



ANNUAL IMPACT *Report*

Marianne Ferris

APRIL 2024 – MARCH 2025

A letter from the Board Chair and the CEO



John Nyholt
Chair, Board of Directors

Dear friend of Indwell,

You play an integral role in providing dignity, hope, and love through supportive housing. We are deeply thankful for you. For more than 50 years, through you, Indwell has been providing supportive housing that transforms lives. What began in one home with fewer than 10 people in 1974 has grown to 29 communities supporting 1,300 people. Whether you've been a friend for all 50+ years, or this is the first time you're learning of us, we're humbled and honoured that you're part of the impact supportive housing is making in the lives of so many people.

In last year's Annual Impact Report, we expressed frustration that critical government funding gaps prevented the launch of several building projects. As our support community, you faithfully showed up with generous capital donations totalling more than 10% of each project — usually ahead of the needed government funding. We asked in that letter that praying friends remember this urgent need.

Now we're thrilled to report that the 2024-2025 fiscal year has seen us green-light building projects in London, Cambridge, Mississauga, and Hamilton;

most had been stalled due to lack of funding. And later this fall, we'll begin construction on our third program in St. Thomas, a conversion of the old Balaclava School. We'll have 500 units under construction or opening in 2025. More hope, more homes, for 500 Ontarians!

It's a privilege to present the stories highlighted in this report. These individuals exemplify the love that so many residents develop for their communities — inside and outside their apartment buildings. The story is the same for all of us: belonging and connection are antidotes to loneliness, addiction, and a host of other challenges that plague our society. In fact, *Threads of Belonging* is a theme you'll see repeated throughout this year — in this report and at our events.

While each new project is exciting, it's the support our program staff offer every single day of the year after the buildings open that make all the difference. Each staff member is part of a team that collaborates and draws in community partners who wrap person-centred supports around each individual as needed. People who have been chronically unhoused often face complex health and



Jeff Neven
Chief Executive Officer

daily living challenges. We're grateful for support from hospitals and clinics, the Ministry of Health, local service agencies among many other partners — along with generous community donations — that make it possible for our staff to refine their programming to customize support for everyone who lives in our programs.

We hope that you'll be encouraged by what you read in this Impact Report. Together, we are making a difference. Please, if you're a praying person, continue to pray for this work.

Thank you for your continued generosity and support,



John Nyholt
Chair, Board of Directors



Jeff Neven
Chief Executive Officer

Community connections

External supports matter

Threads of Belonging



John is part of Dogwood Suites' Community Matters volunteer group, walking with purpose every week by collecting garbage around town.

John, a nature lover, has called Simcoe's Dogwood Suites home since 2023.

Due to a work injury, he had become precariously housed and hitchhiked all over Ontario seeking help through social assistance, but to no avail. Upon returning to the Norfolk County area, he got the same response from social services: "We're full." That was until crossing paths with Janice Warrell, a Norfolk County Housing Support Worker who helped John (and others) obtain housing with Indwell.

When John had to submit important paperwork, Janice came to Indwell to file the papers herself. He quotes Janice as saying to him: "I'll not let you go to the streets."

"If I put it in the mail, it might not have made it," he said. "There's a lot of really good workers like that in the system. When you're here you get lifted up and get yourself going again. I know at least I'll never live on the streets again with the help of people like Janice and charities like Indwell. It means a lot."

Your impact: by the numbers

April 1, 2024 – March 31, 2025



2,393 donors

686 new donors

445 monthly donors



9/10 tenants remain housed
with Indwell after one year*

* Reflects all individuals who moved in during the 2023 calendar year and remained with Indwell 365 days later.



64 new supportive,
affordable homes



215,000+ meals served



708 tenants accessing
food security supports**
↑ **137** from last year

(for example: cooking programs, food bank and community resource identification, and help with grocery shopping)

** This data does not include daily meals but reflects all other food related supports.



165,000+ instances of
medication administration



1,016 tenants accessing
healthcare supports***
↑ **167** from last year

(for example: health assessments, conversations with outpatient supports, staff accompaniment to appointments or hospital visits, medication support and nursing support)

*** This data does not include administration of medication but reflects all other healthcare supports.



1,173 tenants accessing
housing supports
↑ 148 from last year

(for example: apartment maintenance and pest management)



845 tenants accessing
service planning
↑ 86 from last year

(for example: goal planning meetings, check-ins, case conferences)



924 tenants accessing
social recreation
↑ 134 from last year

(for example: recreational groups, games nights, skill development groups)

Numbers reflect data gathered from approximately 1290 tenants. Not all tenants require all services listed.

Community connections

Deeply supportive staff

Threads of Belonging



(featured on cover)
Marianne (L) is both Patrick (C) and Dianne's (R) primary support worker. Patrick has lived at Harvey Wood Lofts since it opened, and Dianne moved in eight years ago. Dianne, in tears, describes Marianne as her "teammate."

Marianne Ferris has been a Housing Support Worker at Woodstock's Harvey Woods Lofts for 10 years. Like nearly half of the 80+ tenants, she's been there since the building opened in 2015. "I love her with all my heart. She's a mother figure to me, even though we're close in age," Dianne says.

Marianne assists tenants in a variety of challenges, whether it be paperwork for Ontario Disability Support Program (ODSP) or support with navigating grief.

Patrick shares that he's had trouble spelling for most of his life, and although he isn't embarrassed by this, he chooses to only ask Marianne for help. "I trust her so much, so she knows I have a hard time with it," he says.

Marianne summarizes her decade with Indwell: "Each tenant brings something special. There is something to learn from everyone. I have loved the opportunity to build relationships that are supportive and encouraging."

Building belonging: by the numbers

April 1, 2024 – March 31, 2025



200+ people volunteered with Indwell
(including 15+ tenant volunteers)

↑ 120 from last year



46 tenant employees
↑ 14 from last year

108 new employees
(+21 Canada Summer Jobs students)

(Indwell's tenant employees help keep our buildings running smoothly across all sites. Many serve as Facilities Support, caring for our spaces through cleaning, maintenance, and seasonal groundskeeping, as well as Event Hosts, setting up and tidying shared spaces)



What volunteers are saying:

"I truly connected with Indwell's vision and mission. I believe Indwell carries out a noble and wonderful work in the community."

"I saw the need firsthand — the need for community, connection, belonging, self-worth, as well as the need for safe and affordable housing and social supports."

"Indwell's model of providing quality, affordable housing and supports from a caring, non-judgemental place made me want to be a part of that community in some way."



171 new tenants

92 came from homelessness
(no fixed address, e.g. encampments, shelters)

48 came from precarious/unsuitable housing

31 came from temporary housing/
situation unknown



Who are Indwell tenants?

58% identified as male

38% identified as female

4% identified as other/unknown

Average age: **49**

In all our regions, we work closely with community partners like hospital systems, local priority-based housing waitlists, and mental health organizations to receive referrals for our housing programs. We are grateful for all these community connections that contribute to finding hope and homes for all.

Community connections

Tenant-led community



Program Supervisor Rikki Bouwman (R) with Emily, describes her as “a very generous and sweet human being.”

Emily is a former tenant at Weber Street Apartments in Kitchener.

Through Indwell’s assistance and advocacy, Emily recently moved to another program that better addresses her increasing needs.

Emily, who has schizophrenia, substance use disorder, and other mental health challenges, benefitted greatly from Indwell’s wraparound supports, as well as support from the tenant community. Her tenant neighbours gave her clothes, shared meals, allowed her to visit when she wanted a friend, and communicated with program staff about her wellbeing and whereabouts.

When Indwell began providing support services at Weber Street Apartments in 2022, enhanced safety and security measures were put in place to help Emily and other tenants, including increased apartment checks, structural protection, and careful guest monitoring. These are only some examples where expertise, mixed with creativity and compassion, create outcomes that keep the building and tenants safe.

“Not one of these people in this building would put her in harm’s way... Belonging doesn’t always have to look like acceptance of certain behaviours. It’s keeping everyone safe because everyone deserves that. We see that daily here,” explains Rikki. “I’m responsible for this community, so for me when I do everything I can to contribute to safety, that’s a job well done.”

Threads of Belonging

Current communities and future projects

As of September 2025

1,250 homes in

29 programs +

13 future programs

Woodstock

141 apartments (two buildings)

London

182 apartments (three buildings)

188 future homes (three buildings)

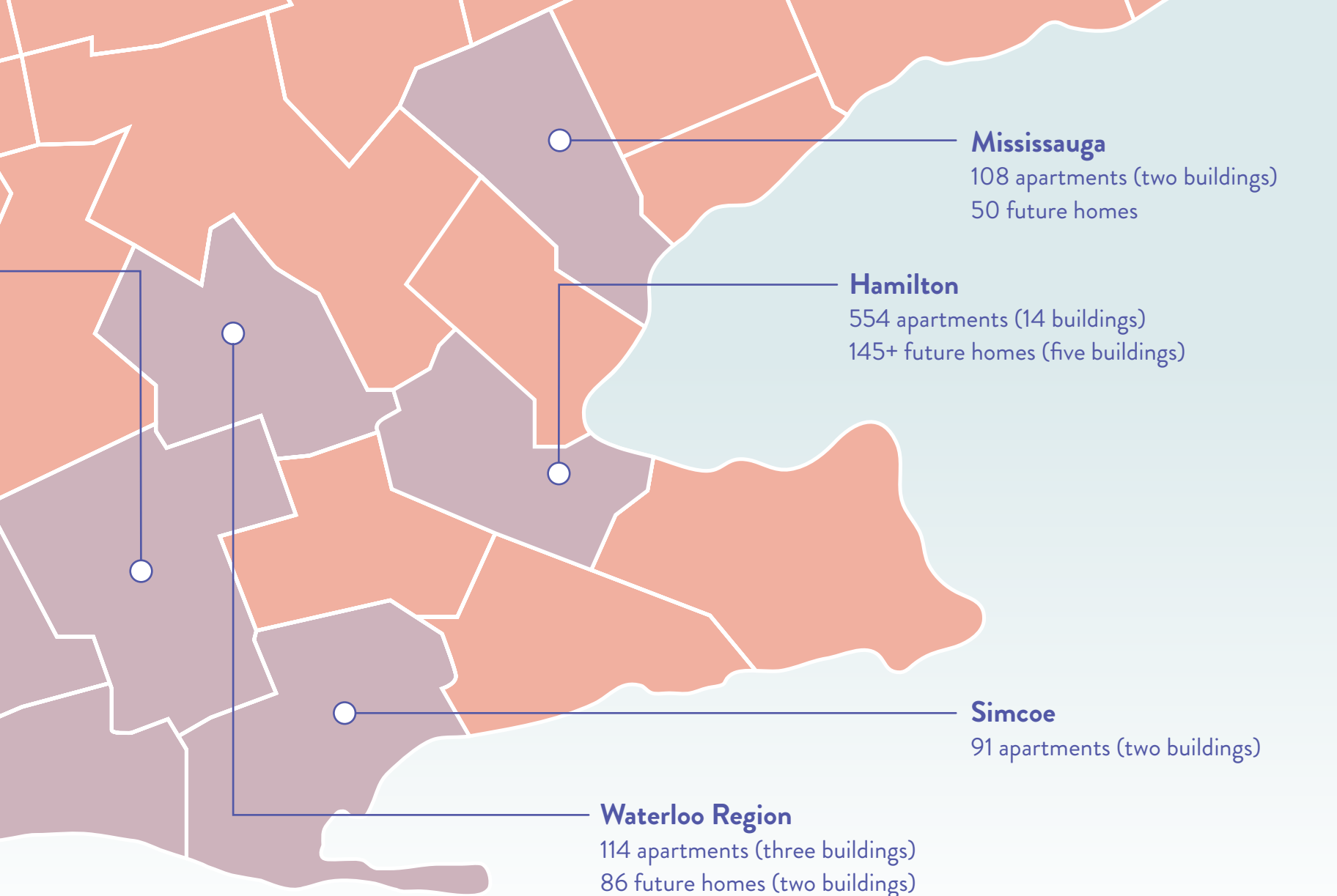
Sarnia / Lambton County

50 future homes

St. Thomas

60 apartments (two buildings)

78 future homes



Mississauga

108 apartments (two buildings)
50 future homes

Hamilton

554 apartments (14 buildings)
145+ future homes (five buildings)

Simcoe

91 apartments (two buildings)

Waterloo Region

114 apartments (three buildings)
86 future homes (two buildings)

The housing continuum

Adapted from Canada Mortgage and Housing Corporation's Housing Continuum. For a glossary of terms, visit:

to.indwell.ca/cmhc-glossary



HOMELESSNESS

EMERGENCY SHELTER

TRANSITIONAL HOUSING

SUPPORTIVE HOUSING



Financials April 2024 to March 2025

62.7M

Total consolidated revenue in the past fiscal year

For operating and programs

We received

\$35.5M

We spent

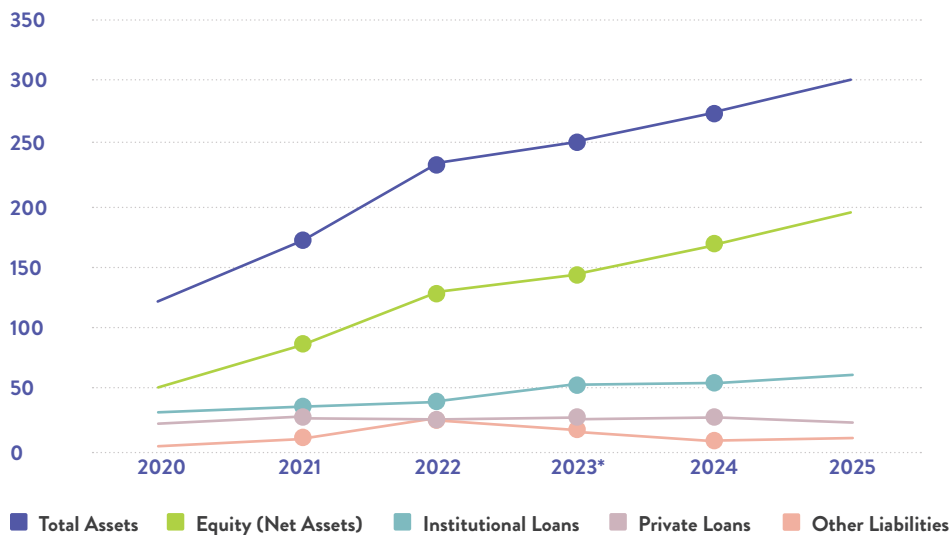
\$32.4M

For new buildings

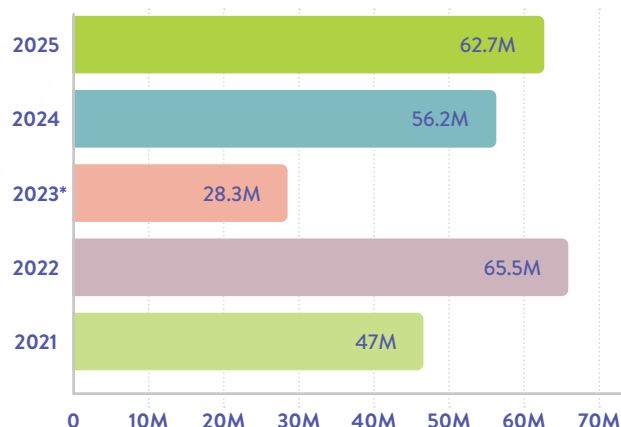
\$27.2M

\$16.5M

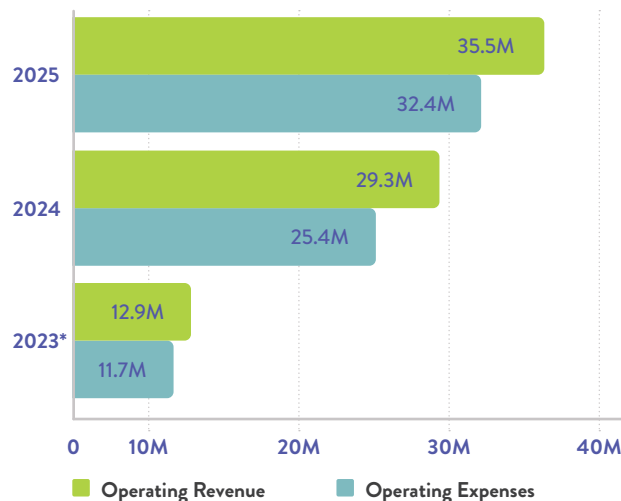
Assets and liabilities



Consolidated revenue

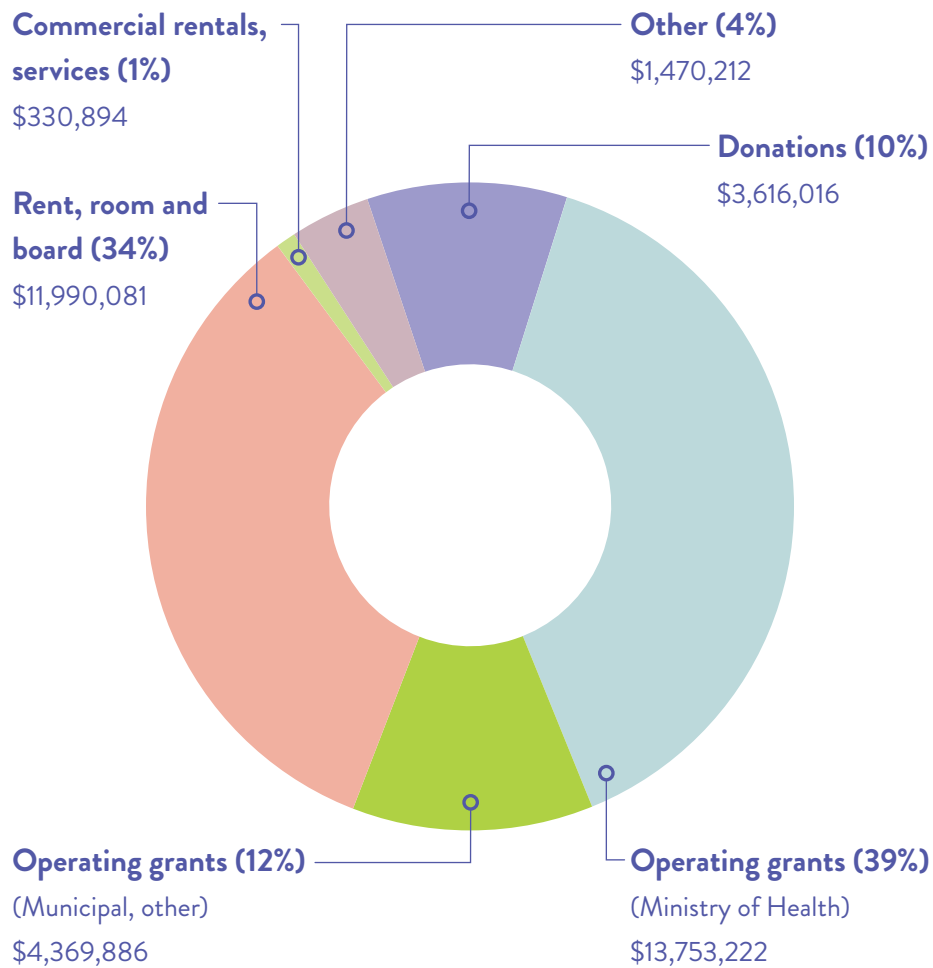


Operating revenue and operating expenses



Operating revenue breakdown

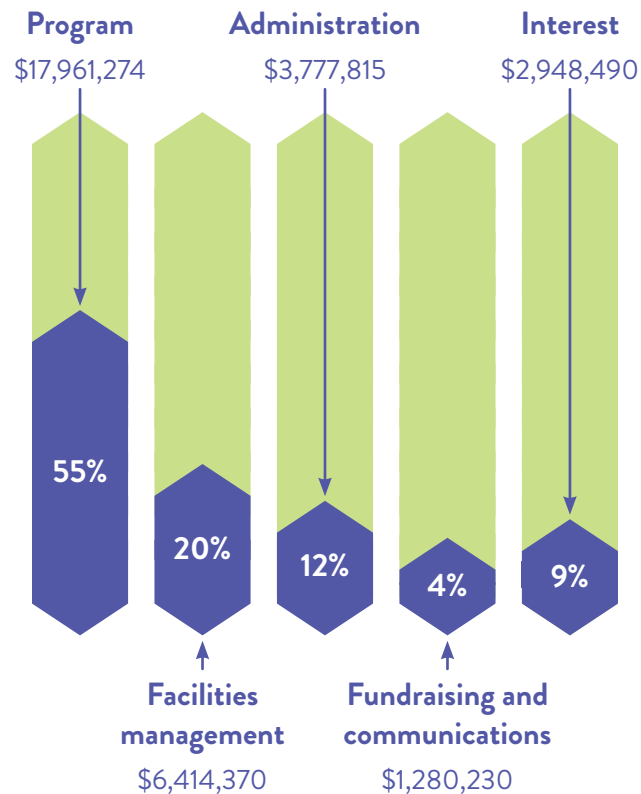
Total operating revenue — **\$35.5M**



Note: does not include capital fund revenue.

Allocation of operating expenses

Total operating expenses — **\$32.4M**



To learn more, visit:
indwell.ca/finances

New programs

64 new supportive homes



PHOTO CREDIT: YOUNES BOUNHAR / DOUBLESPEACE

King William Flats in Hamilton with 24 units of supportive, affordable housing opened in November 2024. The building is owned by CityHousing Hamilton and operated by Indwell with an enhanced level of support in place for the residents.

Learn more about King William Flats and their unique approach to resident care here:
to.indwell.ca/kw-flats



Cornerstone Suites in the Streetsville neighbourhood of Mississauga was opened to tenants in July 2024 and includes 40 apartments offering enhanced tenant supports.



PHOTO CREDIT: INDUSTRIOUS PHOTOGRAPHY

Did you know?

Residents at King William Flats and Cornerstone Suites experienced a 70% decrease in in-patient days at hospitals during their first six months being housed (compared to previous six months).*

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*This is based on a sample (58/171) of all tenants admitted to Indwell programs during the 24/25 fiscal year.

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For 50+ years, Indwell has been providing supportive housing that transforms lives. Every door we open together becomes a solution to homelessness.



To learn more, visit:
indwell.ca/about-us

Vision

Hope and
Homes for All

Mission

Indwell is a Christian charity that creates
affordable housing communities that support
people seeking health, wellness, and belonging.

Values

We value the inherent **dignity** of all people as image bearers of God.

We live out our Christian calling to **love** our neighbours as ourselves.

Hope is the foundation of all of our actions.



Indwell welcomes everyone

Indwell exists to provide hope and homes for all. Our supports, services, and employment are open to people from every creed, race, ethnicity, sex, ability, sexual orientation, and gender identity. Indwell's leadership are motivated by the example of Jesus Christ as reflected in Indwell's statement of faith. Indwell engages with diverse communities; we actively identify and remove barriers that prevent people from accessing and participating in our services and organization.



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Charitable registration no. 131295198RR0001

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Charity Intelligence Canada



**Canadian Centre for
Christian Charities**

ACCREDITED MEMBER