a few years ago, Chris Davis was working as a security guard, but always dreamed of doing much more with his life in a career.

Then one day Chris heard about Goodwill Niagara's Constructing Our Future program from a neighbour who saw an ad in the newspaper. The program teaches at-risk youth skilled trades and construction techniques. Chris called and got an interview for the program and was accepted.



He successfully completed the program in 2015. After graduating Chris worked a few contracting jobs, it was then that he realized that this work was not the perfect fit for him. He decided to use these skills to open his own business. For this new venture, he drew on the life skills and construction skills he learned in the program. He teamed up with his father Neil to renovate a building on Main Street in Port Colborne into a restaurant. The Spot Bar and Grill opened in August of 2016 on Main Street. It quickly became a very popular location, employing five people.

If you are in Port Colborne, stop in at the "Spot Bar and Grill" at 196 Main Street and say hi to Chris!

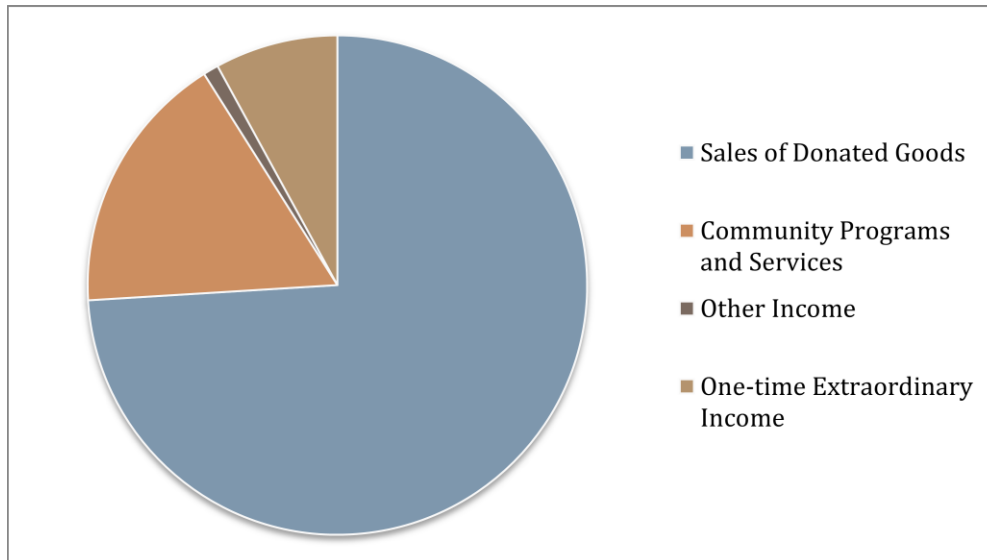
HOW REVENUE IS GENERATED

Sales of Donated Goods – 74%

Community Programs & Services – 17%

Other Income – 1%

One-Time Extraordinary Income – 8%



HOW FUNDS ARE SPENT IN NIAGARA

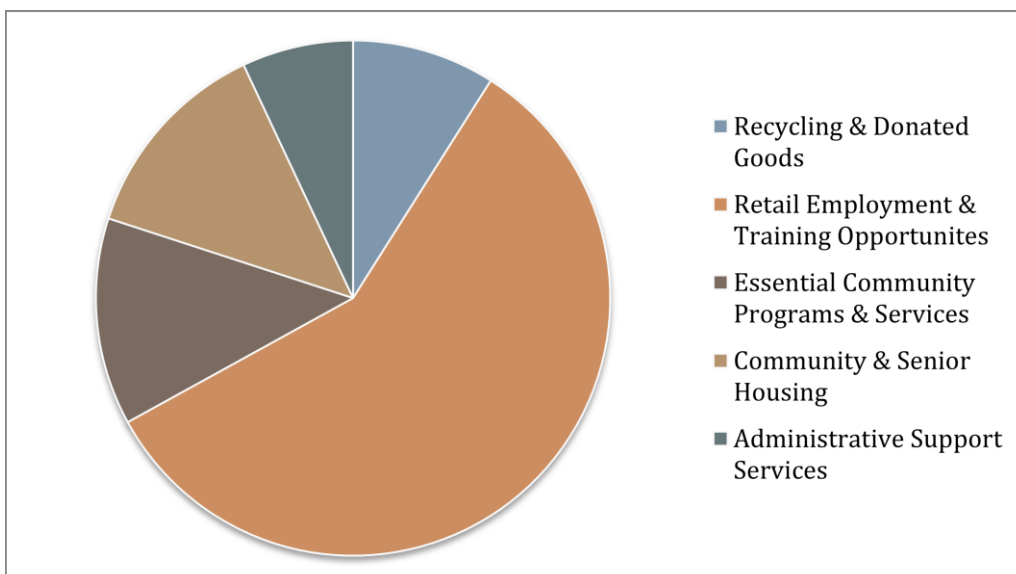
Recycling & Donated Goods – 9%

Providing Retail Employment & Training Opportunities – 58%

Providing Essential Community Programs & Services – 13%

Investing in Community & Senior Housing Facilities – 13%

Administrative Support Services – 7%



BOARD OF DIRECTORS

Stan Pride – Chair

Don Chambers

Dalton Clark

Timothy Curtis

Neil Cuthbertson

Paula Harris

Wesley Helms

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Karen Drobnich
Vice President of Operations

Bob Romeo
Director of Marketing

Nel Scarry
Director of Human Resources

Roumi Ivanova
Director of Retail Operations

Stephen McKay
Finance Manager

HEAD OFFICE

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RETAIL & DONATION CENTRES

ST. CATHARINES

495 Welland Avenue
228 Glendale Avenue

WELLAND

572 Niagara Street
1 Churchill Avenue

Attended Donation Centre

700 Humberstone Road

NIAGARA FALLS

3551 Portage Road

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.

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**.

Goodwill Niagara offers **training and services** for people with **disabilities** and **other barriers** to employment.

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.

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



Charitable Number: 140591645 RR0001