

2023-2024 ANNUAL REPORT



TABLE OF CONTENTS

1. Letter from our Board and Executive Director
3. Board of Directors for Gateway and Mainstream
4. Gateway Staff
5. Mainstream Staff
6. Mission, Vision, and Philosophy (Mainstream)
7. Mission Vision, and Philosophy (Gateway)
8. Strategic Priorities
9. Strategic Alliance
10. In the News
12. Financial Audit Message for Mainstream
13. Financial Audit Message for Gateway
14. People Supported and Programs
16. Community Partner Awards
17. Gateway Client Recognition
18. Delta Bingo Stories
20. Mainstream Story
21. Gateway Story
22. Golf Marathon
23. Work Well Committee

LAND ACKNOWLEDGEMENT

We acknowledge the land on which we gather is the traditional territory of the Haudenosaunee (hoe-den-no-show-nee) and Anishinaabe (ah-nish-ih-nah-bey) peoples, many of whom continue to live and work here today.

This territory is covered by the Upper Canada Treaties and is within the land protected by the Dish With One Spoon Wampum Agreement.

Today this gathering place is home to many First Nations, Metis, and Inuit peoples.

This land acknowledgement is important: it reminds us that our great standard of living is directly related to the resources and friendship of Indigenous people.

Gateway and Mainstream stand with all indigenous peoples, past and present, in promoting the wise stewardship of the lands on which we live.



A Message from our Board of Directors & Our Executive Director



Patty Berard
Board President
Gateway



Dennis Cheredar
Board President
Mainstream



Margaret Beaupre
Executive Director
Gateway and Mainstream

2023-2024 AGM Message from the Board and Executive Director On behalf of the Board of Directors of both Mainstream and Gateway, it is once again a privilege to submit our 5th joint Annual Report. We are excited to share the results, stories and accomplishments outlined in this year's report.

As part of preparing the annual report, we always try to include all the accomplishments from the previous fiscal year. Too often, we get caught up in the day-to-day challenges and forget just how far we've come. However, reflection reminds us of the power we have when we work together toward common goals. And we are thrilled to share some of the amazing things we have achieved in the past year:

- Launched our first Work Well Survey to baseline how we were feeling as agencies and use that insight to create better environments for all. Introduced agency newsletters to foster greater communication, ensuring everyone stays informed and connected.
- Created digital suggestion boxes to capture new ideas from our teams, empowering innovation from within.
- Developed a joint strategic plan that will guide us for the next three years, anchoring our vision and mission.
- Started updating policies and procedures to streamline our processes, making our work easier and more efficient.
- We held our first All Agency Meeting, providing the opportunity to get to know each other better, creating stronger relationships across teams.
- Reviewed and restructured programs to better serve the people we support, ensuring their needs are met with care and thoughtfulness.
- Crossing over employees between agencies, leveraging their strengths to make both agencies stronger.

A Message from our Board of Directors & Our Executive Director

- Actively contributed to developmental and mental health planning tables, sharing what we've learned from working collaboratively.
- Posted jobs across both agencies, opening opportunities for shared growth and leveraging the best talent for both organizations.
- Collaborated on shared support for the people we serve, offering a more holistic and comprehensive service.
- Coordinated training through a shared trainer, building up our teams with consistent and high-quality development.

We could go on and on and list a multitude of ways we are better together.

What stands out, however, is not just the number of tasks we completed or goals we achieved, but the spirit of teamwork that made them possible. These accomplishments are the result of our shared vision, where every board member and team member contribute their unique talents, perspectives, and ideas to create something larger than any one of us could achieve alone.

As we look forward to the coming year, the power of collaboration remains at the heart of everything we do. Our strength lies in the connections we build, the trust we foster, and the shared belief that together, we can continue to elevate the services we provide. The past year has shown us that when we unite behind a common purpose, we can achieve extraordinary things—and we are excited to see how our teamwork will lead to even greater successes in the future.

Let this reflection inspire us all to continue working hand in hand, fostering partnerships that elevate not just our work but the lives of those we support. Here's to another year of collaboration, innovation, and collective impact!

We would like to say thank you to all our employees and volunteers: we would not be as strong as we are without your commitment to the agencies and the individuals we support.

We would like to express our gratitude to the Ministry of Children, Community and Social Services, United Way of Niagara, Ontario Health West, Niagara Region, Delta Bingo and all our donors and funders, without whom our work would not be possible. Without your financial support we would not have been able to make a difference and improve the quality of life for the individuals we are committed to serving.

Lastly, a special note of thanks to the individuals we support who have allowed us into their lives; you will never know the impact you have had on us all. Together, we are better, and together, we will continue to thrive.

Our Board

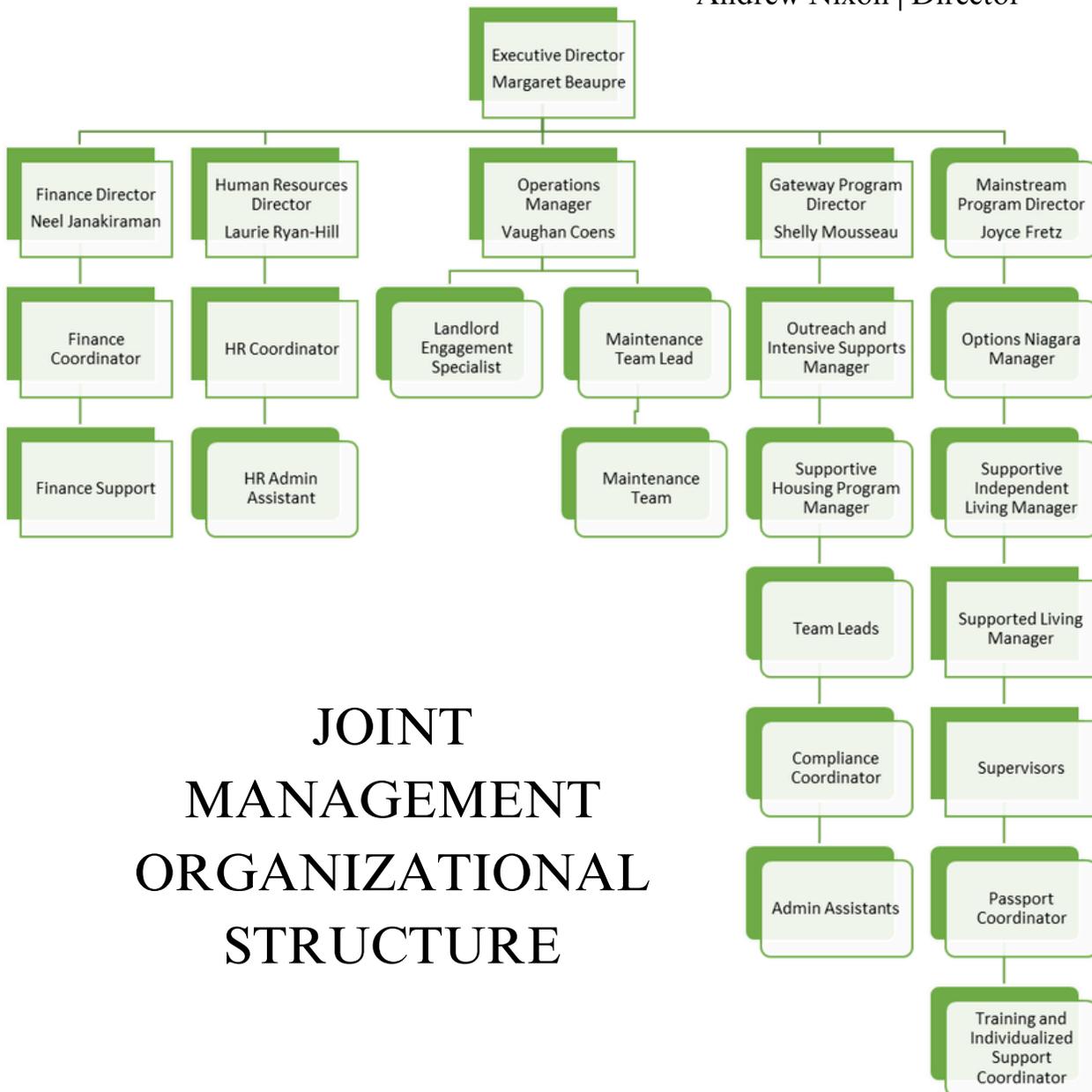
We thank our Board members for another year of service.



Dennis Cheredar | President
 Dave Coplen | Secretary
 Jeff Kelly | Treasurer
 Deane Cornish | Director
 Gary Enskat | Director
 Lynne Blake | Director



Patty Berard | President
 Graham Repei | Past President
 John Tiebert | Treasurer
 Bob Groh | Director
 Ray Ring | Director
 Carolyn Szacas | Director
 Gord Akilie | Director
 Andrew Nixon | Director



JOINT MANAGEMENT ORGANIZATIONAL STRUCTURE

GATEWAY STAFF FOR 2023-2024

Nancy Adams
Oriallys Alvarez-Loyola
Katrina Amyotte
Lindsay Avard
Linda Bartoshewski
Margaret Beaupre
Karen Belzner
Nathan Benjamin
Tanya Bouchard
Amanda Bradley
Arthur Bradley
Katelyn Brown
Brigitte Bruneau
Nicole Bush
Kathyrn Carandang
Robert Cammaert
Martha Carpentier-Gibson
Jolene Carter
Bob Carthew
Naomie Cesar
Vaughan Coens
Moe Constantine
Ashley Cook
Sarah Cook
Carol Cote
Patrick Crummey
Chris Czyzewski
Jacob Day
Dan Diggins
Josie Del Grande
Arielle Devaux
Matt Dierickse
Mackenzie Dyck
Tori Ellsworth

Alicia Emerson
Maggie Eyerley
Ashley Fairchild
Carrie Fenton
Linda Fossey
Paige Garvey
Taylor Garvey
Danielle Gdanski
Jonathan Gibson
Justin Gringras
Josephine Grossi
Mackenzie Hamilton
AJ Heafey
Madalyn Hillmer
Lexis Hodges
Nilakantan "Neel" Janakiraman
Ernie Jukes
Jennifer Kuhn
Dan J Labonte
William Lambert
Lori Lee
Karlina Lenahan
Rick Lever
Carol Lundy
Owen MacNevin
Sandra Maletta-Todd
Sabrina Marcantonio
Joel Marinas
Desiree Markarian
Kaitlyn May
Taryn Mckee
Hope Mitchell
Brock Morden
Deanna Morden

Philip Morden
Shelly Mousseau
Kristan Mumby
Dan Murdoch
David Nelder
Madeline Ness
Leanne K Ortiz-Arias
Jenna Paolone
Lacey Phillips
Dianne Pruy
Jessica Quattrini
Laurie Ryan-Hill
Glenda Sauer
Francis Scotney
Kyrie Servos
Ryan Servos
Tony Sforza
Nicole Shaddock
Donlyn Skinner
Bobbi Smith
Robert Stephen
Nicole Thiessen
Leslie Thomas
Nathan Torraville
Kristine Vittoria-Seymour
Sean Vout
Jamie Warren
Michelle Warren
Jasmine Wilson-Konderka
Jennifer Witt
Jennifer Yeo



MAINSTREAM STAFF FOR 2023-2024

Lupita Aleman
Jim Anderson
Tasia Atkinson
Dave Baltus
Amanda Bradley
Linda Bartoszewski
Emily Bayes
Margaret Beaupre
Rachel Birdsey
Mike Bos
Selena Boulianne
Julia Bourner
Christine Bowers
Kelly Brown
Jim Byspalko
Debra Couture
Sasha Crawford
Tracie Davis
Judy DeAngelis
Katie DeGuire
Madison Dickison
Carly Pelissero
Tyler Dykstra
Stephanie Ede
Billy Ellis
Louise Fairbairn
April Falardeau
Michelle Feron
Joyce Fretz
Sharon Gower

Grace Gany
Madison Guay
Tiffiney Gurney
Brandon Hagadorn
Alicia Hilimoniuk
Laurie Ryan-Hill
Kristie Holmes
Amany Ibrahim
Mohammed Islam
Nilakantan “Neel” Janakiraman
Edvina Kadric
Deb Kalina-Stranges
Rachel Kelly
Deb Knight
Matt Kobayashi-Himes
Emily Kostecki
Kyle Kuzyk
Monica Laumann
Don Legere
Samantha Leung
Debbe Liddycoat
Brian Lowderman
Anna Luu
Diane MacGillivray
Bryan MacNeil
Mikayla McCormick
Sam McGibney
Ashley McNeil
Krystal Minor
Vanessa Mitchell

Carolyn O'Connor
Lizzie Oludele
Shannon Page
Donna Paterson
Meagan Porter
Elly Radowsky
Carlyn Rhamey
Kristen Rockey
Tina Sandy
Melissa Saylor
Stefanie Schmidt
Tony Sforza
Erica Simmanivong-Elizarraras
Lorraine Smith
Jenny Steingart
Zarin Subha
Rodell Suluteh
Myriam Thomas
Andrew Thompson
Julie Topp
Gregory Ubaka
Kyle Unger
Tammy VanderWier
Melissa Vaughan
Dylan Veenhof
Elizabeth Wedderspoon
Jasmine Winger
Gul Yasmin



Our Mission

To improve the quality of life for people with a developmental difference by providing a supportive environment that strives to empower individuals with the necessary skills and confidence for lifelong learning and growth for all citizens.

Our Vision

Our aim is to provide the necessary tools that will enable individuals with a developmental difference to exercise self-direction and ownership of choices, develop social skills and realize their full potential, deal with real life situations effectively, enjoy friendships and other supportive

Our Philosophy

The goal of Mainstream is, "That all people are able to develop their full potential as individuals with respect and dignity, enjoy integration into the community and have the opportunity to prepare for the future."

Mainstream Services
263 Pelham Rd,
St. Catharines, ON, L2S 1X7
(905) 934-3924
Monday to Thursday: 9:00 am to 5:00 pm
Friday: 9:00am to 3:00pm

Email: mainstream1371@mainstreamservices.com

Website: www.mainstreamservices.com



Our Mission

To enable individuals in Niagara to achieve greater independence through innovative consumer-centered housing and support services

Our Vision

Our housing and support services provide stable and supportive environments for the consumer that emphasizes personal choice, dignity and respect. We seek environments that enhance the capacity of consumers to live independently in their communities and to engage in meaningful, productive activities.

Our Philosophy

As a human service organization, we believe in the uniqueness and infinite value and dignity of each individual, without regard to financial status, or to the number, nature or severity of mental illness / mental health problems.

Gateway Residential and Community Support
Services
178 King Street,
Welland, L3B J35
(905) 735-4445
Monday to Friday 9:00 am to 4:00 pm

Email: info@gatewayofniagara.ca

Website: www.gatewayofniagara.ca



2024 – 2027 Strategic Priorities

Priority 1: Unify our organizations.

As Mainstream and Gateway take formalized steps to become one not-for-profit organization, we are committed to honouring our respective histories to create a shared future that builds on our current strengths to provide even better supports.

Priority 2: Advance financial sustainability.

Limited and static funding, constrained economic conditions, and other factors are placing unprecedented challenges on human services in Ontario. Creating one entity with a future-focused business plan will advance our financial stability and sustainability to meet the ongoing needs of the people we support.

Priority 3: Support and develop our employees.

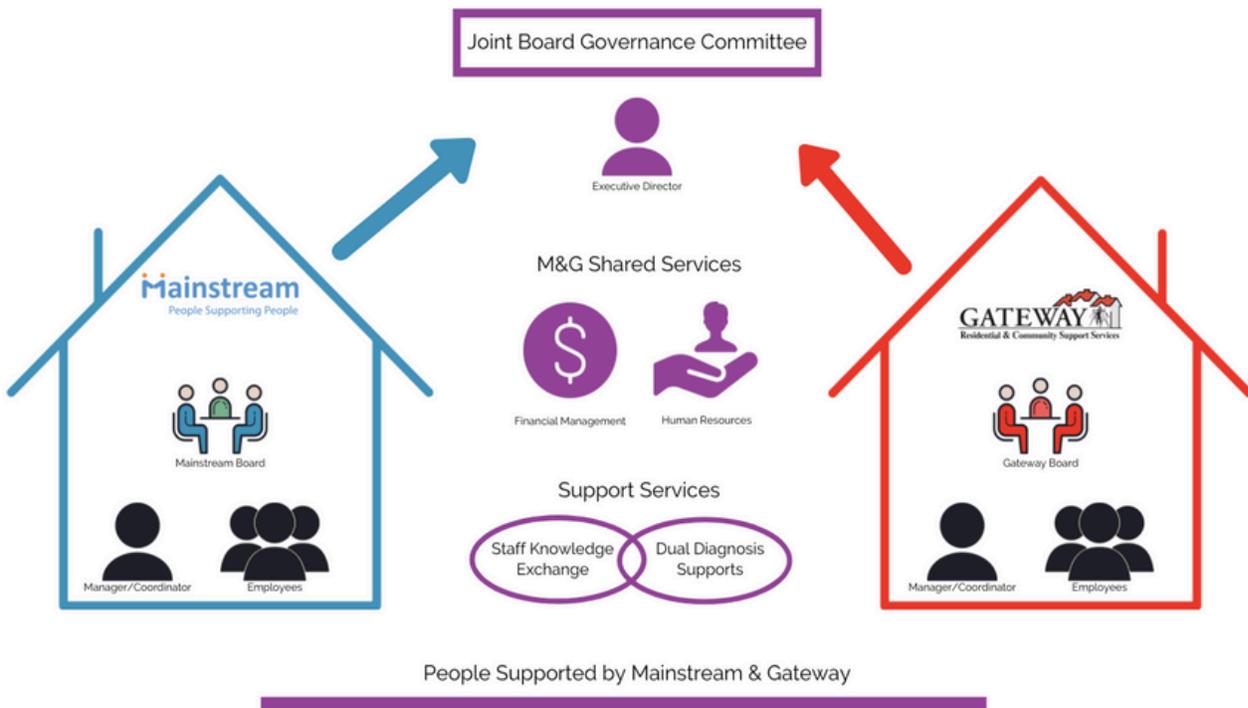
To provide the best supports, we need to provide our employees with the resources they need to do their best work. With our employees, we will co-create a positive and supportive culture by providing training and development and establish our organization as a career destination in the Niagara Region.

Priority 4: Build for the future.

Both organizations have steadily grown over the years, providing more people with safe and secure housing, and other supports needed to thrive in their communities. We will "build" on our successes and increase our capacity to meet more people's holistic housing needs.



STRATEGIC ALLIANCE



Mainstream and Gateway started talking about creating an Alliance back in 2018, at the time both agencies were doing their strategic planning and determined a favourable alliance with a like minded agency was the way to move into the future to provide best supports for people . We wanted to:

- Heighten Efficiencies – make the most of M & G resources within existing budgets, and position both organizations for stable and sustainable futures.
- Rise to New Levels of Effectiveness – with a focus on growing the capacity to provide additional, progressive dual diagnosis supports.
- Develop Additional Alternative Housing Options - for people supported by both Mainstream and Gateway.
- Expand Employee Knowledge & Skillsets – develop expertise in supporting people with dual diagnosis.
- Position M & G as Sustainable Organizations – fill a growing service gap by distinguishing M&G as dual diagnosis and housing service provider of choice.
- Provide developmental & mental health sectors with a Cross-Sector Strategic Alliance Process that Can Be Replicated.

Mainstream and Gateway in the News!!!

Trinity United Church finds buyer in two nonprofit organizations

Gateway and Mainstream will make use of the building's office space, while looking for ways to use the church 'as a community resource'

[Bernard Lansbergen](#) Sep 27, 2023 2:45 PM



Trinity United Church on Pine St. Bernard Lansbergen / ThoroldToday

[Listen to this article](#)

00:02:05

After [being on the market](#) for only a few months, Trinity United Church on Pine St. S has already found a buyer.

Two local not-for-profit agencies [Gateway](#) and [Mainstream](#) have bought the building to make it their joint headquarters.

"We have been working for the last couple of years trying to find a building we can all be in together," says Executive Director Margaret Beaupre, in an interview with *ThoroldToday*. "This just came up and it was just so perfect for us. It's centrally located. Our programs are regional so Thorold is the perfect sort of center for us to be."

Mainstream is an agency that provides supports and services to adults with developmental disabilities, and Gateway provides support services to people with a moderate or intensive mental illness.

"Our primary focus on both sides is supportive housing," explains Beaupre. "We have been in alliance since the last four years, together as the two agencies. This is really the next step in the evolution of our alliance to make sure we're in the same building."

The agencies don't intend to use the church itself.

"We're going to leave the church alone because it's a beautiful historic building," says Beaupre. "We're just going to convert all the office space, do minor renovations and move both our office spaces there."

Beaupre says that the two nonprofit agencies are looking for ways to use the church "as a community resource."

"We like to maybe consult with some people locally to see what they see happening," she says. "At the end of the day we are both charities and we want to give back to our community. Any way we can figure out how to do that we're going to do that."

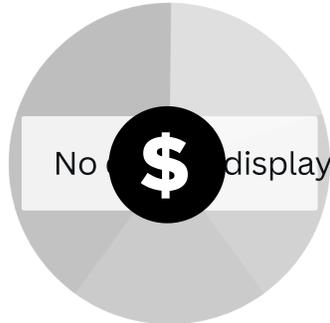
The agencies are closing on the building by the end of October, after which they will renovate the office space, with the intent of moving in by March 2024.

"We cannot wait to get in there," says Beaupre. "I know how welcoming Thorold is so it's going to be nice for us to be in a community that is so close-knit and familiar and ready to welcome us."

ThoroldToday (@ThoroldToday) posted at 2:46 p.m. on Wed, Sept 27, 2023:

Trinity United Church finds buyer in two nonprofit organizations <https://t.co/UyfggmNNON>
(<https://x.com/ThoroldToday/status/1707104337875386480?t=whW1E8Q3Vj75vvawBWhlkA&s=03>)

MAINSTREAM FINANCIAL SUMMARY FOR 2023 -2024



Workshop



Housing

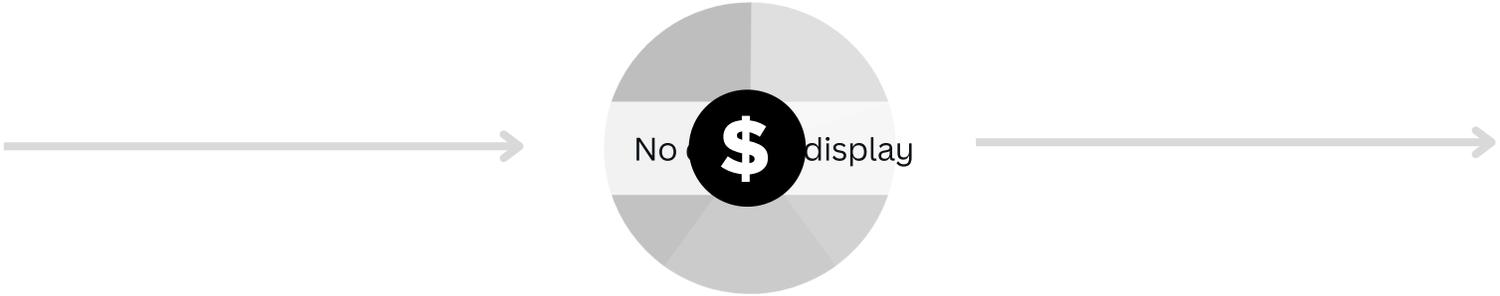
Workshop Expenditure	
Salaries/Benefits	189,219
Occupancy Costs	193,968
Program Costs	774,970

Housing Expenditure	
Salaries/Benefits	3,519,034
Program Costs	271,070
Occupancy Costs	241,534

Our Administrative Cost must fall below 10% as per our Service Agreement.



GATEWAY FINANCIAL SUMMARY FOR 2023 - 2024



Gateway Expenditure	
Salaries/Benefits	4,394,911
Occupancy Costs	3,084,302
Program Costs	510,152



Programs - Mainstream



**Supported Living- 3 ,
24 hour group homes
supporting 13 people**



**Options Niagara -
supporting 165 people
in their community**



**SIL - supporting 54
individuals maintain
housing and foster
independence**



**Passport - supporting
70 individuals with
their individualized
funding**

Programs - Gateway



Community Treatment Order- supporting 39 people



Supportive Housing- supporting 175 people to live independently



Niagara Assertive Street Outreach- supporting 164 people to be housing ready



Housing First/Home for Good- supporting 237 people to live on their own with supports

COMMUNITY AWARD



This award is given to a group or individual who has given their valuable time and efforts towards the consumers of Gateway and/or the organization itself.



V's Book Keeping

Virgina has done an amazing job helping our clients get their taxes done and even reduced her fees to help accommodate clients with several years of back taxes. She's gone above and beyond.

PARTNER



This award is given to a group or individual who has given their valuable time and efforts towards people supported by Mainstream and/or the organization itself



Crock A Doodle

Crock A Doodle owner, Helga, has been a great source of inspiration to the folks we support, she comes up with fun items to paint , as well as painting designs. She always makes sure we are accommodated for, and tries to always be there herself to say hi, and spend time with us. All staff are aware of who we are, and go the extra mile to accommodate us.

CLIENT RECOGNITION AWARDS



Dr. Peter Grant Award

Andy Kore

This award is given to an individual living in our supported housing program. This individual has made significant personal growth in the past year helping his/her self or others In Gateway's Housing Programs.



Bill Memorial Grundy Award

Sylvia Kerr

This award is given to an individual who has lived in our residential program and has moved into the community. This individual is recognized for the outstanding contributions he/she has made for him/herself and to others.



Allen Grundy Award

Arthur Favaro

This award is given to an individual in our community who has demonstrated personal growth throughout this individual's own life experiences. This individual has made progress in their life and now has moved on to helping others.



DELTA BINGO: THANK YOU TO OUR VOLUNTEERS



Delta Bingo Charitable Gaming continues to be a cornerstone of support for our community. Their generosity and commitment have empowered us to make significant strides in improving the lives of individuals who need it most. This year, thanks to their substantial contributions, we have been able to make meaningful enhancements through the Gateway Furniture Bank initiative.

Through their support, we funded 10 U-Haul rentals, allowing us to fulfill 90 furniture requests across the Niagara region. These donations have provided much-needed furniture to individuals in cities like Niagara Falls, St. Catharines, Welland, and surrounding areas, helping them create safe, comfortable, and dignified living spaces.

At Gateway Furniture Bank, we focus on supporting individuals with mental health challenges and addictions. By furnishing homes with community-donated items, we not only divert valuable furniture from landfills but also help transform houses into homes for the people we serve. Each delivery ensures our clients are able to live in environments that promote stability, well-being, and pride.

Thanks to Delta Bingo Charitable Gaming, we have been able to continue this vital work. Their contributions have helped us provide essential furniture to individuals in need, enhancing their quality of life and making their living spaces truly feel like home. We are incredibly grateful for their unwavering support, which has allowed us to expand our reach and positively impact the lives of so many.



DELTA BINGO: THANK YOU TO OUR VOLUNTEERS



Delta Bingo Charitable Gaming has once again proven to be a beacon of hope for our community. Their generous support has enabled us to make significant improvements to our facilities, ensuring a safer and more comfortable environment for the people we support. This year, we received almost \$40,000 from Delta Bingo – an amazing amount!

One of our most notable achievements has been the installation of a new deck and accessible ramp at Mainstream's Main office. This project has made our facility more welcoming and inclusive for everyone.

We have also invested in other essential upgrades, such as a new flooring at Fawell, a gazebo at Rykert, new roof at Geneva, and extensive electrical renovations at our Mildred and Avalon homes. These improvements have not only enhanced the physical appearance of our facilities but have also improved their functionality and safety. Additionally, we have been able to purchase patio sets and storage sheds, providing our residents with opportunities for outdoor activities and storage.

Ontario Street has also benefited from new flooring, upgraded smoke and carbon dioxide detectors, and modern appliances.

These improvements have directly benefited the lives of the individuals we support, providing them with a safer, more comfortable, and enjoyable living environment. We are truly grateful for the continued support of Delta Bingo Charitable Gaming. Their generosity has made a profound difference at Mainstream.



Carl's Testimony

Carl had been working on getting his G1 when he started in the SIL program. He was determined to get this as quickly as possible and did so just over a year ago. This November he went for his G2 road test and passed. Now the hunt is on for his first car! He has worked hard to save money and now it's just a matter of finding the car that is right for him.” and he has! Carl saved up and with much determination has bought his first car! This kid is Ah-Mazing! The SIL team could not be more proud.





Ryan's Testimony

The residents at Buchanan come from so many different walks of life, each with their own ideas of what recovery looks like, and each at a different point in their recovery journeys. Most residents struggled to find housing for years prior to Buchanan. Many spent those years in shelters, others on the street, and some had experienced homelessness for so long they could not remember their last permanent residence.

However, almost every resident who has moved into Buchanan has stayed and made it their home. It's a testament to the accommodating, compassionate, and collaborative approach of the program. That's not to say it's been without its bumps in the road, but the adjustment period from chronic homelessness to being housed can be difficult, and sometimes long. When the residents struggled, the staff adapted. We met the residents where they were at, thought outside of the box, provided whatever support we could, and earned their trust day by day until Buchanan became their home.

Niagara Golf Marathon

We are absolutely delighted to have participated in the 15th Annual Niagara Golf Marathon!

Special thanks to our amazing golfers AJ, Don, Bob, and Rick (Team M&G), who impressively golfed 100 holes for us .

Our deepest gratitude goes to the foundation and Niagara Golf Marathon for this wonderful opportunity.

Being one of seven local charities benefiting from the Niagara Marathons is an honour, and we deeply appreciate the chance to provide person centred supports to the people using our services and to give back to our community. All proceeds are going towards our new home in Thorold!



Work Well Committee

The Work Well Committee is a collaborative space where management and employee representatives come together to champion our Work Well Goals, as identified in the engagement survey.

Our mission is to foster a positive workplace culture by sharing ideas, recognizing contributions, and advising senior leadership on matters impacting these goals. With a cross-section of employees from both agencies, led by the HR Director and Finance Director, we've successfully organized a joint barbecue celebration between Mainstream and Gateway. We're also excited to announce a grand all-agency staff trivia night planned for in November.



Communication

We aspire to build trust through honest, timely, accurate two way communication



Values

Building a genuine culture of gratitude and appreciation with one another, and the people we support.



Well-being

We commit to create a supportive environment, where people want to be, and feel valued

Better Together

