



Marillac Place Impact Report 2021

Marillac Place supports new mothers and mothers-to-be facing homelessness in Waterloo Region by providing a safe living environment, teaching parenting & life skills, and developing supportive relationships.

Our vision is that every mother & child facing homelessness in Waterloo Region has the opportunity to recover and rebuild to ensure a successful future.

109 Young Street
Kitchener, Ontario
N2H 4Z2

Charitable #: 138942156 RR0001

A MESSAGE FROM OUR BOARD PRESIDENT

Dear Friends of Marillac Place,

As President of your volunteer Board, I am pleased to share our 2021 Impact Report with you. Marillac Place has been serving at-risk mothers, mothers-to-be and children in Waterloo Region for the past 33 years. Over the last three decades, we have supported and empowered close to 1,500 women and children who would have otherwise been on the streets or in unhealthy situations.

We are indebted to the Region of Waterloo for providing funds for staffing support over the past sixteen years. A very special thanks also goes to the Lyle S. Hallman Foundation who provided critical funding that has allowed us to keep our doors open and keep our staff and participants safe throughout the pandemic. There are so many dedicated foundations, community parishes and service clubs that support us year-over-year. Finally, we are grateful to our almost 700 dedicated individual and corporate donors who continue to support us. A special mention goes to our monthly donors whose continuous contributions are critical to provide for the ongoing needs of the mothers and babies.

We have benefitted from the year-round commitment of over 50 devoted and talented volunteers who gave 1100 hours in 2021. I would like to acknowledge my fellow board members for all their guidance and the governance they provided to safeguard the future of Marillac Place. We worked diligently as a team to begin implementation of the 2021-2024 strategic plan. Finally, I would like to thank our dedicated staff for their tireless work to guide and support the women and children we served throughout 2021.

The pandemic has shone a spotlight on the difficulties our homeless population face in the Region. During lockdowns, fears about virus transmission, housing security, and strict pandemic restrictions kept more women in unhealthy situations, homelessness or from seeking support. As vaccine efforts ramp-up and restrictions are lifted, we are seeing an increased demand for our services as women turn to us for safe housing and guidance.

Your continued generosity to Marillac Place will remain vital to our ability to meet the needs of mothers and children who are facing homelessness. Together we can change lives!

Michael Malleck

President of the Board

OUR BOARD MEMBERS



Michael Malleck
President



Samantha Feener
Vice-President



Alun Masterton
Treasurer



Katie Krafchick
Secretary



Walt Sowinski
Past President



Carrie Stevenson
Director



Vanja Lakic
Director



Michael Gosselin
Director



Kaitlin Jagersky
Director

IMPACT FEATURE

Staff Wellness at Marillac Place

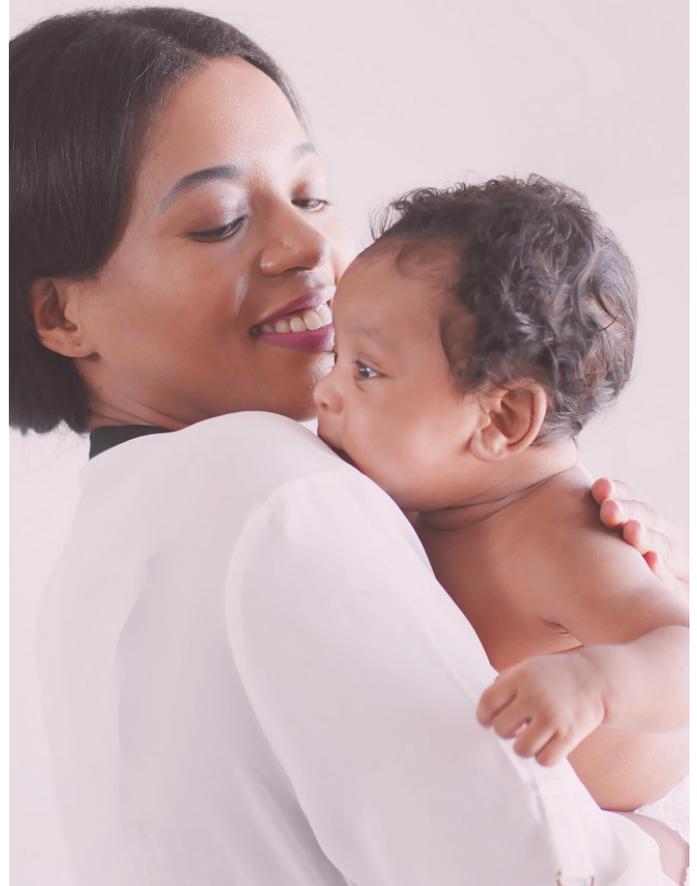
At Marillac Place, we recognize our program is only as good as our staff. With the pressures of the pandemic, 2021 was a challenging year for staff wellness. Workwell reported record rates of resignation, burnout and mental health challenges for workers across Waterloo region with unhealthy well-being scores soaring to double pre-pandemic levels. In response, we decided to target staff wellness as a key area for impact in 2021.

To measure our impact, we set up a bi-annual survey to measure staff burnout and collect staff feedback. In 2019 and 2020 we also conducted interviews with staff to determine where support was needed most. Staff reported wanting better training, more manageable workload and more opportunities for communication and team building.

Throughout 2021 we worked to address these staff concerns. We have developed in-house comprehensive training covering key topics identified by staff, including a wellness training (offered by Wilfred Laurier University) that staff completed as a group. We instituted planning days for full-time in-house staff to help them balance their workload and we continue to explore options for improving the staff to client ratio. We also instituted weekly team meetings and special topic innovation meetings to create opportunities for communication. We have been updating job descriptions and working to improve staff wages over the past two years so that we are more competitive in the sector.

As we battled the pandemic in 2021, Workwell reported burnout scores for workers increased across the Region. During this time, we were pleased to see burnout scores on our survey hold steady and even decrease in some areas. We recently expanded this survey to include part-time relief staff and align with the questions asked by Workwell. We will continue to communicate actively with staff and pursue more options for improving staff wellness in 2022.

Tammy Northam,
Executive Director
Marillac Place



ADMINISTRATION STAFF



Tammy Northam
Executive Director



Karen Martin
Residential Director



Greta James
Program Developer

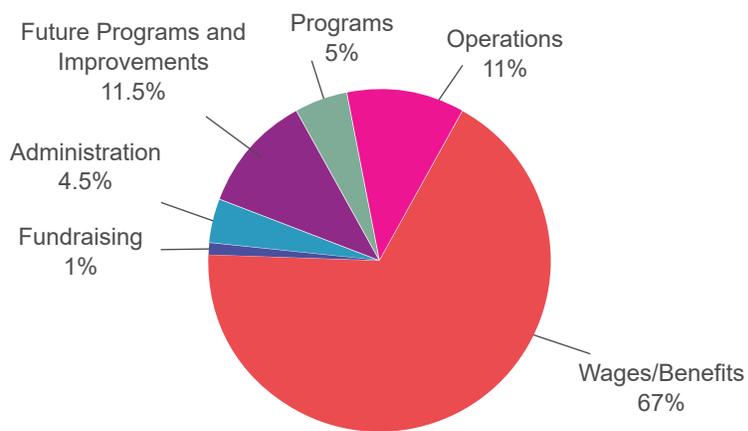
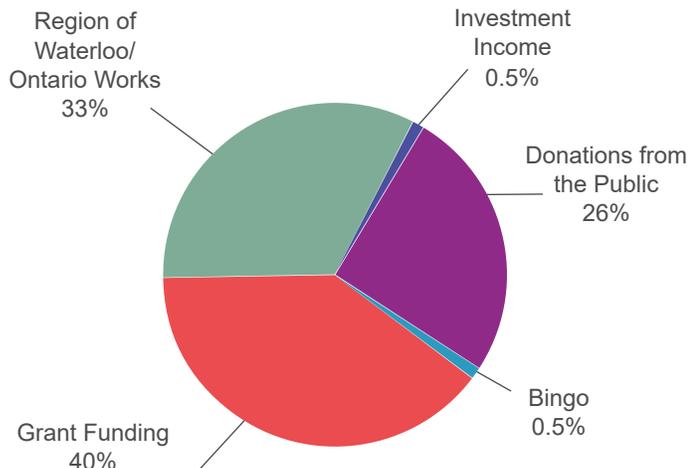


Beverly Martin
*Administration &
Development Coordinator*

FINANCIAL OVERVIEW

Where our funds come from: \$704,552.00

Where we spend our funds: \$704,552.00



2021 STATISTICS

37

residents served:
22 women,
15 children

44

care baskets
distributed

187

support calls
following departure

90

service
inquiries

88%

capacity rate

132

days -
average stay

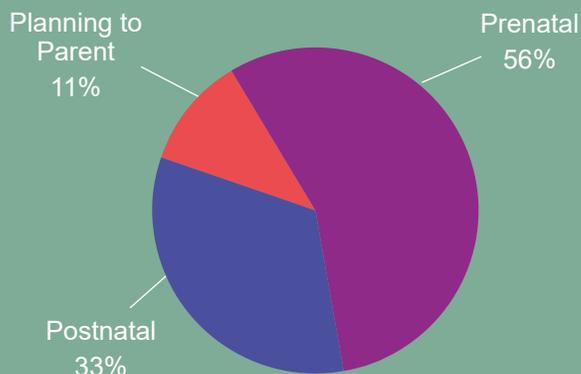
7

babies born

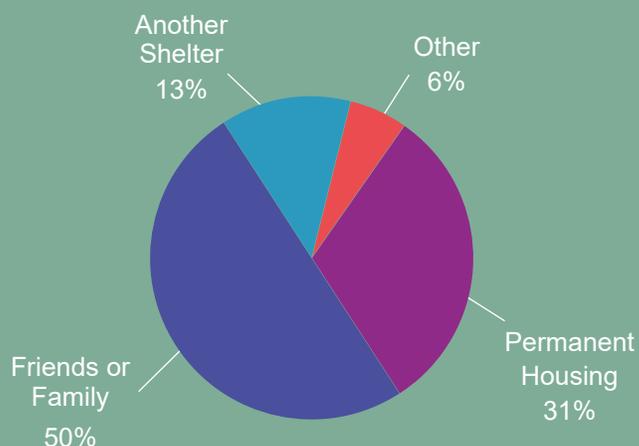
679

donors

Admissions



Departure Outcomes



A MESSAGE FROM

OUR YOUNG MOMS

“Overall, my memory of my time at Marillac Place is positive because of my interactions with staff. I made so much progress there and I would not be where I am today if not for them, and their help. I would recommend Marillac Place over anywhere else in the tricity area just because of the staff. I really appreciate all that they did for me. They truly went above and beyond”

OUR VOLUNTEERS

“As a parent and a volunteer board member at Marillac Place, I believe in the important work we are doing in our community to make a positive difference in the lives of young mothers and children who are facing homelessness.”

OUR STAFF

“As staff we work diligently to create relationship-centered approaches that are informed with social work and social services values and perspectives. Staff work both individually and as a team to create an environment that builds women up through their struggles and celebrate their strengths.”

THANK YOU FOR YOUR SUPPORT IN 2021

Marillac Place thanks all of our generous supporters including:

The Lyle S. Hallman Foundation

Society of Saint Vincent de Paul

The Home Depot Foundation

The Kitchener-Waterloo Community Foundation

Stybeck Roofing

Ontario Seed Company

Libro Credit Union Prosperity Grant

Almost 700 individual donors

Numerous foundations and service clubs

Parishes and their congregations

Corporations and their employees

Community partners

In-kind donors/businesses giving their time, talents, or much needed items

Friends of Marillac Place monthly donors



Marillac Place is funded in part by the:



Region of Waterloo

***Note that individual donors are not listed here to ensure confidentiality. If you would like your name or business included in future annual reports, please contact us.



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Charitable Registration #: 138942156 RR0001

Visit our website at www.marillacplace.ca

Email: admin@marillacplace.ca

Follow us on social media

