FIFE HOUSE
HOPE HELP HOME

2024-2025

FIFE HOUSE ANNUAL IMPACT & GRATITUDE REPORT

LAND ACKNOWLEDGEMENT & STATEMENT OF SOLIDARITY AND ACTION

Fife House acknowledges this land on which we work and live. For thousands of years, T'karonto, now commonly known by its settler name, Toronto, has been the traditional land of many Indigenous Nations, including the Wendat, the Haudenosaunee, the Chippewa, the Anishnaabeg, and most recently, the Mississaugas of the Credit First Nation. This land is governed by the Dish with One Spoon Covenant between the Haudenosaunee Confederacy and the Confederacy of Ojibway and Allied Nations. This covenant is an agreement to share, work and protect this land together in harmony.

More recently, T'karonto became part of Treaty 13, as well as the Williams Treaties, between several Indigenous Nations and the Crown. These Treaties acknowledge the Indigenous Peoples who have been here since time immemorial, and commit all who come after to shared stewardship of these lands. As a result, we are all Treaty People.... Today, T'karonto is still the home to many Indigenous Peoples from across Turtle Island. It is also home to many Peoples from all across the globe – those born here, those whose ancestors who were brought to these shores by force, and those who arrived more recently. We are all grateful to have the opportunity to work and live on this land, and we stand in solidarity with First Nations, Inuit and Métis Peoples against all forms of oppression.

As an AIDS/HIV service organization, Fife House acknowledges the disproportionate effects of HIV and AIDS within Indigenous communities, particularly in urban centres such as T'karonto. Fife House also recognizes the effects of historical and ongoing injustices and racism against First Nations, Inuit and Métis peoples...

Fife House recognizes that we must challenge systems that continue to subjugate and cause destruction upon the Indigenous Peoples of Turtle Island. We also pledge to work with the Peoples of all Four Directions in a manner that honours the principles of the Two-Row Wampum, and the values described within the Seven Grandparent/Grandfather Teachings. Fife House commits to the necessary work of putting Truth and Reconciliation into Action.

Visit the Fife House website for the full statement.

Blanket Exercise, May 2024.

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Fife House is the largest provider of supportive housing and residential services for individuals and families living with HIV/AIDS in Canada.

OUR MISSION

To provide secure affordable housing and support services to anyone living with HIV/AIDS and to achieve social change through research and advocacy that addresses systemic oppression.

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MESSAGE FROM OUR LEADERSHIP

Dear Friends and Partners,

This past year has been a defining one for our organization—marked by resilience, growth, and important transitions. Together, with the dedication of our staff, peers, partners, and community, we continued to move forward with purpose, ensuring that people living with and affected by HIV/AIDS have access to the housing, care, and support they need to thrive.

One of the year's most significant achievements has been the growth of our peer-led approach. By hiring more peers with lived experience who bring empathy and deep understanding to their roles—we have strengthened our ability to meet clients where they are. The Peers provide more than just practical support; they embody hope and advocacy, helping clients access services, build confidence, and create pathways to stability. Their contributions are a reminder that those with lived experience are uniquely positioned to lead and inspire.

We also made meaningful progress in expanding access to housing. Safe and affordable housing remains one of the most pressing needs in our community. Through new partnerships with housing organizations and co-ops, we added units that provide clients with more than just shelter—they provide dignity, safety, and a foundation for better health and independence. As one client reflected, "Having a stable home gave me the chance to start dreaming again." Each additional home is a milestone in the fight against homelessness and housing insecurity.

This year also saw an increase in public awareness and support for our mission. Through outreach, partnerships, and advocacy, more people now understand the critical connection between housing, health, and dignity. This growing recognition has helped us strengthen our network of allies, broaden our impact, and secure greater sustainability for our work.

Alongside these successes, we navigated a period of leadership transition. After nearly five years of service, our former Executive Director, Nadine Sookermany, stepped down. Her leadership and vision helped build the strong foundation on which we continue to grow. During the transition, our Director of Programs and Operations, Kevin Leal, stepped in as Acting Executive Director. Under his steady leadership

and with guidance and support from the Board of Directors—coupled with the dedication of our staff and management team—the organization remained focused on quality of service and the impact we deliver to clients. This period highlighted the resilience and depth of our team, ensuring we remained on track despite the challenges of change.

Looking forward, we are excited to welcome our new Executive Director, Carol Thames. Carol brings a wealth of experience, passion, and a bold vision for the future. Under her leadership, we are confident the organization will enter a new phase of growth and innovation. With her guidance, we will continue to expand housing opportunities, strengthen peer-led programs, and champion the rights and dignity of those we serve. The Board is proud to have recruited such a dynamic leader to carry our mission forward.

None of this progress would be possible without the support and solidarity of our wider community. To our partners, donors, volunteers, and advocates—thank you for standing with us. Your generosity fuels our work and ensures that we can provide life-changing support to those who need it most. And to our clients, who inspire us with their courage and resilience every day—you are the reason we do this work, and we are honored to walk alongside you.

The year ahead holds tremendous promise. Building on the progress we've made and guided by a renewed sense of purpose, we are ready to take bold steps forward. Together, we will continue working toward a future where housing is recognized as a human right, where lived experience is valued as expertise, and where every individual has the opportunity to live with stability, dignity, and hope.

Sincerely,
Andrew, Kevin, and Carol

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KEVIN LEAL
Acting Executive Director

CAROL THAMES
Executive Director

FIFE HOUSE PROGRAMS & SERVICES

Denison Residence

Denison Residence is Fife House's oldest supportive housing residence with capacity for five clients. Staff provide 24/7 on-site support. Clients have their own bedroom and share common facilities like bathrooms, the kitchen, and living room. Rent is geared-to-income, as set out by the Ministry of Housing. The program is considered long-term transitional housing, supporting clients' independence and transition to independent living or other permanent supportive housing in the community. Clients receive case management, practical supports and assistance with activities of daily living aimed at maintaining their health and independence.

Jarvis Residence

Jarvis Residence is a housing partnership with Toronto Community Housing. It houses 82 clients, living independently in 1-bedroom units with access to onsite staff support. Most clients are long-term residents who have opted to age in place, which contributes to a formidable sense of community. Our evolving supports respond in tandem with the ageing and diverse population of residents, more frequently pertaining to activities of daily living such as accompaniments to appointments, informal counselling, medication reminders, wellness checks, advocacy, housekeeping, shopping and laundry.

Sorauren Program

Sorauren Residence is Fife House's sole women-only housing program. It currently has capacity for 4 clients, each living independently in units with common facilities like bathrooms, kitchen, living room and yard. Rent is geared-to-income. Considered as long-term transitional housing, the program supports clients' independence and transition to independent living or other permanent housing in the community. Clients receive support and case management from staff based at Denison Residence, which includes practical supports and assistance with activities of daily living aimed at maintaining their health and independence.

74%

PERCENTAGE OF PEOPLE IN A FOLLOW-UP SURVEY OF CLIENTS WHO HAD UTILIZED FIFE HOUSE'S HOUSING HELP DROP-IN PROGRAM WHO INDICATED THAT THEY ARE NOW HOUSED.

Sherbourne Residence

Opened in 2008, Sherbourne Residence is home to Fife House's head office, as well as Sherbourne Apartments, a long-term, integrated living residence operated under a partnership with WCRI and Woodgreen. 45 of the 112 units in the building are set aside for people living with HIV/AIDS. These are a combination of 1 and 2-bedroom units for individuals and families. Support is provided 24/7 based on identified client needs and goals, through ongoing case management and service plans. An emphasis is placed on life skills development and independent living. The building includes a community room, outdoor patio space, and a rooftop garden.

Sherbourne THP

The Sherbourne Transitional Housing Program, also located at Sherbourne Residence, provides clients with temporary supportive housing for nine months. The program has capacity for 11 clients, who largely have lengthy histories with homelessness or chronically unstable housing. Each client is provided a furnished bachelor unit with a kitchenette and private bathroom with shared common kitchen, dining and laundry facilities. The program is staffed 24/7. Fife House partners closely with LOFT McEwan to provide additional case management during a client's stay, which continues whey move into independent living in the community.

Huntley THP

Huntley Residence is home to the Huntley Transitional Housing Program (THP), a 20-unit facility aimed at supporting individuals exiting or being diverted from the shelter system. The program is an innovative partnership between Fife House and other community service providers, which provides clients with temporary supportive housing for 18 months. Clients have their own bedrooms with shared communal spaces, including a gym and kitchen. Clients also receive clinical care and intensive case management which focuses on recovery, life skills development, harm reduction, assistance in securing long-term housing, and connecting with other community-based supports.

Addictions Supportive Housing (ASH) Program

The ASH Program is a 'Housing First' partnership between Fife House and LOFT McEwan. The program addresses gaps in service for individuals living with HIV/IADS who are experiencing homelessness - and physical, mental health, and substance use challenges - who cycle between hospitals, incarceration, and detoxification beds. Fife House managers 37 units of rent-supplemented housing through head leases throughout the City of Toronto, and LOFT McEwan provides the intensive case management for clients.

Linkage to Care (L2C) Program & Satellite Sites

The Linkage to Care Program offers intensive case management support for people living with HIV, prioritizing community members who identify as Indigenous, Black and Persons of Colour (IBPOC), and experiencing homelessness. The program recognizes that people face many challenges in trying to navigate the complex systems of immigration, criminal justice, poverty, addictions and mental health, gendered violence, generational trauma, and forced displacement on their own. It offers a mix of outreach, team-based case management, and individual case management to support community members in navigating these systems. The Linkage to Care Team is committed to providing clients with support, connections, and care through referrals to necessary services.

Apple picking trip to Dixie Farms

Personal Support & Care Program (PSCP) at Seaton House

Personal Supports & Care Planning is a program based at Seaton House, offered in partnership with the Toronto Central LHIN and City of Toronto Shelter Support and Housing Administration. It is an assisted living model of personal support work and coordinated care for mainly older men and men with complex health issues. Fife House staff works in collaboration with our partners to focus on the delivery of personal care services for clients, and connections to other housing supports and services. With higher needs clients, staff also build a broader psychosocial client engagement and goal setting process around the full scope of activities of daily living.

Adaptive yoga for residents & staff

Food Security, and Social, Wellness & Skills Building Programs

At Fife House, we know that in addition to secure housing, stable access to nutritious food and a supportive community are all vital elements to fostering positive health and healing. That's why we provide a range of food security supports—like prepared meals, food pantries, and grocery services—alongside social, recreational, and wellness programs that reduce isolation, build skills, and foster belonging for our residents and clients. From nutritious meals to art clubs, holiday gatherings, and community outings, we help clients nourish their bodies, strengthen their mental health, and connect with each other and the wider community.

Sip & Paint art workshops

National Truth & Reconciliation Day event with guest speakers

Thanksgiving Lunch and Halloween celebrations for residents

AT THE HEART: OUR CLIENTS

1,373
CLIENTS SERVED OVERALL

167
NEW CLIENTS HOUSED

351
CLIENTS AT HOUSING HELP DROP-IN SESSIONS

24,420
WARM NUTRITIOUS MEALS SERVED

73,428
UNITS OF SERVICE PROVIDED

633
CLIENTS WHO ARE 65 Y/O AND ABOVE

392
CLIENTS WHO IDENTIFY AS INDIGENOUS, ACB, 2SLGBTQIA+

Testimonials

"This journey has been one of true collaboration—an interdependence between structure and flexibility, with brilliant minds and expert professionals working together.

Ms. McNulty (from Fife House) has been there with me through so many challenges: virtual court dates, management meetings, doctor visits, legal advice, even physiotherapy and occupational therapy. We've brainstormed and shared moments of reflection together. From managing deadlines to handling the back-and-forth with Service Ontario, to accompanying me to a pivotal medical appointment—she's been there every step of the way. Her efforts have made a significant impact on my ability to keep moving forward.

Six months ago, I was in a very different place, and today, the trajectory feels full of promise. My life has been transformed, and much of that is thanks to the unwavering support and dedication from the team, especially Ms. Kaur and Ms. McNulty."

BRENT

"Since moving into Fife House's Huntley Residence, I have experienced many positive changes in my life. Every Friday, we are given the opportunity to choose personal items such as snacks, shampoo, socks, and T-shirts. This support helps us maintain our hygiene and dignity.

Volunteering is another part of life here. James and I have been volunteering around the building for the past two months—not because we're told to, but because we care and want to give back to the program. We do it from the heart, and it helps us stay active and feel useful.

The staff here are truly amazing. They are respectful, kind, and always willing to help. They do their work on time, including giving out medications every Monday, which I receive regularly. I'm very grateful for their support and professionalism. Overall, I feel safe, respected, and supported in this place. Thank you for making it a good home for us."

CLIVE

"For several of my later teen years, I lived in receiving homes, phase 1 juvenile open custody facilities, care homes, and pretty much everything else under the blanket phrase of "group home." I remember when I first entered (Fife House's Sherbourne) THP, I was consumed with those familiar feelings I had 20+ years ago. I felt like I was going back into the group homes I had endured long ago. Initially I struggled to cope with those feelings and to not retain the same mentality towards THP that I had with the group homes. Anger, resistance, defiance and combative. I had to remind myself that unlike the group homes, I had a choice to be here. I had to remember that I waited 2 years for my spot there and not only was it a privileged and blessed opportunity to be there but it was my best chance to really put to rest the decade long battle I had with homelessness. I basically needed to get out of my own way.

So, I dropped the negative mentality and stopped comparing it to the group homes and was ready to make things happen. Well, it turns out my lack of patience was now going to work against me. I wanted things started there and now, I expected results faster than what was reasonable. When I didn't see those results, I stopped participating with the program; in fact, I wasn't in the program at all. I would leave for periods much longer than what should have been tolerated and was fortunate to not lose my spot; how I will never know. When I actually decided to drop my expectations and resentment and every other emotional obstacle I had to overcome - placed there by myself - I was finally ready to work with the program, and in return, have the program work for me.

What a difference cooperation makes. I end my time at Fife House having been granted COHB. Which means I am moving in to my own apartment. I get to live on my own for the first time in my 38 years on Earth. I get to experience complete independence, a place to call my very own and only my own - thanks to Fife House. I owe all the staff members... so much. These people actually do care and want the best possible outcomes for all the residents that walk through those doors. I will always hold so much appreciation for them and will forever be grateful. I don't know what my life would have become if it weren't for Fife House and the THP program."

J.C.

"Over a year ago, I found myself literally living on the streets after coming to Canada as a refugee. Fife House provided me with a place in their housing programs plus all the assistance I needed. The team is incredibly friendly, and they have given me support in every area of my life.

Thanks to the support and care of Fife House, I just moved into permanent housing in our community. Fife House truly helps people and continues to provide support to everyone who needs it. Thank you to the entire Fife House team."

ROMAN K.

Staff, Tecla and Gadafi

CARE IN ACTION: OUR STAFF

58	18	36
FULL-TIME STAFF	PART-TIME STAFFF	RELIEF STAFF

"Working at Huntley THP has been a truly rewarding experience. The sense of teamwork and support among staff creates an environment where everyone feels valued. Every day brings new opportunities to make a meaningful impact in the lives of our clients and contribute to a positive community atmosphere. We are proud to be part of a Team that is so dedicated, compassionate and professional."

GADAFI M. & TECLA M.

"In my role as a Personal Support Worker in the Personal Support and Care Planning Program (PSCP) at Seaton House, I support clients with hygiene care—things like showers, laundry, and sometimes just making sure they have the supplies they need.

Building rapport with clients is a big part of the job. It starts with small conversations, being consistent, and showing that you're there to help without judgment. Over time, that trust makes it easier to support their care and connect them with other services within Fife House, if they need them.

What I do is not just about hygiene—it is about helping people feel more comfortable and confident in themselves. I really value the relationships we build and the trust that comes with showing up consistently and treating everyone with dignity."

ANNETTE R.

"Working at Huntley has been a wonderful experience, marked by the team spirit among staff members who are united in their commitment to a common cause. I joined this program in 2023, and I have loved it ever since. We practice inclusivity in a welcoming environment where residents feel at home, which stands in stark contrast to the experiences of many individuals worldwide, where those living with HIV/AIDS often face significant stigma and discrimination.

Utilizing my active listening, communication skills, and non-judgmental approach has equipped me with knowledge that I would not have achieved if it were not for working here. The residents are very open-minded and have a good sense of humor when interacting with others. Building rapport with residents helps me understand their triggers and what makes them happy. Some residents have shared their childhood stories and the professions and lifestyles they had before moving here; they are truly an inspiration.

At Huntley, we learn, eat, and share together, which is an important skill for residents to have when they move to their own homes or apartments. Additionally, we take nature walks to the park to enjoy fresh air, and have movie nights with popcorn and drinks for relaxation, among many other activities.

I am very passionate about being part of the staff and serving our residents. I know every one of them is unique and talented in their own way. Above all, they are loving sons, brothers, fathers, uncles, or grandfathers, as well as daughters, aunts, or sisters to somebody."

KIM T.

I've been with Fife House for about a year now... during this time, I've worked under several program managers. Each of them brought their own way of doing things, but what I've really appreciated is how the overall vibe of the space has stayed the same, calm, respectful, and steady.

There's something meaningful about walking into a place and knowing the energy you're stepping into. Whether the day is fast-paced or quiet, I've always felt like I was stepping into something grounded. My co-workers have played a big part in that too, it's a team where people genuinely support one another, and that makes a real difference, especially on the harder days.

Staff distributing groceries to residents.

The managers I've worked with have all contributed to that environment in their own way, whether it's by checking in at the right moment or making space for questions without adding pressure. It's not about big gestures, but about the steady consistency and care that makes the space feel safe and functional.

Coming into this program, I was looking for a space that offered some stability and room to grow, and I've found that here. I've had the chance to build positive routines, learn through experience, and feel like I'm contributing to something that matters. I'm also open and looking forward to continuing that growth, learning more, and staying engaged with the progress of the program, wherever that path may lead."

SAMUEL O.

Volunteer Rhea K.

HELPING HANDS: OUR VOLUNTEERS

76 NUMBER OF VOLUNTEERS

949 VOLUNTEER HOURS

"Before Fife House, I felt like something important in my life was missing. I have always found myself in roles where I am supporting others; however, a lacking part of my own understanding was how to support a large and growing population of people facing housing insecurity and HIV. Volunteering in various roles at Fife House, I have been able to observe and interact with staff and clients who have shown me how to be a supportive and informed care provider and ally. The effort and care put into building connections with other staff and clients is evident from volunteers and staff, and makes my own contributions feel supported and valued.

To anyone considering volunteering with Fife House, my recommendation to join the team couldn't be higher! I now feel more capable of supporting people, not only in this community, but individuals facing other challenges as well. My advice to potential future volunteers would be to ask every question you have and be open to new experiences. I have found that new and unexpected growth opportunities present themselves everyday at this organization, which I have truly grown and benefited from.

Staff and clients are extremely receptive and interested in sharing their perspectives and insights, and are always willing to work with me. It is apparent that this is a community where growth is encouraged, and from my experiences so far, Fife House staff go above and beyond to make sure that others, supporting and within the community, are lifted up. Being able to do this type of work has created a deep sense of fulfillment and purpose in my own life, and I am eternally grateful to be able to contribute to the safe, supportive, and caring space that Fife House represents."

RHEA K.

"It feels like only yesterday but I have been volunteering at Fife House for over a year now. I was inspired to volunteer with Fife House due to my passion for supporting individuals in need and making a positive impact in the community, particularly those affected by HIV/AIDS.

Volunteering at Fife House offers a chance to make a real difference in someone's life while being part of a supportive, caring community. Every small act of kindness and every bit of your time can bring hope to those facing challenges. It's an opportunity to grow, learn new skills and contribute to a cause that truly matters. Together, we can create a space where people feel valued, empowered, and never alone. If you want to make an impact, Fife House is the place to start."

PRINCESS O.

ABBEY N.

"I was working in the health sector in my home country, so when I came to Canada, I knew that I wanted to contribute. I began helping out at Fife House in the kitchen, helping to prepare meals for clients. I would do that in the morning, and in the afternoon, I would volunteer at Reception. I'm a shy person and being new to Canada, there are cultural differences. But the Fife House staff was there for me, encouraging me, and patiently teaching me. It's an amazing team, everyone is very friendly. They do not treat volunteers differently from staff. Everyone is treated equally.

In talking and getting to know the staff, I was inspired by the work they do. They encouraged me to go to school to get my certification. Seven months later, here I am now, a staff at Fife House where I am able to support clients with their needs and well-being. Volunteering was a great way to get involved, to meet people and gain experience. It helped me on my journey, and I recommend it to everyone."

Corporate Volunteer Days

Employees from BMO helped to prepare meals for clients at Huntley Residence.

Raymond James Ltd employees gave the garden at Sherbourne Residence a makeover with new flowers.

Staff from RPIA assembled harm reduction and safe sex kits for distribution to our clients and at outreach events.

A group of Apple Store employees hosted a games and karaoke day for clients at Huntley Residence.

PEOPLE, CULTURE AND EVENTS

Throughout the year, Fife House organizes and takes part in activities and events in and around the community that support our residents and clients, engage staff and volunteers, and build connections with donors, partners and the wider community.

A Taste For Life

Each year, Fife House kicks off the fiscal year with our annual **A Taste For Life** (ATFL) event in April. ATFL 2024 was only the second time that the event was held in person since it was paused in 2020 due to the COVID19 pandemic. We were thrilled to partner with 12 restaurants across the city to host this culinary event, which not only brought Torontonians together to raise funds in support of Fife House and people and families living with HIV/AIDS, but it also showcased some of the best, most vibrant, and diverse restaurants that Toronto has to offer.

We thank everyone who dined at participating restaurants for the event, as well as Lead Sponsor, TD Bank, and in-kind sponsors, Westjet, LUSH, Glad Day Bookshop, and IN Magazine. Since 2001, the ATFL event has raised more than $1.5M in donations for Fife House.

Marching in Solidarity with Community

In May, Fife House joined the community and many other agencies in raising our voices to register our concerns about the danger and potential impact of the closure of Supervised Consumption Sites (SCS) in Toronto and other communities in Ontario - which according to data, have proven to be effective in preventing accidental overdoses and saving many lives.

An Evening at The Ball Game

At the invitation of the Toronto Blue Jays and TD Bank, Fife House clients and staff were honoured to join peers and colleagues from other AIDS Service Organizations (ASOs) and 2SGLBTQIA+ service organization in marching onto the pitch at Rogers Stadium to unveil a giant Pride flag - cheered on by the thunderous applause of tens of thousands of baseball fans at the Blue Jays' annual Pride Night game on June 14.

As Long As The Grass Grows

As part of our community outreach efforts, and ongoing commitment to Truth & Reconciliation, Fife House was honoured and thrilled to take part in the 2-Spirit Pow Wow at Downsview Park, hosted by The 2-Spirited People of The First Nations, where we had a booth to share information about our programs and services. In addition to the Pow Wow, Fife House also had a booth at the Centennial College Pride event in Scarborough, at Toronto Pride Festival and the Cabbagetown Festival.

International AIDS Conference

Thanks to financial support from ViiV Healthcare, Fife House was able to send a staff representative to the International AIDS Conference in Germany in May. The global conference brought together researchers, medical professionals, policy makers, community advocates, people living with HIV, and frontline workers to share the latest research, progress, and best practices on HIV prevention and care, as well as shine a spotlight on the many challenges & inequities that continue to persist.

A Trip to the Falls and Beyond

Due to limited income and mobility challenges, many of our residents and clients lack the resources and ability to participate in activities beyond their local neighbourhood. Thanks to financial support from donors and partners like JP Bickell Foundation and Community One Foundation, Fife House was able to organize several trips outside Toronto for our residents and clients, including a trip to Niagara Falls in the summer, and an apple-picking trip at Dixie Farms in the fall.

Advocating for Greater Investments in Housing

On National Housing Day 2024, Fife House joined colleagues from dozens of other housing organizations, shelters, homelessness advocacy groups, and community activists at the Ontario Legislature at Queen's Park to raise our concerns and urge for greater and swifter investments from the provincial government to address the homelessness and affordable housing crisis in Toronto and across the province.

Breaking a World Record

In advance of World AIDS Day, Fife House joined Peers and colleagues from other AIDS Service Organizations in November for a special event organized by CANFAR: an attempt to break the Guiness World Record for the most number of red HIV ribbons made in one hour. Not only did we exceed our goal of making 7,540 ribbons - one for every person diagnosed with HIV in Canada but not yet on treatment - we smashed the previous record by making 11,255 red ribbons!

Fond Farewells

Parting is such sweet sorrow. In 2024, Fife House bade farewell to a number of colleagues. This included two key individuals: Office Manager, Wayne Purchase - one of our longest-serving staff members with over 20 years of service to Fife House. We wish Wayne well on his well-deserved retirement. We also bade farewell to our Executive Director, Nadine Sookermany, who took on a leadership role at the Ontario HIV Treatment Network (OHTN).

RESEARCH & EVALUATION

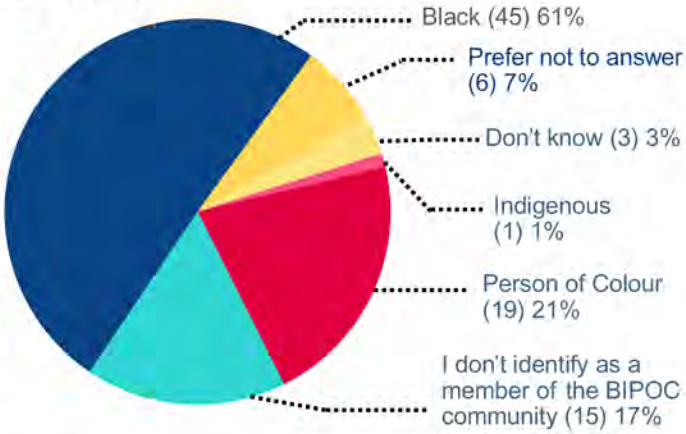
In order to achieve social change that addresses systemic issues, Fife House has been engaged in community-based research projects since 2005. We actively engage in evaluation and assessments of our programs to address barriers that impact our service users.

Housing Drop-In Assessment Findings:

To facilitate and address the gaps in support for housing, a Housing Help Drop-in Program was established at Fife House to allow community members to walk in and receive housing-related assistance. A short online survey was administered to gauge the continued need and satisfaction of drop-in service users. Data was collected from March to December 2024. During 2024, out of 351 services users, 89 completed the survey. The following are highlights from the survey.

PARTICIPANT DEMOGRAPHICS

- 73% (65) identified as BIPOC.
- 57% (51) were between the ages of 31-50, and 33% (29) between 41-50.
- 61% (54) identified as male and 34% (30) identified as female.
- 52% (46) were Refugee Claimants or Convention Refugees, 34% (30) were Canadian Citizens, and 10% (9) were Permanent Residents.



ASSESSMENT HIGHLIGHTS

- Respondents reported a high level of satisfaction with the housing-related information provided and the assistance received in filling out or updating housing-related documents.
- Respondents also reported repeated use of the Housing Help Drop-in Program services.

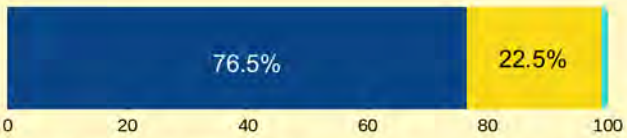
PROGRAM OUTCOMES

- 351 service users accessed Housing Help Drop-in Program services from March to December 2024.
- Staff was able to reach 202 Drop-in service users for a follow-up from January to February 2025.
- 74% (150) reported that they were housed; 26% (52) reported that they were still not housed.

SATISFACTION WITH DROP-IN PROGRAM SERVICES

- 84% indicated they were "very comfortable" with the Community Navigators, including Peers with lived experiences, providing services.

- 98% indicated they were "extremely satisfied" or "satisfied" with the housing-related information provided at the Drop-in Program.

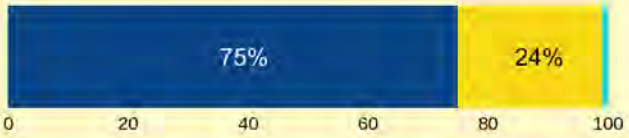


- 99% were "extremely satisfied" or "satisfied" with the housing-related assistance provided by Community Navigators and Peers.

Extremely Satisfied | Satisfied | Neither Satisfied/Dissatisfied | Dissatisfied | Extremely Dissatisfied

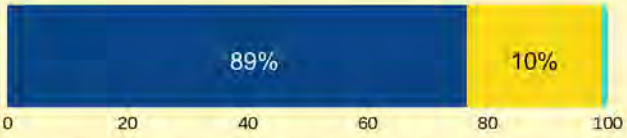
NEED FOR DROP-IN PROGRAM SERVICES

- 53% of participants have accessed the Fife House Drop-in Program at least once in the last 6 months.



- 99% of participants identified the Drop-In Program as "important" or "very important" to them.

Very Important Important Neutral



- 89% of participants indicated that they require continued assistance from the Community Navigator at the Drop-In Program.

Yes Maybe No

CONCLUSION

- The number of racialized refugee/newcomer PHAs seeking assistance through the Drop-in Program increased in 2024.
- The high number of service users indicates an unmet need for programs that facilitate the process of accessing housing.
- 74% of the service users reported that they were housed, indicating the positive contribution and value of the Fife House Housing Help Drop-in Program.

CLIENT NEEDS ASSESSMENT: FOLLOW-UP

In 2023-2024, needs assessments were conducted with current and prospective Fife House clients/service users. Findings of the assessments were published in the 2023-2024 Annual Impact & Gratitude Report. Based on the recommendation from the Needs Assessment, the following changes were made, and new collaborations developed.

- To make case management services more accessible, more case managers have been engaged.
- Residents have access to greater number of workshops related to issues such as housing.
- A new partnership has been developed with an external food company to provide more meals for tenants at the Sherbourne and Transitional Housing programs.
- In order to create awareness in the broader community about the application process for housing at Fife House, more community meetings have been and continue to be organized.
- The intake form has been updated to reflect a wider range of supports that prospective clients may need. Based on the supports that prospective clients identify at intake, additional partnerships and collaborations with external agencies will be further developed.
- Secured funding from Gilead for a Peer staff member to attend 2024 International AIDS Conference.

OTHER CURRENT & FUTURE INITIATIVES

- Fife House is currently in the process of data collection from residents to assess the availability of services and barriers in accessing case management services, personal supports, food services, addiction and mental health supports.
- Looking ahead, Fife House is:
  - developing a 'Food Insecurity Study' in collaboration with community partners.
  - seeking funding for evaluation of the 'Linkage to Care' program.

TRUSTEED PROGRAM: ABRPO

Capacity Building Highlights

In the past year, ABRPO has continued to strengthen the capacity of AIDS Service Organizations (ASOs) across Ontario through innovative grief care, resiliency training, and trauma-informed support. Our programming focused on equipping frontline workers, peers, and leadership teams with tools to navigate grief, loss, and organizational challenges while fostering equity and sustainability within the sector.

Key workshops and initiatives included:

- **Grief Care & Trauma-Informed Support**: Delivered multiple sessions including *Grief for Death and Non-Death Losses, Disenfranchised Grief, Trauma-Informed Grief Support*, and *Grief Basics*.
- **Solidarity & Organizational Wellness**: *Solidarity Teams Workshop, Expressions of Envy, Anger, Guilt, and Shame in Organizational Dynamics,* and *Effective Communication Skills* sessions provided agencies with practical tools to navigate complex interpersonal and team dynamics.
- **Equity & Inclusion**: Facilitated *Unconscious Bias* training and collaborated with HRO members to deliver the *Anti-Indigenous Racism in Healthcare* session on September 27, 2024, aligning with our ongoing commitment to equity and Truth and Reconciliation.
- **Community Healing & Networking**: Hosted *Grief Circles, Front-line Workers Networking Sessions*, memorials, and *Together We Stand* solidarity workshops, fostering peer support and collective healing.
- **Special Initiatives**:
    - Partnered with *Women's Health in Women's Hands* to integrate gendered approaches to grief care.
    - Published the *Long-Term Survivors* module on World AIDS Day, integrating reflections from ABRPO's 30th anniversary.
    - Developed an *Impact Debrief Toolkit* and accompanying workbook for the *Multiple Loss Journey* e-learning module to support ongoing overdose-related loss.

Evaluation and Program Development

This year, ABRPO engaged Endura Consulting to conduct a comprehensive program evaluation and needs assessment. Using surveys, focus groups, and interviews with 85 participants across the sector which included frontline staff, facilitators, peers, and executive directors. We identified critical areas for growth and affirmed our program's impact.

Key findings:

- Strong demand for hybrid and in-person grief support, particularly Grief Circles.

- The Turning to One Another (TTOA) Network and grief and loss training are seen as indispensable resources in the HIV/AIDS sector.
- ABRPO's commitment to equity, anti-oppression, and trauma-informed practice was widely recognized as a model for other programs.

In response, we updated TTOA policies, created certificates of completion for multiple modules, transitioned e-learning to the Articulate platform for better accessibility, and incorporated quizzes to enhance engagement.

Mandate and Digital Transformation

We successfully updated ABRPO's mandate to reflect our evolving role:

> *"Deliver a comprehensive program in Ontario focused on AIDS Bereavement and Resiliency, aiming to strengthen AIDS Service Organizations assisting individuals living with HIV/AIDS. Prioritizing support for staff coping with grief, fostering resilience within these organizations to enhance their capacity to provide empathetic and sustainable services."*

To ensure greater reach and accessibility, we launched an updated ABRPO website after collecting sector-wide feedback and conducting consultations with executive directors. The website now integrates AODA compliance, new modules, and updated solidarity statements, including commitments to People Who Use Drugs, Black Liberation, Indigenous communities, and GIPA/MEPA principles.

Equity, Diversity and Inclusion (EDI)

ABRPO remains committed to addressing racism, oppression, and systemic inequities:

- Participated in planning and delivering the Truth and Reconciliation/Orange Shirt Day event.
- Reviewed the **94 Calls to Action** from the Truth and Reconciliation Commission to align our work with Indigenous priorities by bringing a decolonial lens to the development of our online learning resources.
- Prioritized the voices and leadership of workers experiencing racism, homophobia, ableism, and drug-use stigma in our programming and consultations.
- Updated solidarity statements to reflect ongoing accountability and offered adaptable templates to other organizations.

ABRPO remains deeply grateful to the Ministry of Health and all partner organizations for their ongoing support, collaboration, and dedication to building a more compassionate, resilient HIV/AIDS sector.

Receiving a grant at the Community One Foundation cheque presentation ceremony

OUR DONORS, FUNDERS & PARTNERS

Fife House is deeply grateful for the generosity and contributions from each our amazing donors and partners. Your incredible and steadfast support makes our work possible, and helps enable community members to access the assistance they require to rebuild their lives, to strengthen their physical and mental health and well-being, and to pursue future opportunities in safety and with dignity.

We also extend our gratitude to the many donors who prefer to remain anonymous and those whose names could not be included in this report due to space limitations.

While we have made every effort to acknowledge our donors accurately, we sincerely apologize for any errors or omissions. Please contact us at Tel: 416-205-9888 or ask@fifehouse.org to report any discrepancies.

$100,000 +

City of Toronto
Habitat Services
Ontario Ministry of Health
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Community One Foundation
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Gift In-Kind

Air North
Aesop
Aga Khan Museum
Arcadia Earth
Art Gallery of Ontario
Bird Kingdom
BSH Toronto
Card For Change
Comedy Bar
Drayton Entertainment
Found Coffee
Green Standards Ltd
Heys International
IN Magazine
LUSH Cosmetics
Opera Atelier
Parliament Optical
Purdy's
Rock Oasis
Stratford Festival
Textile Museum of Canada
Toronto Int'l Film Festival
Westjet
Windsor Arms Hotel

Program Partners

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Habitat Services
Hazelview Property Services
King Village Property
LOFT McEwan
Nishnawbe Homes
Pinedale Properties
RPMSI Property Management
Seaton House
St. Clare's Multifaith Housing
Toronto Community Housing
Wellesley Central Residences Inc.
Woodgreen Community Services

THANK YOU TO OUR CIRCLE OF FIFE HOUSE BUILDERS

"Builders" are a special group of #FriendsOfFIfeHouse who donate monthly so as to help us build stable programs and services, and lay the foundation and sustainability for Fife House's future.

Anonymous
Andrew James
Ariel Magil
Barry Waite
Ben Rogers
Brad Rabins
Brock Cooper
Casey Sabawi
Gail Flintoft
Gilles Borque
Greg Kim
Guy Beaudin
Helen Kennealy
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Ryan Walker
Stefanie McQuaid

THANK YOU
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Ministry of Health
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Habitat Services

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United Way Greater Toronto

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IN

A TASTE FOR LIFE PARTNERS & SPONSORS

The Blake House

WestJet

Glad Day Bookshop

sassafraz

Wendy's

Queen Mother Cafe

The Monkey Bar

tabule

Hair of the Dog

The Church Mouse

AVIV Immigrant Kitchen

Rendez-Vous

Charlotte's Room

FINANCIAL STATEMENTS

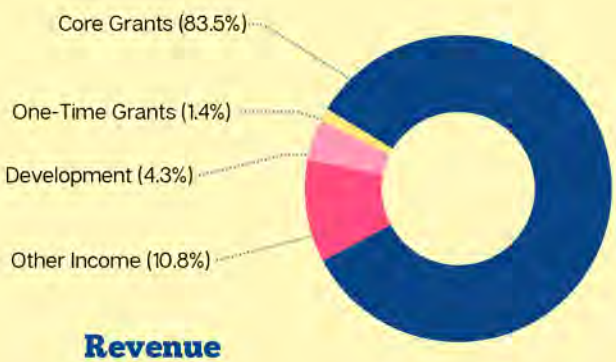
Summary of Statement of Operations
Year ended March 31, 2025 with comparative figures for 2024.

Revenue	2025	2024
Core Grants	6,094,698	5,861,520
One-Time Grants	99,090	145,420
Development	317,327	425,827
Capital Campaign	-	33,507
Other Income	786,713	908,842
	7,297,828	7,375,116

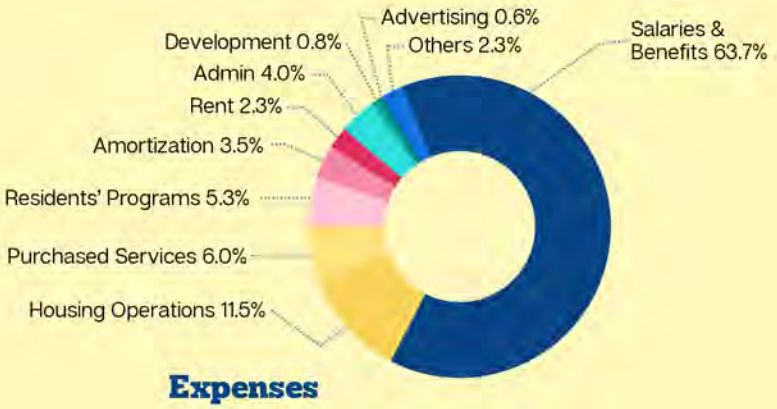
Operating Expenses	2025	2024
Salaries and Benefits	4,603,761	4,692,572
Housing Operations	831,409	891,142
Purchased Services	431,370	352,795
Amortization	253,646	297,719
Residents' Programs	384,582	349,210
Rent	168,463	175,821
Administration	287,141	230,450
Development	54,450	48,183
Advertising and Promotion	43,559	25,113
Others	165,542	120,500
	7,223,923	7,183,505

Excess of Revenue over Expenses	73,905	191,611

Our full audited financial statements can be found on our website.



Revenue



Expenses

Sorauren Residence

LOOKING AHEAD:
REVITALIZING SORAUREN INTO A PLACE OF SAFETY, HEALING AND HOPE FOR WOMEN WITH HIV/AIDS

In 2023, Fife House proudly acquired Sorauren Residence, a three-storey detached home in Toronto's Parkdale - Roncesvalles neighbourhood. This marks only the second property in our history——after our long-standing Denison Residence—and the only housing program dedicated exclusively to women living with HIV/AIDS who have experienced gender-based violence and homelessness.

Sorauren has the potential to be a sanctuary, but as an aging house, it requires urgent renovations and upgrades to truly meet the needs of current and future residents. With your support, we can modernize and expand the space, increase rooming capacity, and make the home safer, more accessible, and more welcoming. Our vision is to create not just housing, but a peaceful, welcoming, and healing environment where women can rebuild their lives, strengthen their health, and reconnect with community.

That's why we've launched the Sorauren Capital Campaign—a fundraising effort to bring this vision to life. Every donation will directly support upgrades that turn Sorauren into more than a residence: it will become a home rooted in dignity, care, and respect.

At Fife House, we believe housing is health. By investing in Sorauren Residence, you'll be helping women who have been marginalized and displaced find stability, safety, and hope. Your gift—whether a one-time or monthly donation, a multi-year pledge, or a fundraising initiative—will have a lasting impact for women today and for generations to come.

Join us: Donate. Pledge. Fundraise.

Help us transform Sorauren Residence into a safe haven and a welcoming place for healing, and hope.