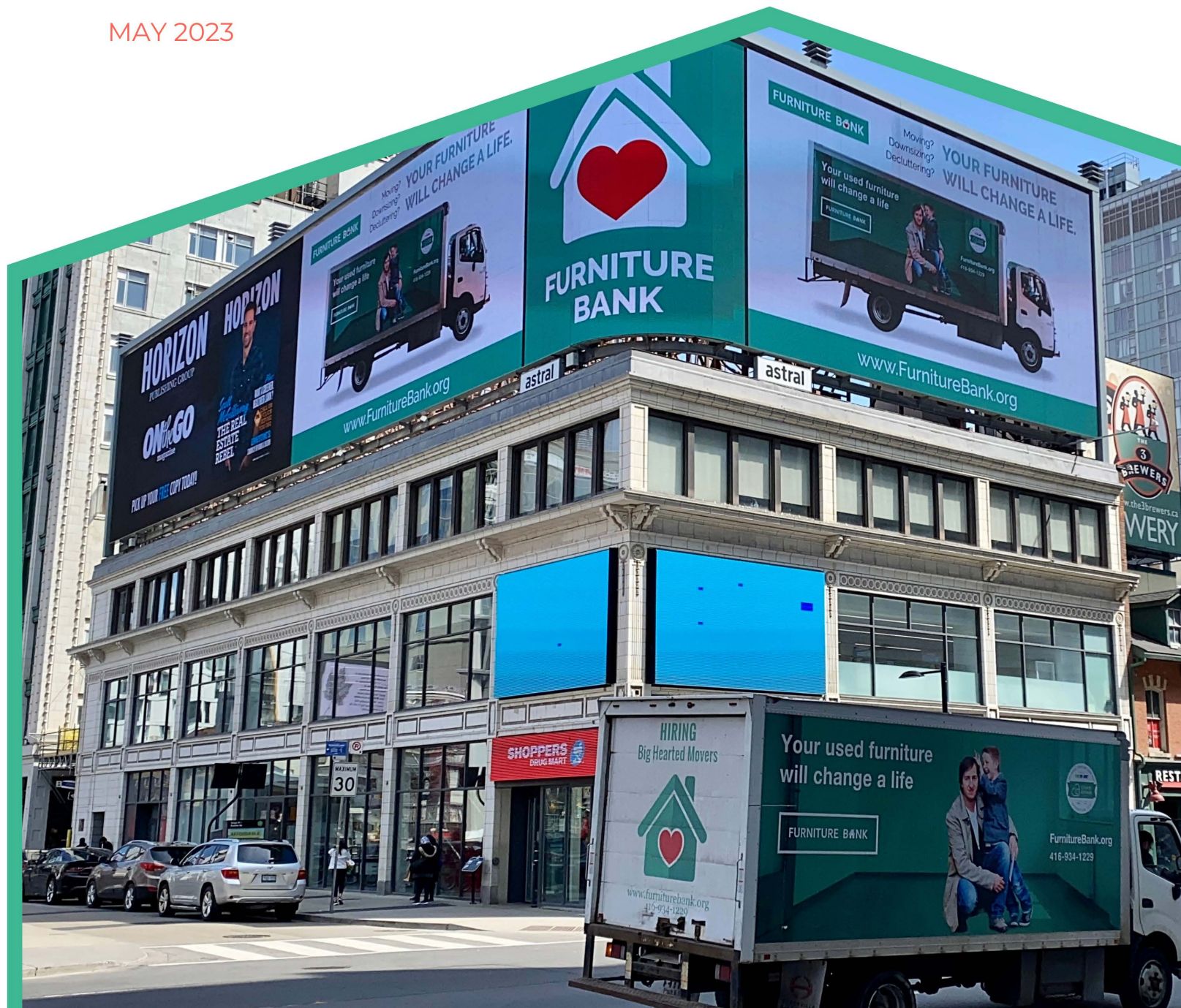


FURNITURE BANK

Annual Impact Report

Looking Back, Moving Forward

MAY 2023





Land Acknowledgement

Furniture Bank acknowledges the traditional territory of the Indigenous peoples who called this land home before the arrival of settlers, and who continue to reside here today. We understand that land acknowledgements are a vital aspect of Indigenous culture and have been made at the beginning of gatherings, ceremonies, and events for generations.

We humbly acknowledge that Furniture Bank operates primarily on the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee, and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We extend our heartfelt gratitude to the First Peoples who have stewarded this land for generations, and we recognize the enduring presence and contributions of diverse Indigenous nations across Canada, where we support other charities.

In the spirit of truth and reconciliation, we commit to learning about and acting upon the 94 calls to action of the Truth and Reconciliation Commission, championing Indigenous granting priorities within our organization, and supporting Indigenous-led organizations. As we strive to foster meaningful connections with Indigenous communities, we remain dedicated to offering genuine thanks and honouring the sacrifices of those who have come before us, ensuring our actions and intentions truly respect the essence and significance of land acknowledgements.

Supporting



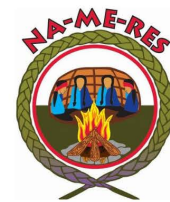
NCFST



Anishnawbe
Health Toronto



**NATIVE
WOMEN'S**
RESOURCE CENTRE
OF TORONTO



NCCT
NATIVE CANADIAN CENTRE OF TORONTO

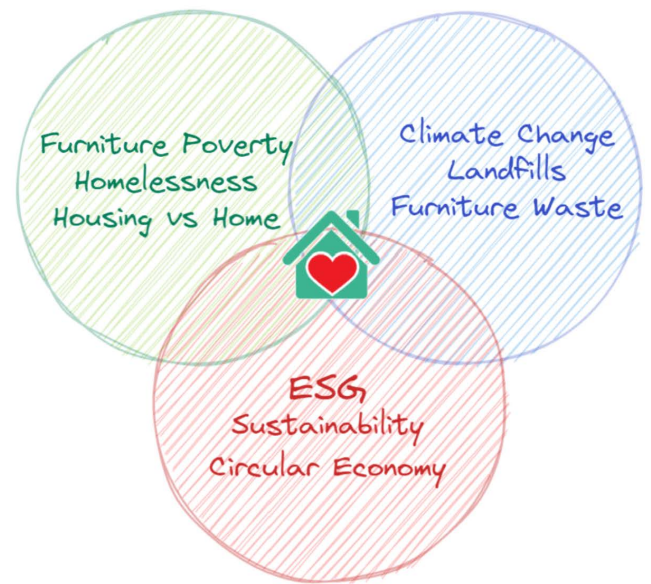
Looking Back, Moving Forward

Dear friends and supporters,

As we reflect on the past and commemorate Furniture Bank's 25th anniversary year, I am filled with a sense of profound gratitude and inspiration. As the Executive Director, I am honoured to share with you our Annual Report, which underscores Furniture Bank's unwavering commitment to ending furniture poverty, removing systemic barriers to employment, and ensuring a positive environmental impact in the Greater Toronto Area and across Canada.

Furniture poverty is a challenge that often remains hidden from view, but its impact is deeply felt by individuals and families emerging from crises. The absence of basic furniture and household items is an empty that is devoid of the warmth and stability that make it a home. At Furniture Bank, we believe that everyone deserves the dignity and comfort of a furnished home, and we are deeply invested in breaking the cycle of furniture poverty by transferring unwanted furniture and household goods to those in need.

The uncomfortable truth is that furniture is the least-recycled household item, with only 1% being spared from landfill or incineration. Over 12 million tonnes of furniture waste end up in landfills in Canada and the U.S. annually, contributing to our current climate crisis and environmental degradation. In Ontario alone, furniture and appliances account for 5% of the waste stream. These staggering statistics underscore the urgent need for innovative solutions to address both furniture poverty and its environmental impact.



Our impact is made possible by the generosity of our donors, the dedication of our volunteers, and the tireless efforts of our team. Since 2020, Furniture Bank has collected and redistributed 141,000 furniture items, serving over 14,455 individuals and 7,149 families. Our work enhances both psychological and financial stability for those we serve, including women and children leaving shelters, the formerly homeless, Indigenous peoples, newcomers, refugees, and many others.

Innovation is at the heart of our approach at Furniture Bank. Our Indigenous-led Workshop trains people facing barriers to employment in furniture repair, upholstery, and woodworking, providing long-term social employment opportunities and sustainable careers. By repairing and salvaging thousands of items each year, we ensure that even more quality furnishings are available for our beneficiary clients, while reducing waste and contributing to environmental sustainability.

Our Leg Up Program is another testament to our commitment to social impact. This program employs and trains individuals facing barriers to employment, fosters personal and professional growth through job skills training, emotional intelligence training, and financial literacy. Over the last decade, we have provided meaningful employment and skills development for over 250 employees, many of whom have transitioned successfully to jobs in Furniture Bank and other industries.

As we look to the future, we are excited to expand our reach through our National Support Services (FBSS). By leveraging technology and digital innovation, we have developed a cost-effective impact platform for other reuse charities across Canada. Our aim is to deliver integrated services that reduce administrative costs while offering a national impact measurement model for member charities.

As we celebrate our 25th year, we are reminded of the power of community and shared purpose. We are deeply passionate about the positive impact we can make, and we are dedicated to effectively communicating our mission, achievements, and impact to you, our valued supporters. Your contributions have been instrumental in our success, and we are committed to honouring your generosity through transparency, trust, and candour.

I want to extend my heartfelt thanks to each of our supporters and donors for being part of our journey. Together, we are creating a brighter future, one where good furniture is never wasted, and where every individual and family has the opportunity to thrive.



With warmest regards and deepest appreciation,

Dan Kershaw
Executive Director, Furniture Bank



Our Mission

Furniture Bank's mission is to break the cycle of furniture poverty. We transfer unwanted furniture and household goods donated by the community to people who are coming out of crisis.

Our program works in partnership with over 150 community agencies and shelters to assist people who are economically vulnerable including women and children leaving shelters, the formerly homeless, Indigenous people, those struggling with mental health, members of the 2SLGBTQIA+ community, IBPOC individuals, and newcomers and refugees who require furniture and household goods for their homes, a service that enhances both psychological and financial stability.

We focus our assistance and influence on empowering Canadian charitable organizations that work towards eliminating furniture poverty in their local communities. We provide valuable support services that boost program efficacy and long-term viability.



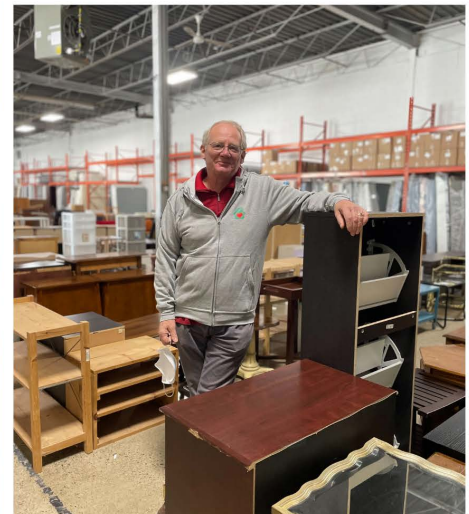


“When your place is empty, you feel empty. I’m grateful to be out of the shelter but it’s been sad here without furniture. These walls aren’t what makes a home.”

— Jessica



Our Theory of Change



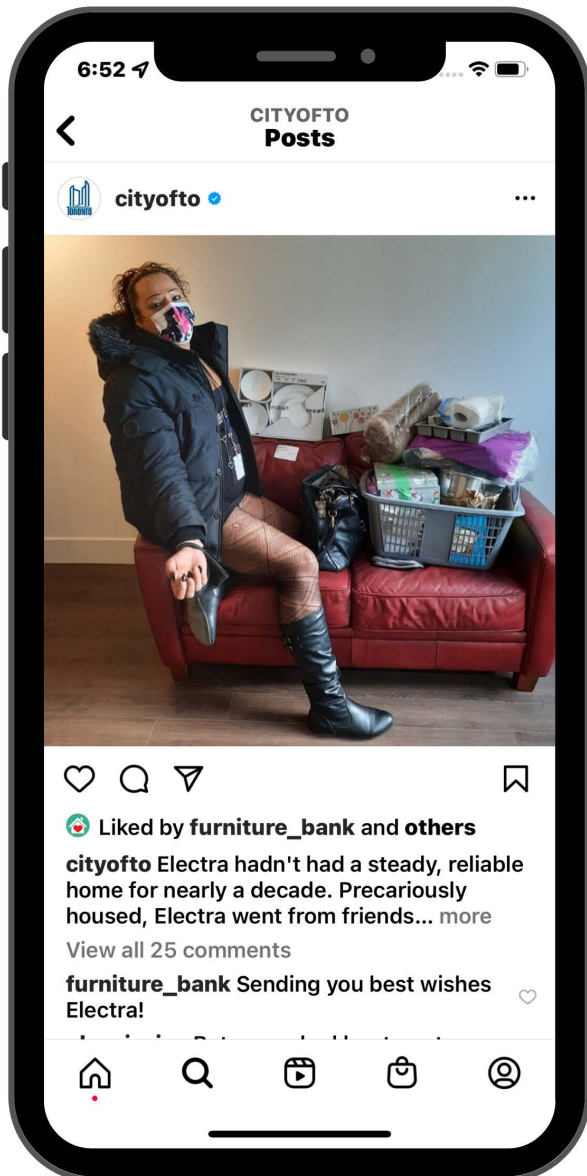
Established in 1998, Furniture Bank is a Toronto-based charity and social enterprise dedicated to ending furniture poverty. While numerous agencies assist the five million impoverished Canadians in finding housing, most social programs conclude once clients obtain keys. However, these dwellings lack essential furniture and household items, perpetuating the cycle of poverty. At Furniture Bank, we address this issue by collecting donated furniture and household goods from the community and distributing them to those in need.

Collaborating with over 150 community agencies, we aid economically vulnerable individuals and families, including women and children leaving shelters, the formerly homeless, Indigenous people, individuals struggling with mental health, 2SLGBTQIA+ individuals, IBPOC communities, newcomers, and refugees. Our services contribute to psychological and financial stability, providing selected items free of charge. Since our establishment, we have furnished the homes of over 127,147 individuals and their families, giving them a fresh start in life.

Additionally, we extend our furniture poverty relief efforts nationwide, coordinating with a network of charity members and supporting over 500 community agencies throughout Canada.

Employment Social Enterprises

In order to achieve the eradication of furniture poverty, we have developed the following core social employment programs embedded within our social enterprise programs:



Furniture collection and delivery:

Since 1998, Furniture Bank has matched reusable furniture and homewares to individuals and families seeking to create a new home while transitioning out of homelessness and other forms of displacement. This activity collects, processes and transfers over 70,000 items of furniture annually from the community which is matched and delivered to family's empty housing units on demand.

The Workshop:

Our Indigenous-led Workshop trains participants in furniture repair, upholstery and woodworking. The Workshop eliminates barriers in the attainment of meaningful work by providing trade training, creating long-term social employment opportunities, and providing sustainable careers in the refurbishing and reupholstering field. This in turn results in more quality furnishings for the beneficiary clients. Since its inception in 2015, we have provided over 20 participants with opportunities to learn employable skills, and repaired and salvaged 13,560 items.

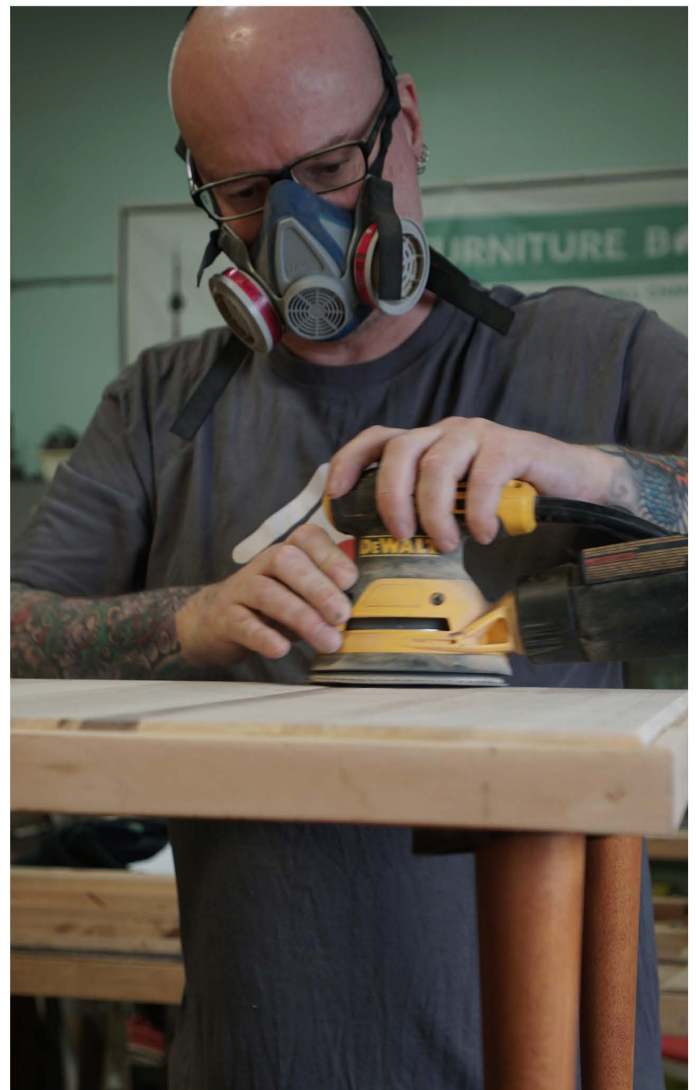


Leg Up (Social Employment Program):

Our social employment Leg Up Program employs and trains individuals who face barriers to employment across the organization. We train 30-40 participants annually, fostering personal and professional growth through job skills, emotional intelligence training, and financial literacy, providing skills and knowledge to achieve greater financial independence, and retain secure employment. Over the last decade, we have provided meaningful employment and skills development for over 250 employees, many of whom transition successfully to jobs in Furniture Bank, and in other industries and organizations including Telus, Metropolitan University, Daily Bread Food Bank, and Bombardier.

National Support Services

The pandemic accelerated our ongoing journey to support national impact, expanding components of our Toronto program to be able to support and accommodate other communities' operations within our technology. This allows for better coordination, reporting, and efficiency for the local community core operations. In 2022, Furniture Bank's support services (FBSS) used the digital innovation we have built inside Toronto programs and provided assistance in Ottawa, Winnipeg and Barrie, supporting the operations, expansion, and longevity of these organizations. Our FBSS work connects community agencies across the country with local agencies, makes corporate re-use projects accessible, and provides access to a Toronto-based sales excellence centre to handle customer inquiries, along with access to IT CRM software for inventory management, case management, reporting, and donation collection, all without overhead costs.



From your home....



THE TRUCK

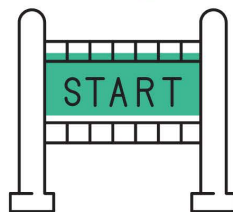
Furniture does not move itself, and having large commercial trucks designed to protect donated furniture and home goods is critical to collecting from business and households year round, in snow, wind, rain, and blazing heat. Each truck has double the capacity of a typical junking truck, allowing many many items of furniture to be collected from the community. We use these trucks to collect donations from community donors, and corporate donors and deliver furniture and homegoods to families. After staffing costs, these trucks are the largest cost of an impact team.

THE WORKSHOP TEAM

Community donations come in all shapes, sizes, and qualities. For items too large, damaged, or exhibiting some defect, other impact team members help sort, repair and process furniture and home goods through the charity. Our Workshop has impact members that fix many common minor defects, host corporate experience teams to support in this work, and repair items to maximize the number of items available in our showroom.



Day 1



THE PICKUP TEAM

Every donor is met by some of the most professional and trained furniture removal experts in Canada. Unlike junkers, whose care of your furniture ends once it hits their dumpster, we know in 72 hours the sofa collected, or pallet of dining chairs pickup, or downsizing we support will be delivered by our impact team to a family-in-need.

1

2



THE RECEIVING TEAM

At the Furniture Bank warehouse, members of the receiving team meet the pickup teams to carefully unload, sort, inspect, and process items from the trucks to their destinations within the warehouse. Quality items without defects or damage go straight to the showroom. Items that need testing, repair, or can't be used are re-directed.

3

4



Day 2



THE SHIPPING TEAM

When not working on receiving donations, our shipping team takes each family's selected items and moves them from the showroom into a shipping area for delivery the following day. This includes rearranging the furniture to ensure the showroom remains effective, gathering bed frames, homing kits, and other boxes of items to be included in the homing delivery.



THE SHOWROOM TEAM

By end of day, the donated furnishings are placed in our huge furniture showroom. The showroom team is made up of staff and volunteers who ensure the space is welcoming to clients and families. Staff and volunteers greet caseworkers and families seeking support. Volunteers act as guides for families to create and build their new furnished homes from community donations. Items are selected, recorded, and shipping labels applied.

5

6



THE DELIVERY TEAM

Every morning, impact team members carefully load delivery trucks with the items selected from the showroom the previous day. Our delivery teams transport these furnishings to newly-rented, empty housing units, turning empty housing into homes.

7

Day 3



... to a new home in 72 hours

Funding our Operations

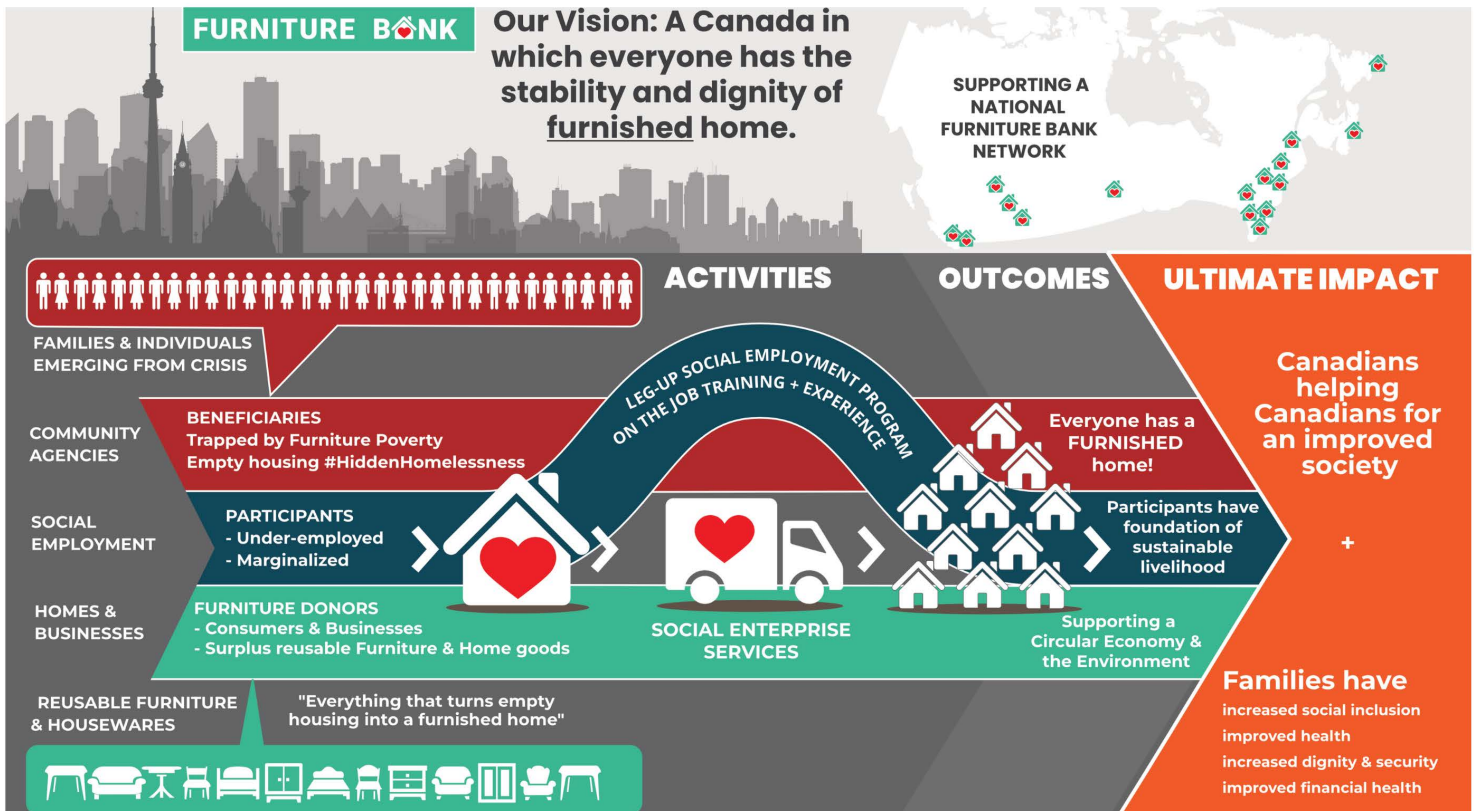
The reality behind a theory

Every day, Furniture Bank engages in a complex choreography of staff, volunteers, donors, case workers, and trucks that must coordinate to ensure that up to twenty families have the furniture they need for their homes.

Phone calls are made to book appointments, showrooms are visited, furniture and home goods are picked up and dropped off at our warehouse, repairs undertaken in our Workshops—all with the goal of providing families with the furnishings required for a comfortably furnished home.

Funding plays a crucial role in enabling Furniture Bank's operations to run smoothly and efficiently. The coordination of staff, volunteers, donors, case workers, and trucks requires financial resources to be effectively executed. Without adequate funding, the entire process could falter, hindering the organization's ability to provide essential furniture to families in need.

Funding allows Furniture Bank to maintain a dedicated team of staff and volunteers. These individuals are responsible for various tasks, such as making phone calls to book appointments, coordinating logistics, managing the warehouse, and providing essential support to families. With sufficient financial support, the organization can hire qualified personnel, compensate them fairly, and ensure their ongoing training and development. This ensures that the operations are carried out by skilled and committed individuals who can effectively manage the complexity of the daily tasks.



Rapid Homing

Partnering with the City of Toronto's Rapid Re-Housing Initiative

In April 2020, at the beginning of the pandemic, Furniture Bank played a transformative role in addressing homelessness and furniture poverty through our innovative Rapid Homing Solutions as part of the Rapid Rehousing Initiative.

This initiative has allowed us to engage with our mission of making a tangible difference in the lives of individuals and families experiencing homelessness.

Together with Toronto Community Housing and Toronto Employment and Social Services, we provided not only housing but also furnished homes, bringing dignity and stability to those transitioning from homelessness. Our unique approach combines collaboration, long-term solutions, and efficient coordination to maximize the impact of our efforts.

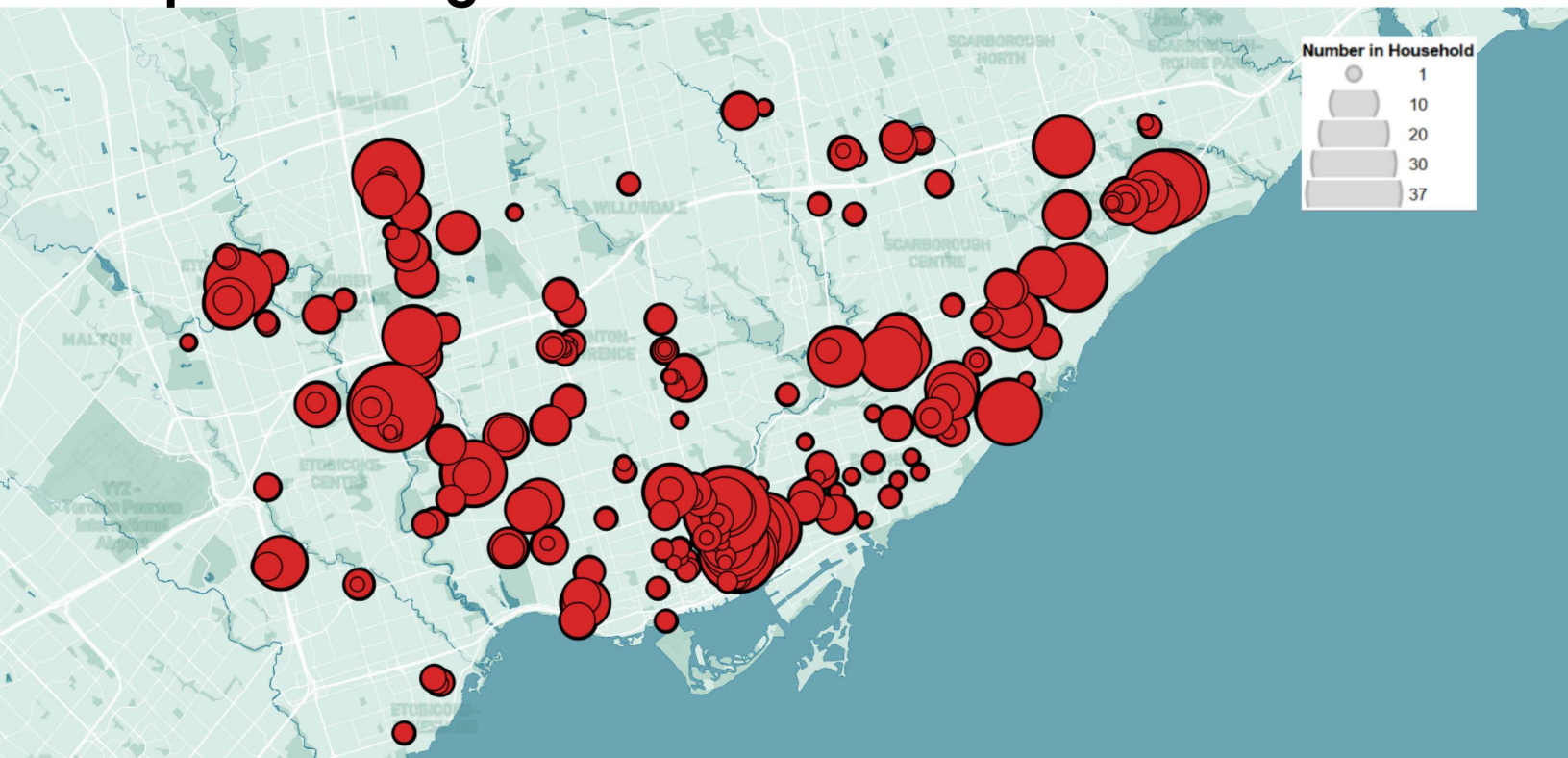
Since 2020, Furniture Bank has furnished 1,555 housing units, providing furnished homes as a starting point for those emerging from homelessness. Our partnerships with Toronto Community Housing and Toronto Employment and Social Services have streamlined the process, ensuring that those in need receive a well-coordinated, comprehensive support system.

In addition to providing furniture, we responded to an acute need for additional home good supplies and created standardized packages that include essential household items including: cookware, dishes, utensils, personal hygiene products, and cleaning supplies—complete homing solutions for empty housing. These packages not only help individuals and families settle into their new homes but also foster a sense of belonging and well-being.

Furniture Bank's work in the Rapid Rehousing Solutions initiative showcases our ability to adapt and innovate in the face of adversity. Our involvement has allowed us to strengthen our partnerships with the City of Toronto, expand our reach, and make a lasting impact on the lives of those we serve.



Rapid Homing services in Toronto:





From 2020 to 2022, the Rapid Re-Housing Initiative has fostered several key partnerships to address homelessness and furniture poverty in Toronto. The primary partners involved include:

- **Shelter, Support and Housing Administration (SSHA):** SSHA worked closely with other partners to develop the Coordinated Access approach that helped connect tenants with housing units and wrap-around support services.
- **Social Development and Finance Administration (SDFA):** SDFA contributed to the pilot project by developing policies and planning strategies to combat homelessness using the Coordinated Access approach.
- **Toronto Community Housing (TCHC):** TCHC provided housing units for individuals experiencing homelessness and ensured the units were ready for tenants to move in.

- **Furniture Bank:** The Furniture Bank joined the team to help furnish housing units by providing furniture and essential household items, turning empty spaces into comfortable homes for those in need.
- **Toronto Employment and Social Services (TESS):** TESS dedicated staff to assist with income support for individuals accessing the RHI program, ensuring financial stability during the transition to permanent housing.

These partnerships have played a vital role in the success of the Rapid Rehousing Initiative program, leading to 2,054 individuals (including 419 children) being housed and supported during their transition from homelessness to stable living situations.



IKEA Partnership

In collaboration with
FURNITURE LINK



During the COVID-19 pandemic, our services were severely affected, leading to an 80% drop in clients served initially. However, furniture poverty surged, resulting in a 200% increase in client demand. To meet this need, we partnered with IKEA Canada and Furniture Link to redirect 12,000 beds to empty housing.

This successful pilot project led to a formalized multiyear contract, expanding our access to all six GTA IKEA stores. The partnership not only addresses sustainability challenges but also provides financial sustainability for both organizations. The program ensures cost savings for IKEA and allows us to expand our operations while benefiting families in need.



Measuring Impact

Our social & environmental measurement work



Furniture Bank's impact measurement approach, aligned with SROI and Common Approach to Impact Measurement, quantifies the value they create in the lives of those they serve. By providing gently used furniture to families in need, we improve quality of life and promote sustainability. With a commitment to transparency, every donation generates significant social, environmental, and economic value. This approach maximizes donors' support and ensures meaningful impact.

Measurement Frameworks



Measurement Software



SDG Alignment



Furniture donations: Building comfort and hope

With donor generosity, Furniture Bank has redistributed a significant volume of furniture to those in need - receiving 141,688 items from 14,455 households over the past three years. These donations have been instrumental in providing comfort to families and furnishing homes.

Delivering impact: Supporting families in need

Furniture Bank's work centers around delivering essential furniture to families in need. Over the past three years, we have positively impacted the lives of 15,043 individuals by delivering furniture to 2,269 beneficiary households, transforming empty spaces into homes and providing stability to families emerging from crisis.

Environmental stewardship: Diverting furniture from landfills

Our sustainability commitment is reflected in their remarkable achievement of diverting 65,865 cubic meters of furniture from landfills over the past three years - abating 14,365 metric tonnes of carbon. This underscores our dedication to responsible consumption and environmental protection.

Responding to needs: Appointment requests and beneficiary households

We have received 9,876 appointment requests for assistance over the past three years, highlighting the pressing need for our services. While having assisted 7,149 beneficiary households, we remain dedicated to expanding our reach and meeting the needs of more families in the future.



Social Return on Investment

Financial valuation of our program outcomes.

Following the analysis and evaluation of the outputs, outcomes, indicators and impact, it is possible to assign financial values to the tangible impact of Furniture Bank.

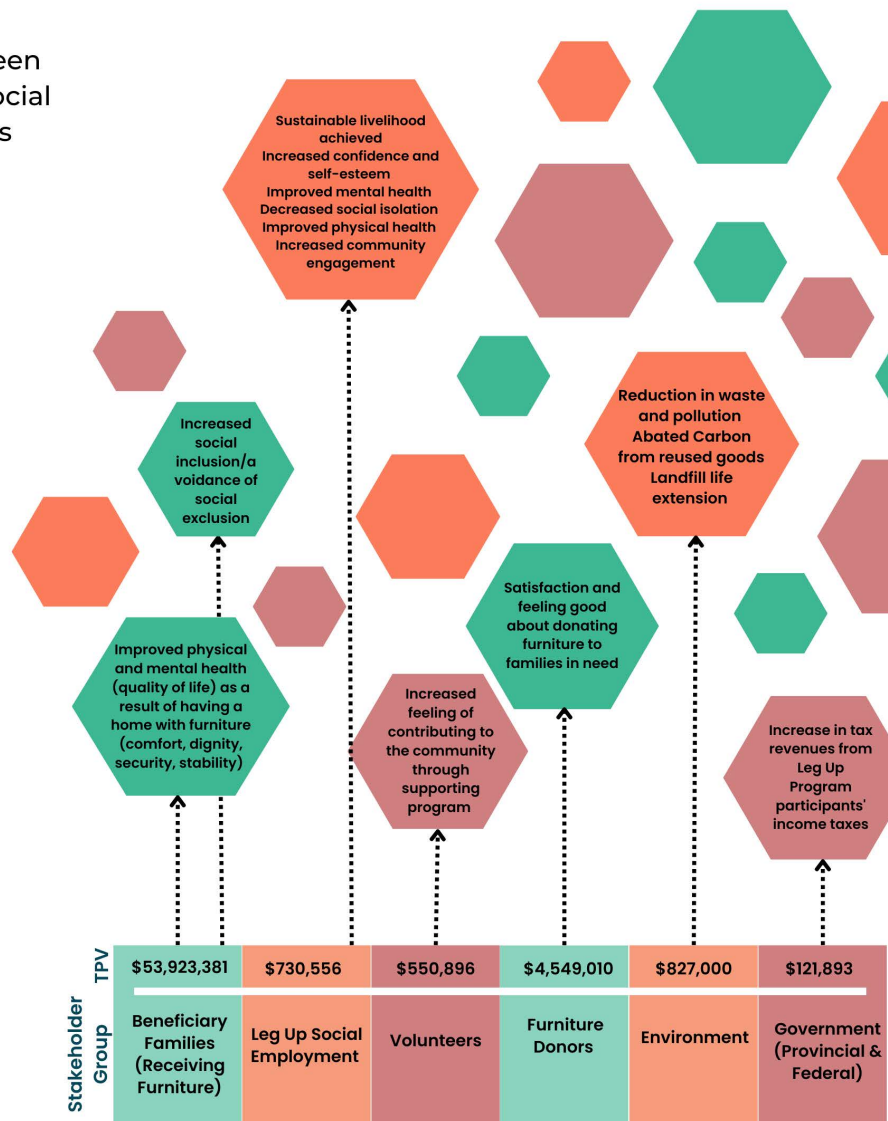
1. Value is created as a result of impact being experienced by individuals and organizations.
2. Financial value relates to the potential and evidence based savings that will be experienced by the public sector.
3. Non-financial value relates to the intangible value that is felt by people emotionally, psychologically, or physically.

Where assigning financial value against impacts has been possible, and legitimate references have been used, a triangulated approach has been adopted, i.e. government financial costs have been the primary sources, supported by academia/ social value banks and further supported by interviews and research within the relevant sector.

By combining Furniture Bank's internal data, stakeholder interviews with open data and evaluation findings put forward, we calculated the value of Furniture Bank social impact in 2022 to be \$45.5 million.

That is the equivalent to every \$1 invested into Furniture Bank creates \$10.35 in measurable social, environmental, and economic benefits in creating stronger communities.

Total Present Value (TPV)	\$50,316,769
Input	\$4,861,492
Net Present Value (TPV minus Input)	\$45,455,277
Year 3 SROI Ratio (TPV/Input)	10.35 : 1





"...having furniture wasn't just a luxury, it was a necessity. I had to prove that I had a home that was suitable for my child and her well being."

—Sandra



Toronto Region

Furniture Bank in Toronto is dedicated to breaking the cycle of furniture poverty in Toronto. We transfer unwanted furniture and household goods donated by the community to people who are coming out of crisis. Our organization works in partnership with 155 local community agencies and shelters to assist people who are economically vulnerable including women and children leaving shelters, the formerly homeless, Indigenous, those struggling with mental health, 2SLGBTQIA+ individuals, IBPOC, newcomers and refugees who require furniture and household goods for their homes, a service that enhances both psychological and financial stability.

Our trucking social enterprise provides professional removal and transportation of furniture donations from donors to the homes of formerly displaced individuals and families. All items selected by our clients are provided to them free of charge. We collect 70,000 furniture items and serve over 5,558 individuals and 2,588 families annually. Since our inception, we have given over 127,147 individuals and their families a new start on life.

Where your donations went:

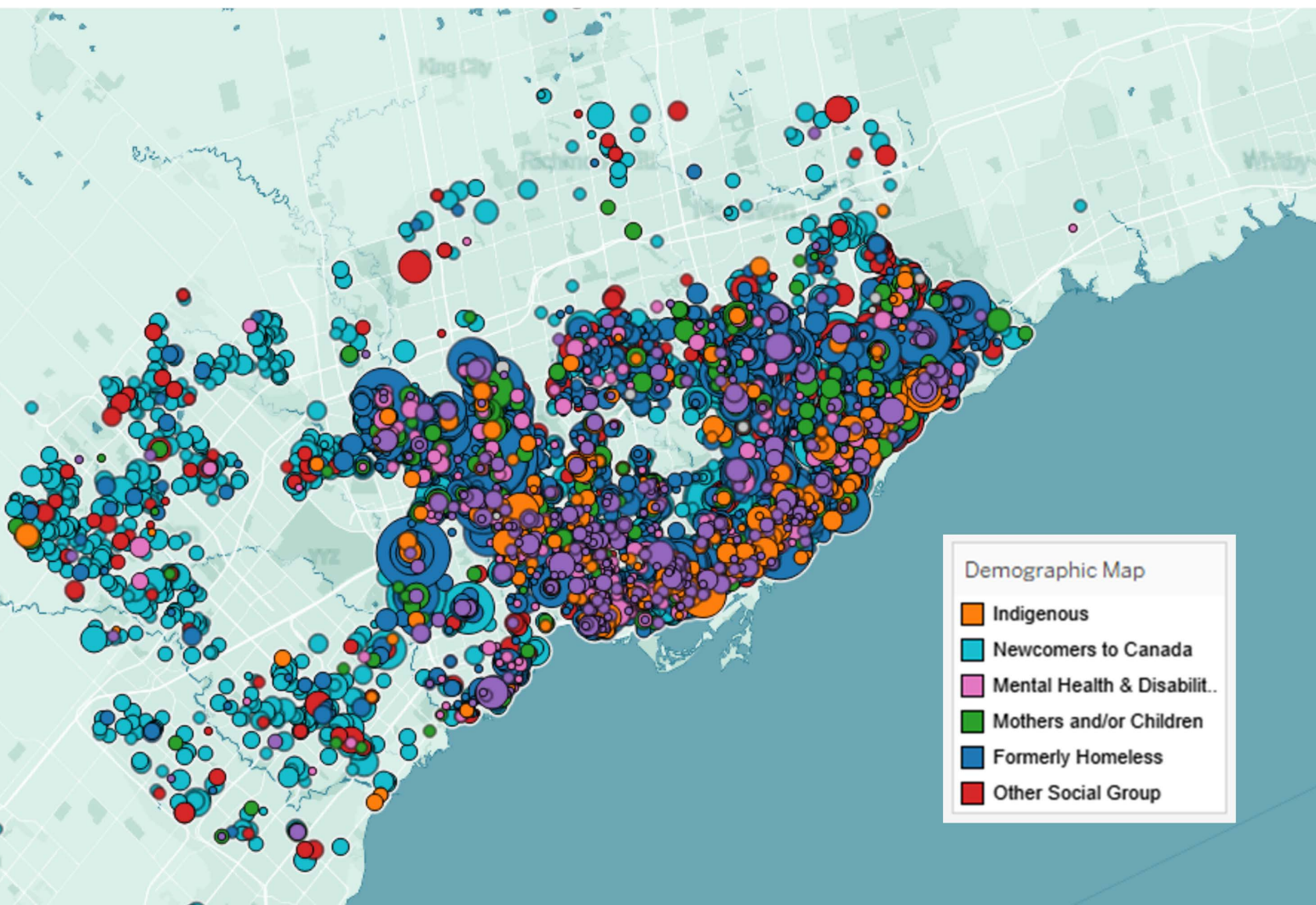
FURNITURE BANK

Outputs in 2022

 **5,552** people homed

 **2,625** housing units furnished

 **51,480** items provided



Ottawa Region

Matthew House Ottawa

www.matthewhouseottawa.org

Matthew House Ottawa Furniture Bank is a compassionate organization dedicated to providing essential support to refugees and individuals in need. Upholding values of hospitality, compassion, and community building, the Furniture Bank program furnishes hundreds of households each year for newcomers and low-income families transitioning to permanent housing. Clients, referred by social services and community partners, are given the dignity of choice as they select items from the showroom with volunteer assistance.

Since its establishment in 2010, Matthew House Ottawa has served over 18,000 people, helping them find safe housing, essential furnishings, and a sense of community. The furniture bank program exemplifies the organization's commitment to offering hope, dignity, and a new beginning to those navigating challenging circumstances.



Outputs in 2022 (May-December)

 **2,181** people homed

 **710** housing units furnished

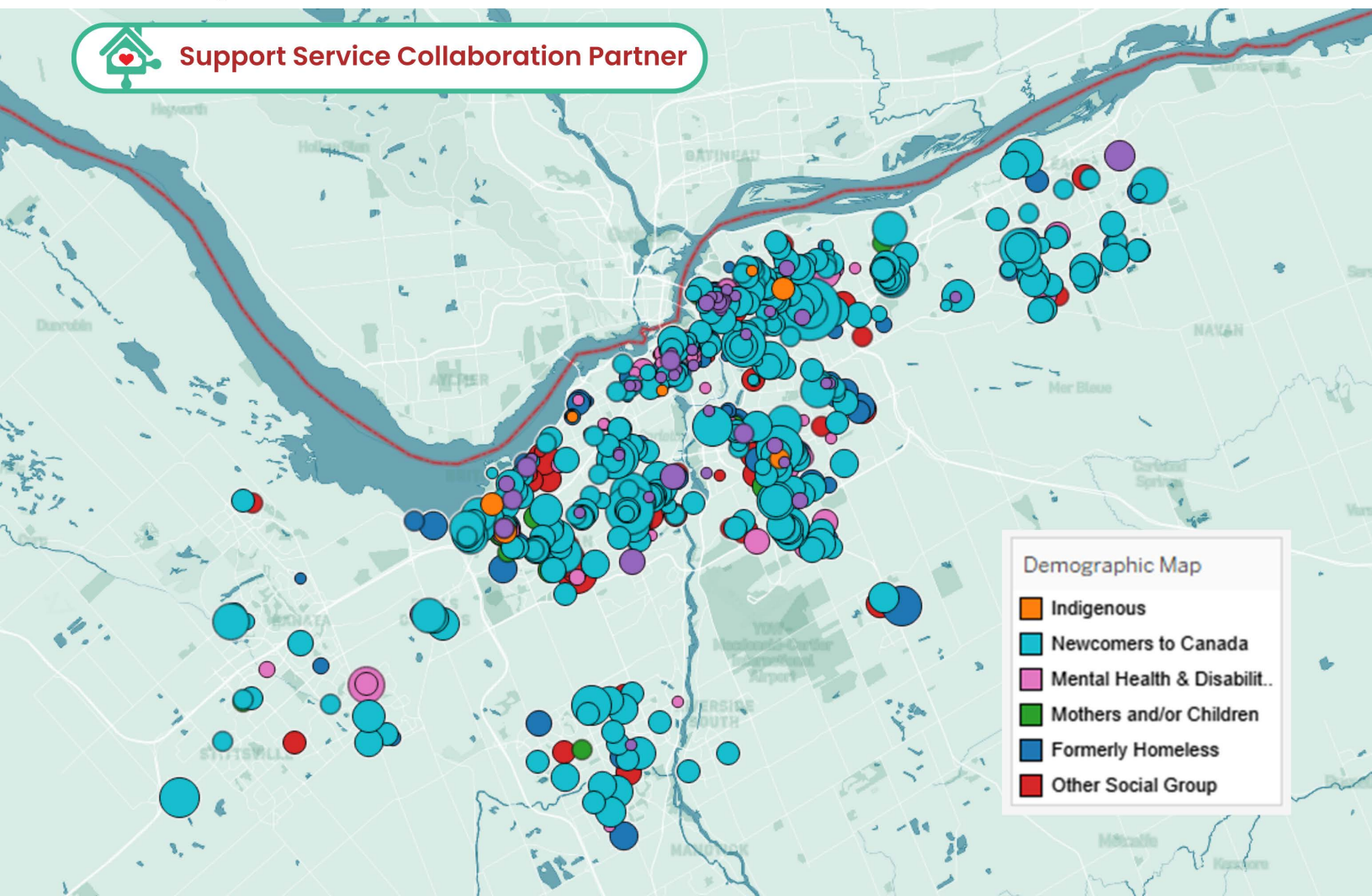
 **7,920** items provided



Where your donations went:



Support Service Collaboration Partner



Barrie & Simcoe

Redwood Park Communities

redwoodparkcommunities.com

Redwood Park Communities operates a furniture bank program designed to address the needs of individuals and families seeking affordable and essential furnishings for their homes. Recognizing that many community members have usable furniture they no longer require, while others face financial barriers to acquiring necessary household items, the furniture bank program serves as a vital link between donors and recipients.

Through its furniture bank program, Redwood Park Communities facilitates the collection and donation of gently used furniture from generous community members. These items are then carefully redistributed to individuals and families in need, helping them create comfortable and dignified living spaces.

Where your donations went:



Outputs since 2019

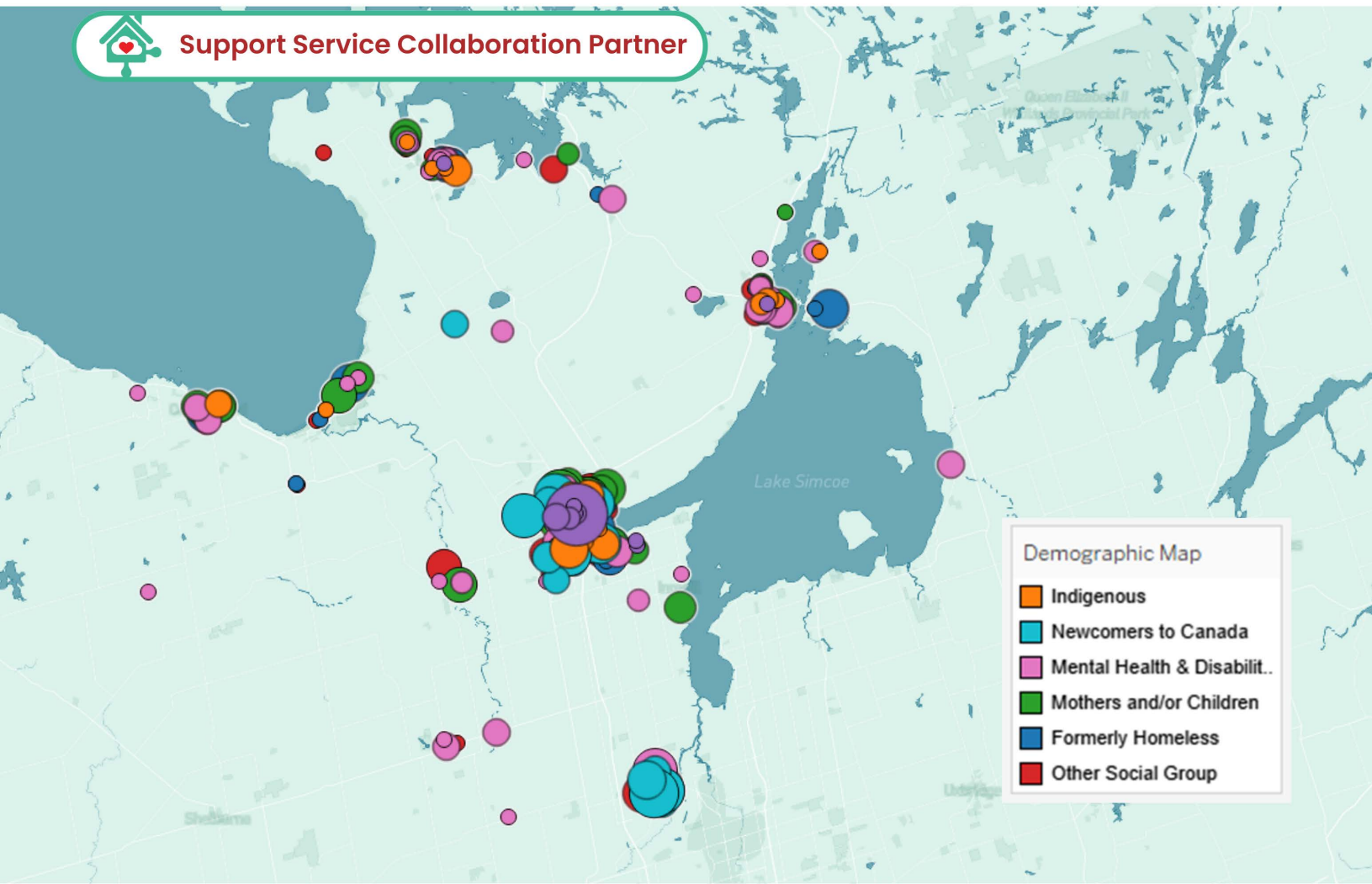
 **805** people homed

 **369** housing units furnished

 **6,080** items provided



Support Service Collaboration Partner



Demographic Map

-  Indigenous
-  Newcomers to Canada
-  Mental Health & Disabilit..
-  Mothers and/or Children
-  Formerly Homeless
-  Other Social Group

Winnipeg

Oyate Tipi Cumini Yape

www.oyatetipi.com

Oyate Tipi is a Winnipeg-based nonprofit organization dedicated to facilitating community equity and generosity by providing household goods and furniture to individuals and families restarting their lives, including those affected by family violence, homelessness, and youth aging out of care.

Established in 2003, Oyate Tipi operates in Treaty 1 territory, respecting the ancestral lands of Indigenous Peoples. In addition to supporting community members in need, the organization promotes environmental sustainability by diverting gently used items from landfills and encouraging reuse and upcycling. Oyate Tipi envisions a community that fosters independence, dignity, and optimism while showing care for families, the community, and Mother Earth.

Where your donations went:



Oyate Tipi Cumini Yape
Winnipeg's Furniture Bank

Outputs in 2022 (May-December)



41 people homed



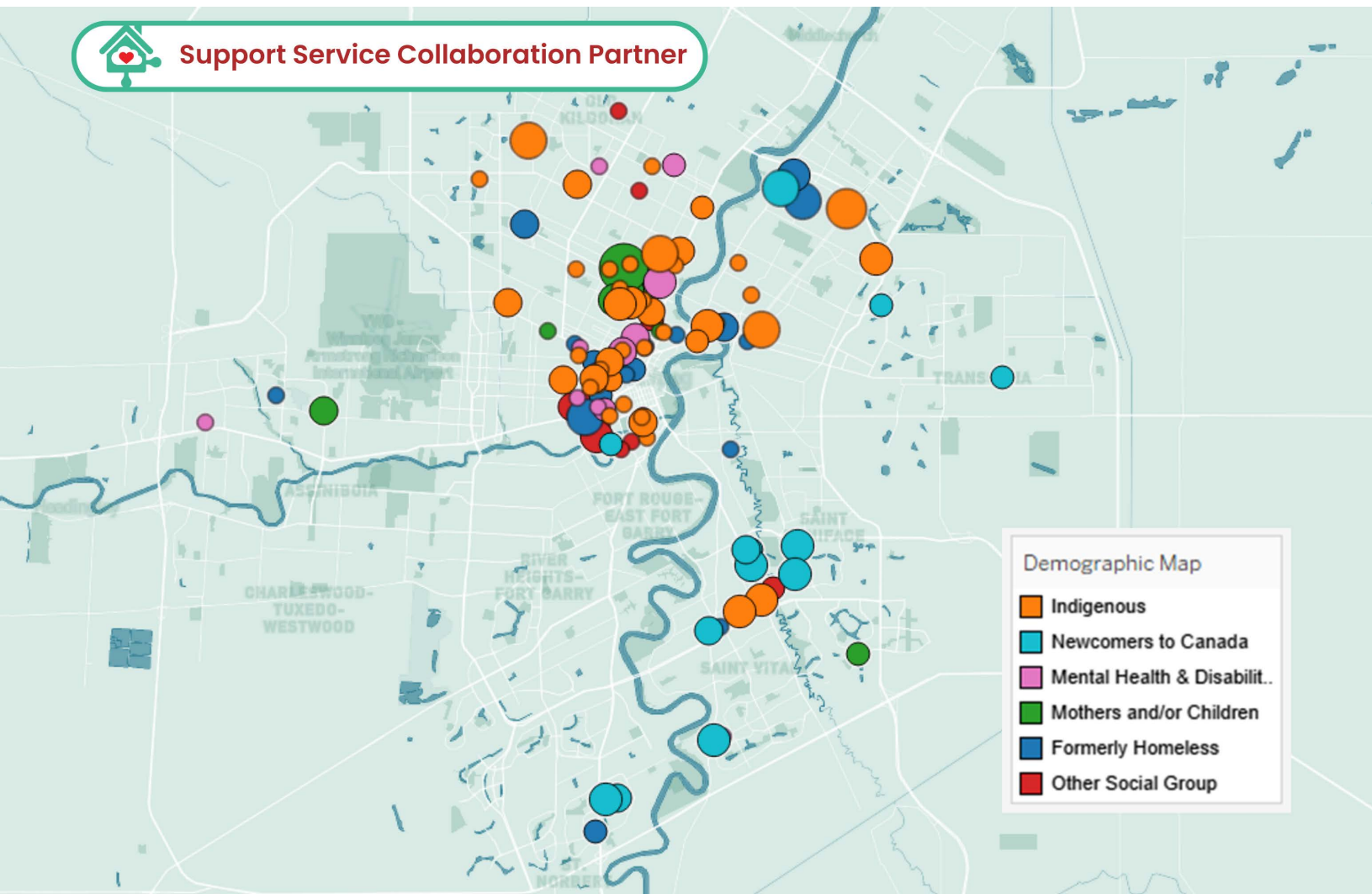
30 housing units furnished



499 items provided



Support Service Collaboration Partner



Navigating the inflation storm

FY2022 financial results and our path forward

The invisible enemy: Inflation in FY2022

Furniture Bank faced a challenging year in FY2022 as inflation continued to worsen, impacting our financial results before we could complete our pivots in the year.

As an organization, we experienced a loss of \$114,000 in 2022, which can be directly attributed to the rise in costs for staff, rent, vehicles, goods supplied, and warehouse supplies and a slower response to social enterprise campaigns. Although our path has been difficult, we remain confident in our ability to complete our 2022 pivots and continue fulfilling our mission with financial stability in 2023.

In response to these challenges, we're rolling up our sleeves and focusing on the following activities in 2023:

Operational efficiency: We'll be streamlining our processes, making better use of technology, and finding innovative ways to reduce costs without compromising our mission. This includes leveraging best practices from other communities and implementing them in our Toronto operations.

Revenue diversification: We'll continue to explore new funding sources, expand our donor base, and increase collaboration with local businesses and other nonprofits to secure the resources we need to continue our work. Many larger national funders, and targeted environmental funds will hear from Furniture Bank this year!

Scaling our social enterprises: We'll continue to invest in expanding our services we offer to residential, commercial, and government customers that are directly supporting our charitable mission—furniture removal and reuse, corporate experience days, and other smaller programs.



National projects: We'll continue to accelerate the support of other reuse charities like we have been with Ottawa, Barrie, Winnipeg and the wider Canadian furniture banking community. These projects permit us to support both charities and their families leveraging our existing operational costs without incurring additional major investments.

Stronger community connections:

By strengthening our ties with community agencies, we can better address furniture poverty and increase our impact on the lives of the families we serve.

Advocacy and awareness: We'll continue to share our story, raise awareness of furniture poverty, and engage Canadians in our mission to create a future where everyone has a furnished home.

We are committed to returning to a break even position by December 2023, while increasing our impact on ending furniture poverty across Canada.

Preparing for Social Finance

Growing our Impact Teams

Furniture Bank has been a proactive participant in Canada's Investment Readiness Program (IRP). We were awarded IRP grants in both 2020 and 2022, demonstrating our commitment to preparing for the opportunities presented by the Social Finance Fund (SFF) in 2023.

These IRP grants have played a pivotal role in Furniture Bank's journey toward investment readiness. Through the support and resources provided by the IRP, Furniture Bank has been able to strengthen its business model, enhance its financial management practices, and develop a strategic plan for growth and impact. We have also been able to build our capacity to attract investment and effectively utilize funding to further our mission.

The SFF represents a transformative opportunity for social enterprises and charities like Furniture Bank. By providing access to repayable finance, the Social Finance Fund empowers organizations to scale their efforts, drive innovation, and address pressing social and environmental challenges. Furniture Bank's proactive engagement with the IRP and its readiness for the SFF are testaments to its dedication to making a meaningful difference in the lives of individuals and families in need.

As we look ahead to the launch of the SFF in 2023, we are well-positioned to take advantage of the funding opportunities that the program offers. Our participation in the IRP has laid a solid foundation for success, enabling Furniture Bank to confidently navigate the social finance landscape and secure the capital needed to expand our operations and amplify our positive impact in communities.



Our AI Manifesto

A commitment to ethical innovation

At Furniture Bank, we're driven by a mission to break the cycle of furniture poverty and uplift individuals and families emerging from crisis. As we strive to create positive change, we recognize the transformative potential of artificial intelligence (AI) to enhance our impact. However, with great innovation comes great responsibility, and that's why we've established our AI Manifesto—a commitment to ethical and human-centered AI practices.

Our AI Manifesto ensures our use of AI aligns with our values of dignity, respect, and transparency. It's our promise to you, our supporters, that we'll use AI as a tool for good, amplifying our efforts while preserving the authenticity and human touch that define our work.

Our 2022 campaign, *The Picture isn't Real, the Reality is*, exemplifies our AI Manifesto in action.

Through AI-generated images, we've been able to communicate the dire situations of furniture poverty without compromising the dignity of our clients. It's a testament to our belief that technology, when used ethically, can be a catalyst for positive change.

As we continue to explore the possibilities of AI, we remain grounded in our commitment to making a difference—one piece of furniture, one household, and one community at a time, building a future where technology and compassion go hand-in-hand.

Key Principles of Our AI Manifesto:

1. **Human-centred AI:** We prioritize people over technology. AI is an assistive tool that empowers and augments our team, but it will never replace the human heart and mind.
2. **Ethical visualization:** We use AI-generated images to ethically depict the realities of furniture poverty, avoiding the exploitation of vulnerable individuals. The picture isn't real, but the reality is.
3. **Accountability:** We hold ourselves accountable for all decisions and actions, even when assisted by AI. The human will remain in the loop, ensuring that our choices reflect our mission and values.
4. **Transparency:** We value openness and honesty in our AI practices. We will communicate clearly with our audiences and stakeholders, maintaining trust and integrity.
5. **Innovation with purpose:** We embrace AI innovation with a clear purpose—to enhance our services, improve our programs, and create a brighter future for those we serve.



Visit www.furniturebank.org/postcard to learn more

Diversion with Purpose

Environmental impact on landfills and climate change

As we reflect on the year 2022, we are pleased to present Furniture Bank's annual report, highlighting our environmental impact and climate change mitigation efforts. Our work is guided by the principles of sustainability and a commitment to "diverting with a purpose." We strive to achieve environmental, economic, and social outcomes that not only encourage waste diversion and cost containment but also improve the lives and well-being of individuals and families in the Greater Toronto Area (GTA) and beyond.

Environmental Impact and Waste Diversion

Furniture shouldn't end up in landfills while many families and individuals are struggling to furnish their homes. That's why Furniture Bank's mission is to give gently used furniture and household items a new life by redistributing them to those who need it most. In doing so, we contribute to waste reduction, resource conservation, and the promotion of a circular economy.

Since 2020, Furniture Bank successfully diverted thousands of tonnes of furniture from landfills, equivalent to 3 millions of kilograms of carbon dioxide emissions avoided. This achievement is a testament to our commitment to environmental stewardship and our efforts to reduce the carbon footprint associated with furniture waste.

Our work in waste diversion is particularly significant given the growing challenges of waste accumulation and the environmental impact of landfills. Landfills are a major source of methane emissions, a potent greenhouse gas that contributes to climate change. By repurposing furniture, we reduce the demand for new furniture production, which is often associated with deforestation, energy consumption, and carbon emissions.



In collaboration with

FURNITURE LINK

CLIMATE CHANGE MITIGATION



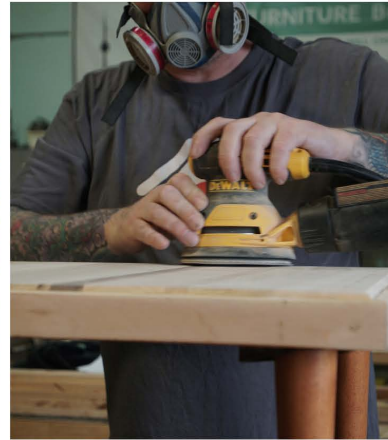
Our efforts in furniture reuse and redistribution directly contribute to climate change mitigation by preventing valuable resources from going to waste and reducing the environmental impact of furniture production & disposal.

3,896.76
T/CO₂

We have helped save an estimated 3,896 metric tonnes of CO₂ emissions.

Climate change is a global challenge with far-reaching consequences for ecosystems, economies, and communities. As an organization dedicated to sustainability, Furniture Bank recognizes the importance of mitigating climate change and reducing greenhouse gas emissions.

Our efforts in furniture reuse and redistribution directly contribute to climate change mitigation by preventing valuable resources from going to waste and reducing the environmental impact of furniture production and disposal. We are proud to play a role in limiting global temperature rise and mitigating the adverse effects of climate change.



Social Impact and Community Engagement

Furniture Bank's work extends beyond environmental conservation to include profound social implications. By providing essential furniture and household items to marginalized and at-risk populations, we help individuals and families establish comfortable and dignified living spaces. Our support is invaluable for those transitioning out of homelessness, fleeing abusive situations, or starting anew as newcomers to Canada.

Furniture Bank has a storied history of supporting marginalized and displaced families and individuals experiencing furniture poverty. We have helped place more than 71,000 pieces of furniture and housewares to people in need across the GTA. Our efforts have also helped associate waste diversion with acts of environmental and social altruism, encouraging households to donate furniture in an environmentally, economically, and socially responsible way.

We are grateful for the collaboration and engagement of business, city officials, community groups, donors, and other charitable organizations that have contributed to our success. Through these partnerships, we have been able to maximize our reach and impact, raising awareness about the importance of furniture reuse and the positive environmental and social outcomes that can be achieved.

CLIMATE & ENVIRONMENTAL OUTPUTS

At our core, we're devoted to making a positive impact on both environment and society. Through our *Diverting with a Purpose* initiative, we're doing just that. By redirecting furniture from landfills to those in need, we're not only reducing waste and carbon emissions, but also providing dignity and comfort to people and families who've faced crisis. During these pandemic years (2020-2023), we helped save an estimated 3,896 metric tonnes of CO2 emissions.

FURNITURE BANK

3,896.76 (T/CO2)

Equivalent to greenhouse gas emissions from:

- 867 gasoline-powered passenger vehicles driven for one year
- 9,989,534 miles driven by an average gasoline-powered passenger vehicle

Equivalent to CO2 emissions from:

- 438,479 gallons of gasoline consumed
- 382,786 gallons of diesel consumed
- 4,364,969 pounds of coal burned
- 51.6 tanker trucks' worth of gasoline
- 491 homes' energy use for one year
- 758 homes' electricity use for one year
- 21.5 railcars' worth of coal burned
- 9,013 barrels of oil consumed
- 179,014 propane cylinders used for home barbeques
- 474,012,198 number of smartphones charged

Equivalent to greenhouse gas emissions avoided by:

- 1,348 tons of waste recycled instead of landfilled
- 193 garbage trucks of waste recycled instead of landfilled
- 168,674 trash bags of waste recycled instead of landfilled
- 1.1 wind turbines running for a year information
- 147,691 incandescent lamps switched to LEDs

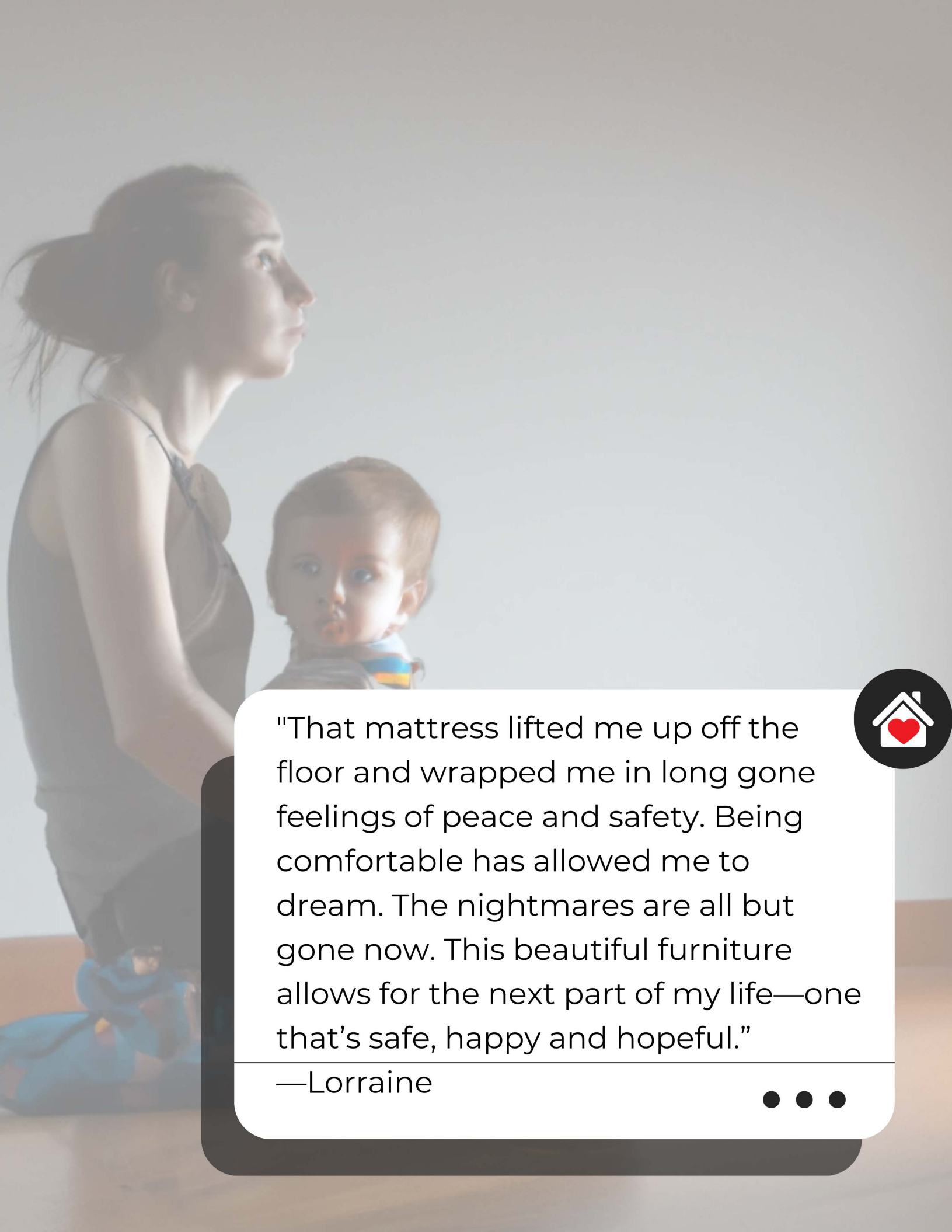
Equivalent to carbon sequestered by:

- 64,433 tree seedlings grown for 10 years
- 4,647 acres of U.S. forests in one year



Carbon calculations from



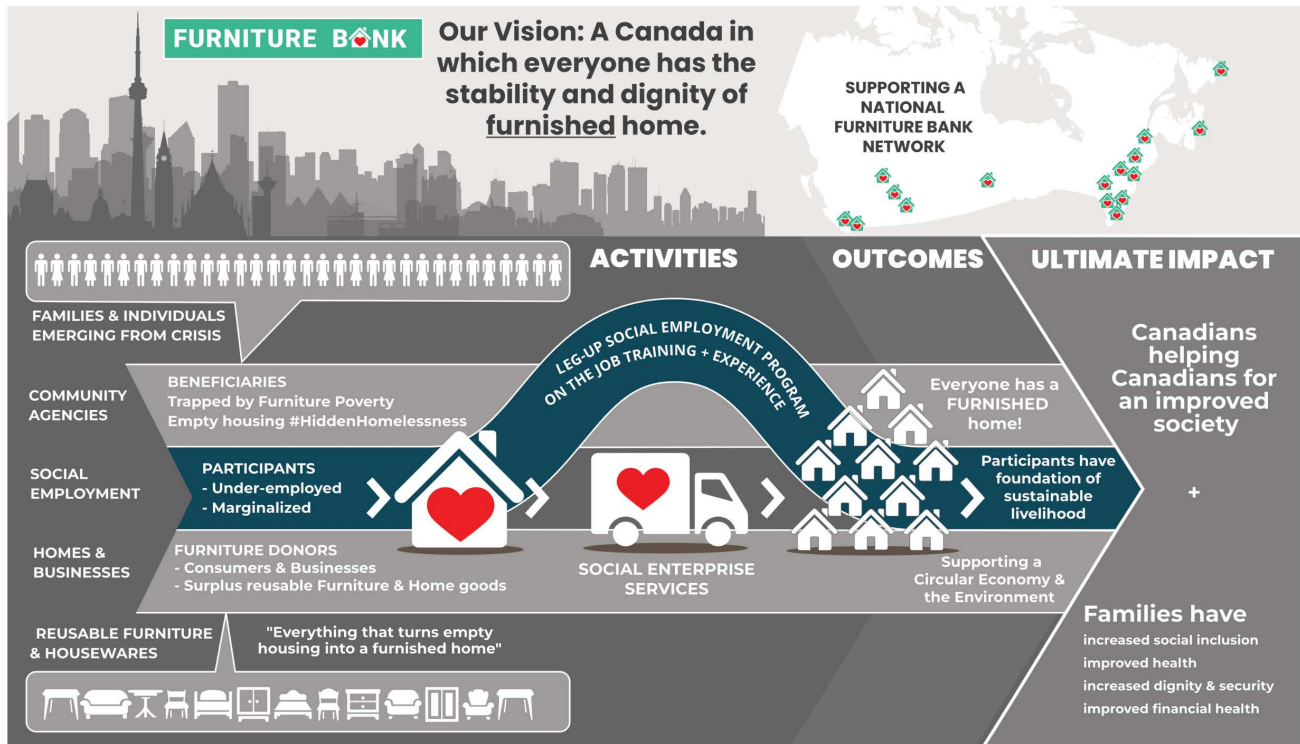


"That mattress lifted me up off the floor and wrapped me in long gone feelings of peace and safety. Being comfortable has allowed me to dream. The nightmares are all but gone now. This beautiful furniture allows for the next part of my life—one that's safe, happy and hopeful."

—Lorraine



Leg Up: Social Employment Program



Leg Up is our embedded social employment program at Furniture Bank. This operating model aims to address Toronto's inequality crisis by providing training and full-time employment opportunities to underserved and equity-deserving individuals facing systemic employment barriers. The program offers diverse opportunities across various departments, collaborates with employment agencies and partners, and develops individualized training plans for each participant.

Trainees receive on-site training in different areas, as well as life and skills training and wraparound supports. By targeting racialized and equity-deserving individuals and providing extensive training and mentorship, the Leg Up program helps participants achieve financial independence and job security, leading to positive outcomes such as improved mood management, better teamwork, and enhanced conflict resolution skills.

Our social employment model is not about pushing people out of the program after a year of training, but rather focuses on what works best for each individual. Some of our participants have been with Furniture Bank for over 15 years, having found their own career with meaning. Others have stayed long enough to learn the technical and personal skills to be employable in other organizations.

Our Leg Up Program offers diverse opportunities in various Furniture Bank departments, providing full-time positions with benefits and comprehensive training. Collaborating with employment agencies, the program creates individualized training plans and pairs participants with mentors for support.

Skill development includes on-site training in areas such as trucking, woodworking, sales, administration, warehouse operations, and call centre tasks. Life and skills training, along with wraparound support, are also provided. The program addresses inequality by hiring racialized and equity-deserving individuals and has led to positive outcomes like improved mood management, teamwork, and conflict resolution skills.

Leg Up's short-term goals include providing employment opportunities to 30 participants in the 2022/23 fiscal year, enhancing skills development, and offering soft-skills programs. Long-term goals involve replicating the program as Furniture Bank scales our operations, improving trainees' employability, enhancing self-esteem and financial stability, and supporting active and fulfilling employment. Additionally, the program aims to increase the capacity of the Indigenous-led Workshop for furniture repair and establish it as a sustainable social enterprise.



Corporate Volunteering Team Building & Making an Impact



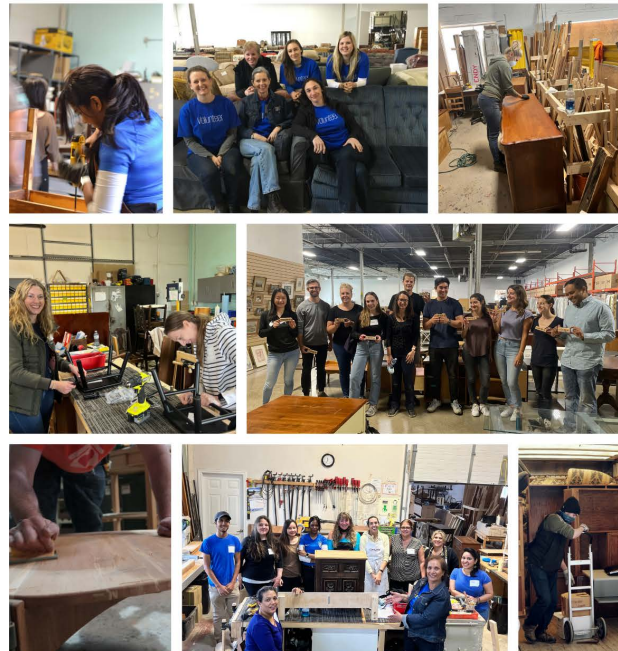
In 2022, Furniture Bank was thrilled to welcome back corporate volunteers after a long absence during the pandemic. The return of volunteers meant that Furniture Bank could expand its reach and continue to provide essential services and support to those in need. Many companies stepped up with generous donations of time, supplies, and financial resources, enabling Furniture Bank to pick up where it left off before the pandemic hit.

Furniture Bank is proud of these efforts and looks forward to even more opportunities for collaboration in coming years.

19 Companies



152 Families



National Projects

Coordinating a Canada-wide collaboration network



Furniture Bank and Furniture Link coordinate a Canada-wide collaboration network on a cost recovery basis. The goal is to establish sustainable business models for charities relying on social enterprises. This is achieved through initiatives like the Barrie outsource model, referral of returned mattresses, partnerships with IKEA Canada, and social procurement projects with local governments. The Furniture Bank Network promotes sustainable business models in the charities sector by sharing resources and mentoring other charities. It helps fight poverty and provides homes with dignity and security. The Support Service is a cloud-based platform for reuse charities, facilitating charity operations, donation tracking, and coordination.



Sponsored by **FURNITURE LINK**

National Projects

Providing digital infrastructure and social enterprise services



FURNITURE BANK SUPPORT SERVICE

As we reflect on the past three years, we are proud to report that Furniture Bank Support Services (FBSS) has made significant progress towards ending furniture poverty across Canada. With its innovative and cost-effective platform, FBSS has provided a national solution to a pressing issue that affects so many individuals and families.

We began piloting a national network capable of solving furniture poverty in Canada in 2015 with projects in Scarborough and Mississauga. This led to our first full pilot of our Support Service program in 2019 in Barrie, Ontario with a unique model that created a self-funding model for maintaining the flow of goods into the local charity.

To date, we have 3 charities using Furniture Bank Toronto's FBSS infrastructure, with inquiries and discussions with 9 more on a waitlist for joining our Canada-wide network.

FBSS charities receive access to Furniture Bank Toronto's IT and administrative infrastructure, reducing their own overhead costs by over \$120,000. FBSS has also provided a critical stream of donated goods worth over \$1.5 million, and produced over \$350,000 in new social enterprise sales for these local charities. To date, FBSS charities have supported over 4,100 individuals and their families.

As we move forward, we remain committed to the mission of FBSS and to ending furniture poverty across Canada. We will continue to find new and innovative ways to support charities and foster collaboration with businesses to create sustainable solutions for our communities.

Supporting a common approach to furniture banking



Rising above the storm

Sustainable growth in challenging times

The last few years have been challenging for charities like us due to economic headwinds, inflation, decline in volunteerism, the global pandemic, cost of living crisis, and decline in donations. These factors, along with emerging technologies and climate change risks, have created a volatile and uncertain environment. However, Furniture Bank has thrived in this difficult situation thanks to strong social enterprise work and innovative approaches supported by donors. We have made pragmatic and strategic decisions, anticipated trends, diversified income sources, and optimized efficiency. Furniture Bank's impactful social enterprise initiatives, partnerships, and social employment programs have contributed to our success. We have also received innovation funding, allowing us to support other furniture banking charities across Canada and extend their impact. Furniture Bank is confident in our ability to continue making positive change and thanks our donors for their crucial support in addressing furniture poverty.



#EndFurniturePoverty

SPECIAL THANK YOU

To our supporters



- Alectra Cares
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- Catherine & Maxwell Meighen Foundation
- CIBC Foundation
- City of Toronto
- Counselling Foundation
- Frederick and Douglas Dickson Memorial Foundation
- Home Depot Foundation
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FURNITURE BANK

Thank You

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