

In Adversity, Opportunity



2020/21 Fontbonne Ministries Annual Report



Fontbonne Ministries
SISTERS OF ST. JOSEPH, TORONTO

How We Serve

- Fontbonne Place – providing a safe home for older single women
- In Good Company – visiting and building relationships with those isolated and housebound
- Mustard Seed – supporting adults living in poverty, and those who are homeless and transient, by providing essential services and welcoming safe space
- Studio on the Hill – exploring creativity through clay for people of all ages and abilities
- Village Mosaic – providing an accessible community space for seniors to connect, learn, and have fun

Fontbonne Ministries programs are funded by the Sisters of St. Joseph of Toronto and generous community partners and friends.

“

Do not consider unfortunate events as obstacles but as aids and cherish them, whatever they may be, as effects of the gentle and loving Providence of God your Father.”

(Maxims of the Little Institute, #63)

“

Be who God meant
you to be and you
will set the world
on fire.”

(St. Catherine of Siena)

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Mission

We are a welcoming community where you are not alone,
and everyone belongs.

As an inclusive social service organization, our programs foster
personal well-being and creativity and respond to food and
housing insecurity, social isolation, and loneliness.

Wherever you are in your life, the spirit of our founders – the Sisters of St. Joseph
of Toronto – inspires us to join with you in nourishing mind, body and heart.

Vision

Building welcoming and supportive communities and pursuing social change.

Values

Respect

We value each
person as a distinct
expression of God's
love and invite each
other to discover
and to celebrate our
unique gifts.

Advocacy

We respond to
society's evolving
needs and
mobilize positive
change through
transformational
leadership.

Community

We work together
with neighbours and
partners to build
strong relationships
that are mutually
supportive and
collaborative.

Compassion

We give our full
attention to each
person and show
understanding,
empathy and
sensitivity to
their needs.

Accountability

We use the
resources entrusted
to us with care,
and make sustainable
choices that
will benefit
future generations.



Leadership Team

Board of Directors



Ben Vozzolo
Executive Director



Leanne Kloppenborg
*Director of
Mission & Values
and Volunteers*



Sister Georgette Gregory,
CSJ
*Board Chair
and President*



Sister Mary Anne McCarthy,
CSJ
Vice Chair



AnnMarie Marcolin
*Director of
Community
Partnerships and
Programs*



Cheryl Denomy
*Development
and Community
Relations Officer*



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

“

Find the thing
that stirs your
heart and make
room for it.”

(Joan D. Chittister)

Message from the Board Chair and Executive Director



Sister Georgette Gregory, CSJ

*Congregational Leader,
Sisters of St. Joseph Toronto
Chair, Board of Directors,
Fontbonne Ministries*



Ben Vozzolo

Executive Director

The 2020/21 fiscal year marked a full year of operating within an ever-changing framework of COVID-19 reality – twelve months of ongoing pandemic challenges that Fontbonne Ministries staff and volunteers met with commitment and compassion.

In the opening weeks of the new fiscal year, Fontbonne Ministries staff and management were preparing in earnest to re-open our spaces to indoor programming in mid-October 2020. However, COVID-19 had other ideas, and our programs remained largely virtual or outdoors in accordance with public health directives.

We continued to do the ordinary with extraordinary care – and, in some cases, extraordinary ways.

Mustard Seed staff and volunteers served more than **14,000** take-away lunches and hosted more than **2,300** visits to the Clothing Boutique providing free seasonal clothing and hygiene products. Through our community partnerships, they hosted a number of low-barrier COVID-19 testing and vaccine clinics to ensure that those we serve remain healthy.

In Good Company volunteers supported individuals experiencing social isolation through telephone conversations and e-mails that helped sustain long-term relationships.

“

Remember the past
with gratitude; live
the present with
enthusiasm; and look
forward to the future
with confidence.”

(St. John Paul II)

With its workspace closed, Studio on the Hill took to Zoom to provide an artistic outlet for those stuck at home – and, when the pieces were ready for finishing, the Mustard Seed loading dock was transformed into a socially-distanced, open-air glazing class.

Through a generous grant provided by the Ontario Trillium Foundation Resilient Communities Grant program, Village Mosaic implemented a wide-ranging *Seniors Centre Without Walls* pilot that funded fifteen iPads with data plans and one-on-one technical support so seniors isolated at home could access virtual programming they could not otherwise attend. By the fall seniors that feared technology were now creating online friendships through a myriad of engaging virtual programs.

This past spring, Fontbonne Ministries took a comprehensive look at its Mission, Vision and Values Statements. The reaffirmed Vision Statement, clarified Values Statements, and entirely new Mission Statement featured new and inclusive wording – the work of a dedicated and diverse committee – and can be found in the pages of this Annual Report.

As we look forward to the coming days, we remain hopeful that the time is coming soon when we will be able to welcome our participants and friends back to our indoor spaces. In the meantime, we invite you to discover, in these pages, the many ways in which Fontbonne Ministries has continued to support those among us who have been so profoundly affected by the pandemic.

Sister Georgette Gregory, CSJ

*Congregational Leader,
Sisters of St. Joseph Toronto
Chair, Board of Directors,
Fontbonne Ministries*

Ben Vozzolo

Executive Director



“

We are not all in the same boat. We are in the same storm. Some have yachts, some have canoes, and some are drowning. Just be kind and help whoever you can.”

(Attributed to Damien Burr)

A Year in the Life – Pandemic Edition

In September 2020, we, along with so many of our participants and partners, were hopeful that the end of the pandemic was in sight. After a summer of developing COVID-related policies and procedures, we were looking forward to re-engaging our participants in our indoor spaces in the second week of October.

It wasn't to be, as successive waves washed over Ontario and restrictions remained in place. It was back to business as usual, pandemic style, while exploring innovative ways to continue supporting those we serve.

In Good Company volunteers continued to reach out by phone and e-mail to clients who were spending most of their time alone and isolated in their homes – spending a collective total of 790 hours providing a crucial sense of community and connection. This averages out to more than **two hours** of human connection, every day, seven days a week, 365 days a year, responding in a time where loneliness is a growing and hidden epidemic.

This year, long-time Program Coordinator Lauchie McInroy resigned from his position while remaining as a volunteer. Louisa Loucareas assumed the Program Coordinator role in April 2021 under the management of Andrea Linton.

Studio on the Hill and its roster of classes for adults and children of all abilities remained shuttered to in-person programming. Thanks to the wonders of Zoom technology it was possible to hold virtual classes to encourage participants to express themselves through clay. Thanks to the support of our Mustard Seed location, Studio on the Hill was also able to hold open-air (in the loading dock) and small indoor glazing sessions so students could complete their pieces.

After twenty-five years of amazing leadership, Sister Helen Kluke, CSJ, retired as Ministry Director of Studio on the Hill in August 2021.

In May 2021, Chavi Garg joined **Village Mosaic** as Program Coordinator, just in time to implement an expanded *Seniors Center Without Walls*. Through the generosity of the Ontario Trillium Foundation's Resilient Communities Fund, the program expanded to include a group of fifteen seniors who might otherwise have been unable to access virtual programming due to a lack of technology. With data-enabled iPads on loan for the duration of the grant period, these participants were able to join in a wide range of activities from bingo and trivia nights to virtual world travel, art and exercise classes, and special events.

Other funding from the Resilient Communities grant purchased a public address system for outdoor events – and Village Mosaic took full advantage, hosting weekly Dancing in the Park sessions at Prince of Wales Park in Etobicoke. As the weather turned cooler, even mitts, scarves and layers of clothing didn't deter a hardy bunch of seniors from getting together after more than 500 days apart.

Mustard Seed staff and volunteers continued the weekend (Friday to Sunday) take-away lunch service in the courtyard of Fontbonne Place, and by the end of August had served more than **14,000** meals to those in the community experiencing food insecurity.

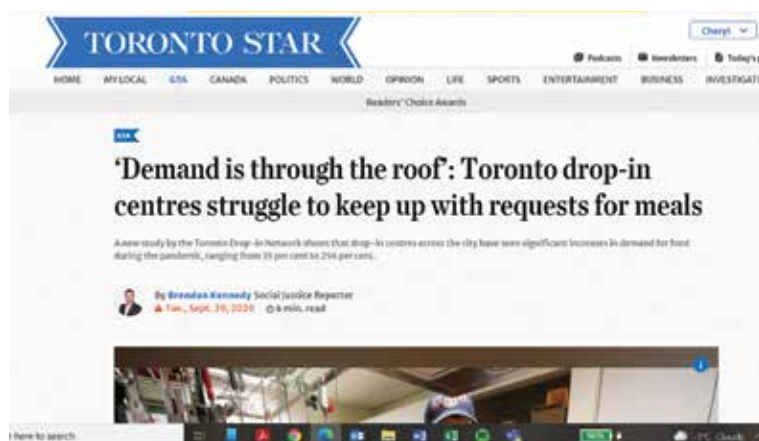
Along with lunches, guests were also able to access the Clothing Boutique (redesigned to take place on the loading dock, where ventilation and appropriate social distancing could be maintained) to pick up seasonal clothing and hygiene items at no cost.

An article in the *Toronto Star* on September 29, 2020 highlighted the challenges being faced by drop-in food programs across the city in meeting a need that continued to escalate as the pandemic wore on. Mustard Seed was prominently featured in reporter Brendan Kennedy's report, which in turn led to an unexpected inquiry.



14,246

meals served
to those in
the community
experiencing
food insecurity.



James Booty, the Executive Director of La Fondation Emmanuelle Gattuso in Toronto, happened to read the article, which led to a phone call to AnnMarie Marcolin (then Program Director at Mustard Seed), and ultimately to the submission of a proposal from the Downtown Faith Communities Hub to the Fondation for assistance in funding a multi-site free foot care service for those most in need.

In February 2021, the Hub (of which Fontbonne Ministries is part) was awarded full first-year funding for the clinics. Even COVID-19 at the height of its fourth wave was not a deterrent to the Service Planning Team. Despite facing multiple barriers, including supply and equipment delay, health provider recruitment competition, and indoor space restrictions, a three-site foot care collaboration was launched in December 2021, meeting a service gap for vulnerable communities.

Partnerships became increasingly important to Fontbonne Ministries this year. Through our involvement in a number of Ontario Health Teams and tables, Mustard Seed hosted five COVID testing clinics during the year (in partnership with Anishnawbe Health Toronto), as well as three COVID vaccination clinics in association with Toronto Public Health, Toronto Fire Services, and Toronto EMS Services.



Blazing a trail to the future

In October 2020, we received the completed report on the Fontbonne Ministries' program evaluation. The report made five recommendations to enhance and improve the ways in which Fontbonne Ministries supports those they serve.

Implementation of the recommendations (or the creation of timelines for implementations that were more complex) began almost immediately.

The last of these recommendations was that **“Fontbonne should create a service director role overseeing multiple programs as a single strategic portfolio.”** To that end, AnnMarie Marcolin was appointed Director, Community Programs and Partnerships in December 2020.

We were pleased to welcome Jacqueline McKernan as the new Mustard Seed Program Manager in March of 2021.

As part of the Program Evaluation process, we were challenged to ask ourselves two critical questions:

What do we want to focus on?

What do we want to do really well?



By reflecting on these questions, it became clear that the majority of Fontbonne Ministries programs serve vulnerable populations, seniors, and those experiencing loneliness and social isolation.

The one exception to this was Faith Connections, the program for spiritually inquisitive young people aged 18 to 39. The question then became “Where is Faith Connections best placed?”

Following discussions with Senior Management and the Congregational Leadership of the Sisters of St. Joseph of Toronto, it was decided that Faith Connections – given its synergies with other existing Congregation ministries – would be best placed within the CSJ Ministries portfolio.

The official transfer of Faith Connections took place on November 30, 2020.

In the spring of 2021, work began on the revision of Fontbonne Ministries' Vision, Mission and Values Statements. The Mission Statement had not been revisited for more than a decade, and there was a desire to ensure that it accurately reflected both the work Fontbonne Ministries is now doing and the tradition of care and compassion from which it was formed.

A committee comprised of volunteers and staff from across Fontbonne Ministries was convened. Our stakeholders – board members, volunteers, the Sisters of St. Joseph, staff, participants, partners and donors – were surveyed to find out what words, thoughts and feelings they associated with Fontbonne Ministries and its work.

From this consultation, the revised Mission Statement – which places those we serve squarely at its heart – was born. It speaks clearly and strongly about what Fontbonne Ministries believes itself to be, and with gratitude to the Sisters of St. Joseph of Toronto who have given us an incredible legacy to carry into the future.

You can find our new Statements in this Annual Report, and hope they speak to you as they did to us.



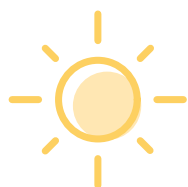
That familiar Asian proverb – “may you live in interesting times” – certainly applies to what we have experienced in 2020/21. This time has indeed been interesting.

It’s been a time of incredible optimism. Even as our projected dates for reopening were revised – and then revised again, and again – we continued to look toward the day when we would be able to re-engage those we serve in our indoor spaces, alongside our new ways of being of service both virtually and outdoors. We know it will happen, and every day brings us closer to that, even if the path toward it is the most scenic one ever created.

It’s been a time of incredible cooperation. COVID-19 has taught agencies across the social and health care sectors how to work together to achieve common goals, and Fontbonne Ministries is blessed to be part of that collaborative systems learning.

It’s been a time of extraordinary stress as we saw needs continue to escalate and resources remain stagnant – but it’s also been a time of incredible empathy, as we came together to support and lift each other up to face another day.

It’s been a time of tremendous growth – not only for us, but for those we serve. They have discovered their resilience, however delicate, and we have discovered what it means to effectively support them by doing the ordinary with extraordinary care, every day.

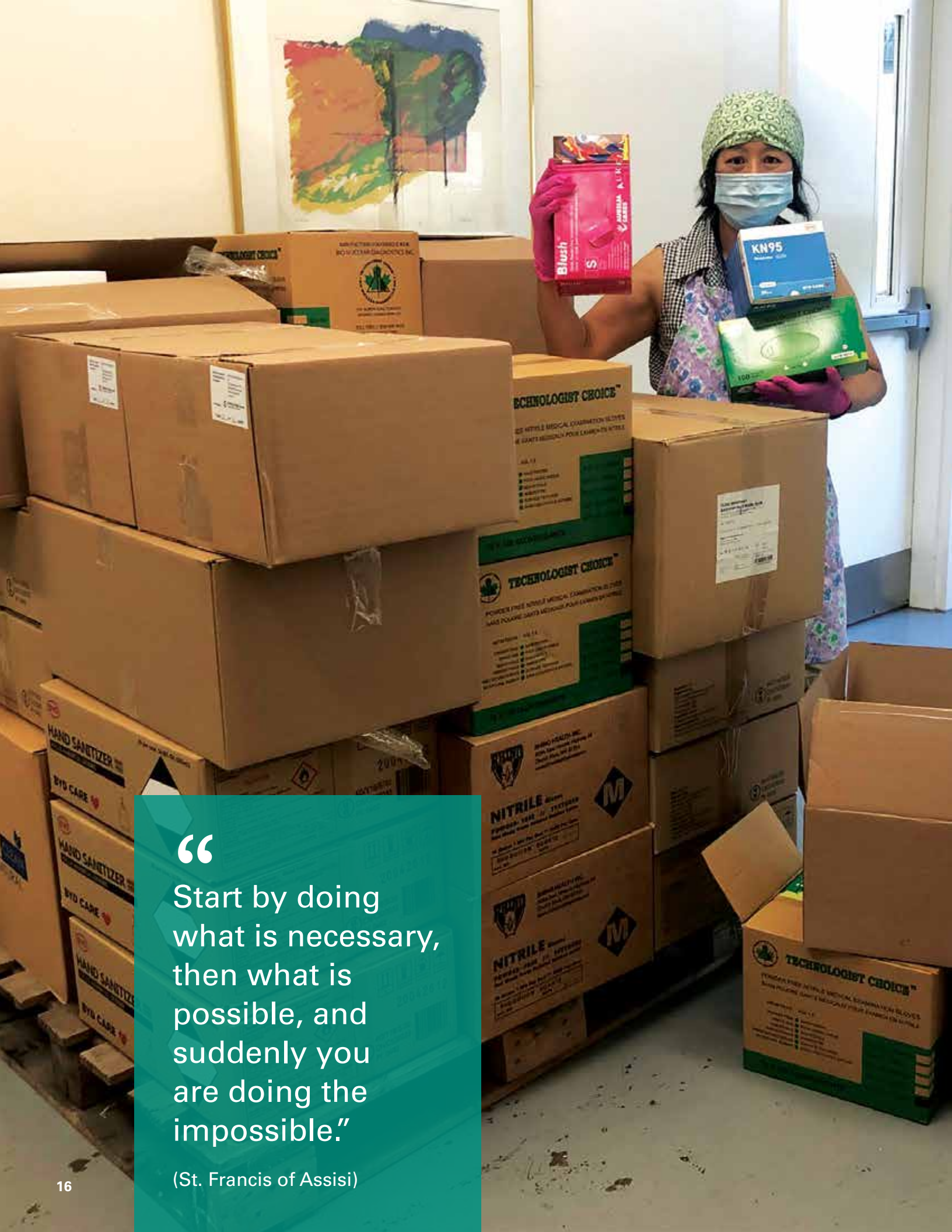




“

Happiness is a collection of joyful experiences shared with soul friends. Get together and have some fun!”

(Amy Leigh Mercree)



“

Start by doing
what is necessary,
then what is
possible, and
suddenly you
are doing the
impossible.”

(St. Francis of Assisi)

Fontbonne by the Numbers

(September 1, 2020 – August 31, 2021)

Total Visits
(All Programs)

20,393

Total Volunteer
Hours

6,155

Student Placement
Hours

1,997

Total
Donors

276

Meals
Served

14,246

Creative/Artistic
Guests

1,758

Clothing and Care
Products Provided

3,336

Clothing Boutique
Visitors

2,352

Friendly
Visiting Hours

790

One-on-One
Social Interactions

2,037

Social Connection
Hours

1,738

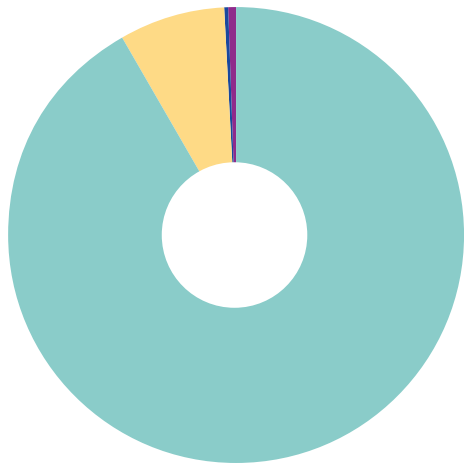
Affordable Housing

18

women safe at home

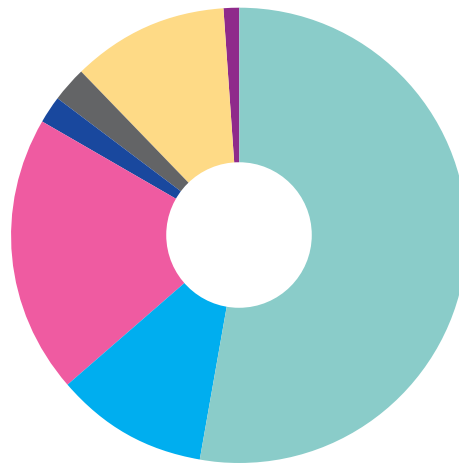
Total Donations \$618,379.17

Where the Money Goes



Revenue:
\$ 2,327,873

- Donations **92.2%**
- Rental Income **7.3%**
- Other Income **0.4%**
- Studio Income **0.1%**



Amount:
\$ 1,843,693

- Program Expenses (Salaries/ Benefits/Supplies/Supports) **53.1%**
- Property **19.7%**
- Other **11.2%**
- Salaries/Benefits (Management, Administration/Fundraising) **11.1%**
- Office **2.4%**
- Audit/Accounting/Legal **1.9%**
- Amortization **0.6%**

“

Charity is
the root of all
good works.”

(St. Augustine)

Fontbonne Ministries

Statement of Financial Position

(September 1, 2020 – August 31, 2021)

Revenue

2021

Donations	\$ 2,145,014
Rental Income	169,130
Studio Income	2,396
Other Income	11,333

Total Revenue	\$ 2,327,873
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Expenses

Salaries and Benefits - Management/Administration/Fundraising	\$ 203,904
Property Expenses	362,297
Program Expenses - Salaries/Benefits, Supplies and Support	980,285
Audit/Legal/Accounting Expenses	34,960
Office and Other Expenses	250,647
Amortization Expenses	11,600

Total Expenses	\$ 1,843,693
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Complete financial statements are available upon request.

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Fontbonne Ministries

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Ben Vozzolo, Executive Director

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