

FURNITURE BANK

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OUR IMPACT - 2016

Registered Charity # 87253 1843 RR0001

WHO WE ARE

FURNITURE BANK

May 2016

OUR HISTORY

Furniture Bank began in 1998 with the belief that a sense of **pride, comfort, and security** – in short, a sense of home – are critical ingredients for people to transition out of lives of homelessness and displacement.

Recognizing the importance of furniture both in establishing a true home, and in empowering the individual, Furniture Bank transfers gently used furniture donations from the community to tens of thousands of people in the community in need, including the following groups:

- people who have recently transitioned out of **homelessness**;
- women and children **escaping abusive situations**; and
- **newcomers** to Canada (which includes **refugees**).

Furniture Bank began as an idea of Sister Anne Schenck Sister of St. Joseph and retired school principal, when she visited with a Somali refugee family of five for dinner while running a refugee house in Scarborough.

While visiting with the family whose home was filled with only **one milk crate and a pot**, Sister Anne left the dinner and noticed a couch on the curb of the very same building, left for disposal to the landfill. It was here she conceptualized Furniture Bank as an intermediary between those transitioning out of displacement and those with unwanted furniture with the **dignity of choice** along the way.

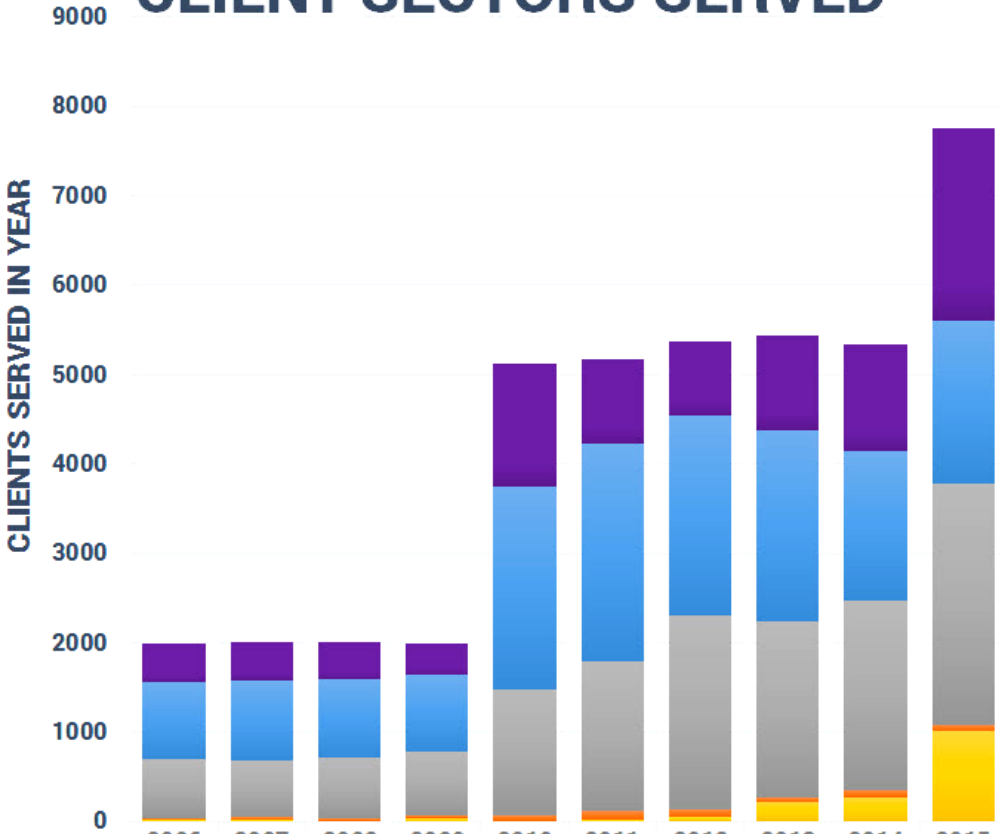


"They're creating a home, and when we give them a choice in the furniture that goes in that home, we're giving them their dignity and a gift of mercy." –

**Sister Anne,
Founder of Furniture Bank.**

Since our humble beginnings, we have transformed into a high-functioning, impact driven social enterprise to help better serve our community. Since 1998 we have impacting our community in the following ways:

CLIENT SECTORS SERVED



Refugees & Newcomers	432	420	404	354	1379	943	828	1063	1203	2,144
Formerly Homeless	874	895	887	851	2268	2435	2227	2131	1668	1,826
Women & Children	647	640	668	724	1412	1662	2173	1962	2119	2,701
Mental Health	28	31	30	30	60	99	79	63	84	64
Other	18	17	12	37	10	25	62	213	270	1,019

OUR MISSION

Furniture Bank is a socially progressive organization that provides our clients with the comfort, dignity and stability that comes from having a furnished home. We create opportunities through the transfer of furniture from our donors to our clients.

STORY OF A SOCIAL PURPOSE ENTERPRISE

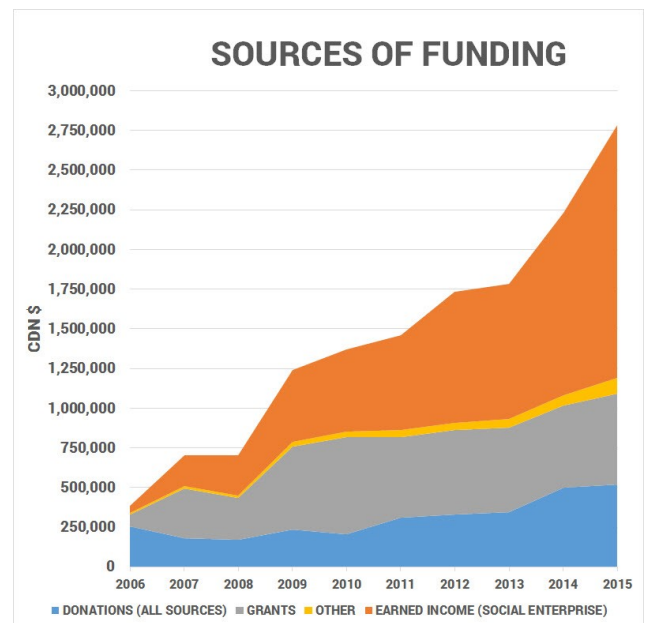
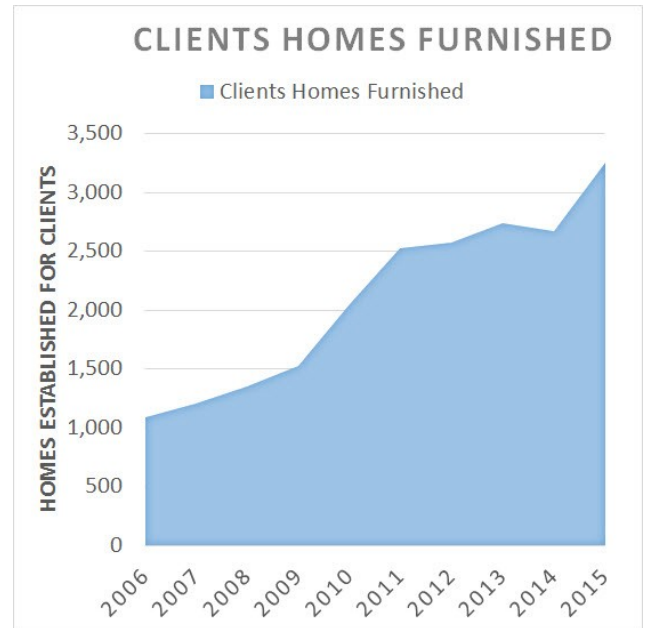
FURNITURE BANK

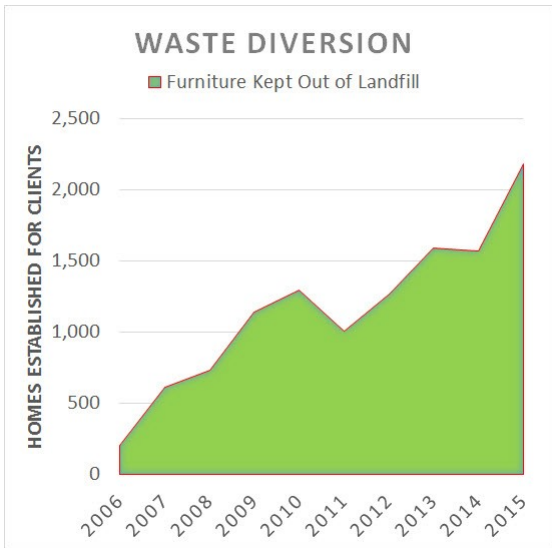
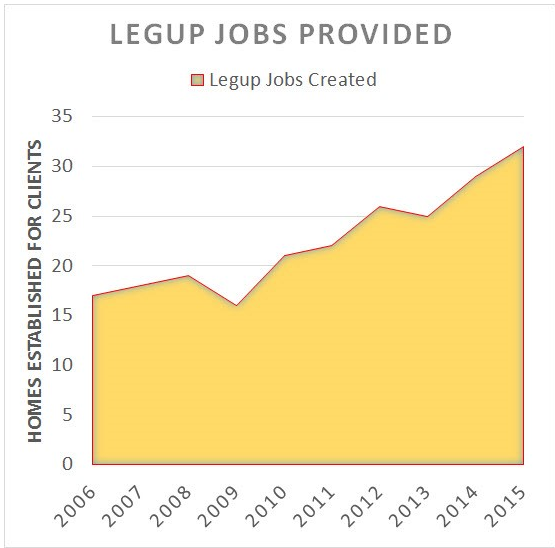
May 2016

From the beginning, due to the nature of our work, Furniture Bank operated much like a traditional business. In order to provide our clients with the furniture they needed, it wasn't long before we acquired a truck, moving team, and logistical expertise. This operational necessity along with Sister Anne's ingenuity and external pressures from government cuts to charitable funding, resulted in the establishment of our social enterprise -- a business model based on charging for donation pick-ups as a means to improve the organization's financial stability in both the short and long term.

Since launching our social enterprise in 2004, Furniture Bank has combined earned income and social purpose for over 12 years and as a result, our earned income revenues have steadily grown – from 32% in 2004 to 54% in 2015. In that same timeframe, clients served has grown from 3,300 annually to 7,500 in 2015, proving that our funding model plays a key role in helping us have a greater impact in our community.

Now the largest Social Enterprise in the Toronto Enterprise Fund's prestigious portfolio, Furniture Bank has been recognized nationally by the Trico Foundation's Social Enterprise Award in 2013, 2015 and as runner up finalists in their bi-annual competition.

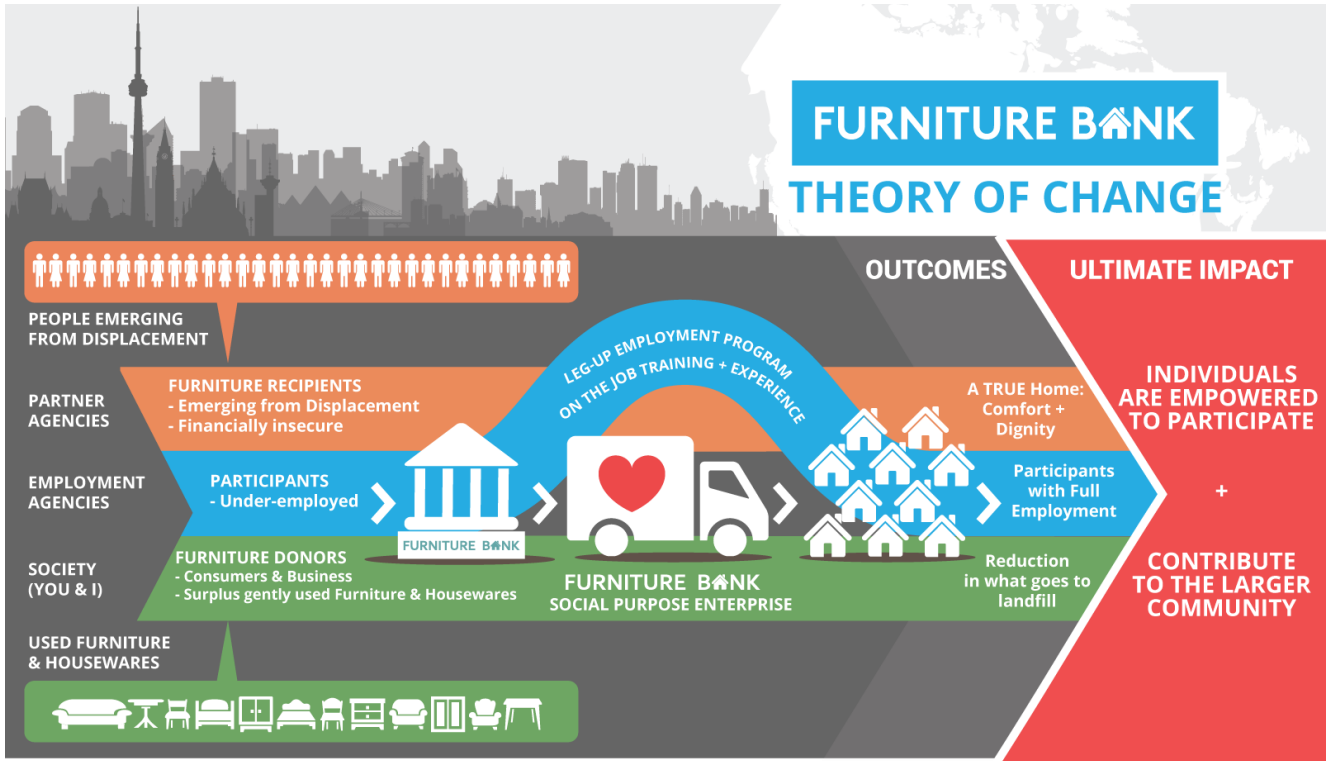




Our Theory of Change

Our Theory of Change framework was formalized in 2014 to articulate, in a visual way, how we work and which activities to undertake to help to achieve our intended impact.

After concluding an Impact and Strategic Clarity project, we used our Theory of Change as the foundation of our 3-year strategic plan, which outlines the organization’s goals for 2018 of expanding our client services, expanding our employment program and expanding our team to support these efforts. Centrally, the plan focuses on Furniture Bank expanding its reach in the GTA through partnerships.



OUR 2015 IMPACT

FURNITURE BANK

May 2016

WHAT SUPPORTERS LIKE YOU HELPED US ACHIEVE IN 2015

NUMBER OF CLIENTS SERVED

7,615 ▲ 30%
since 2014



FURNITURE DONORS

6,389 ▲ 21%
since 2014



NUMBER OF ITEMS OF FURNITURE DONATED



61,096

CLIENT SNAPSHOT



36% WOMEN & CHILDREN

27% REFUGEES & NEWCOMERS

25% FORMERLY HOMELESS

12% OTHER

TONNES OF FURNITURE DIVERTED



1,571

SOCIAL SERVICE AGENCY PARTNERS



90

VOLUNTEERS (INDIVIDUALS + CORPORATES)



1,413

▲ 34%
since 2014

COMMUNITY IMPACT

FURNITURE BANK

May 2016

HELPING SYRIAN REFUGEES

Supporting newcomers and refugees as they transition into their new life in Canada is an essential component of what we do everyday at Furniture Bank.

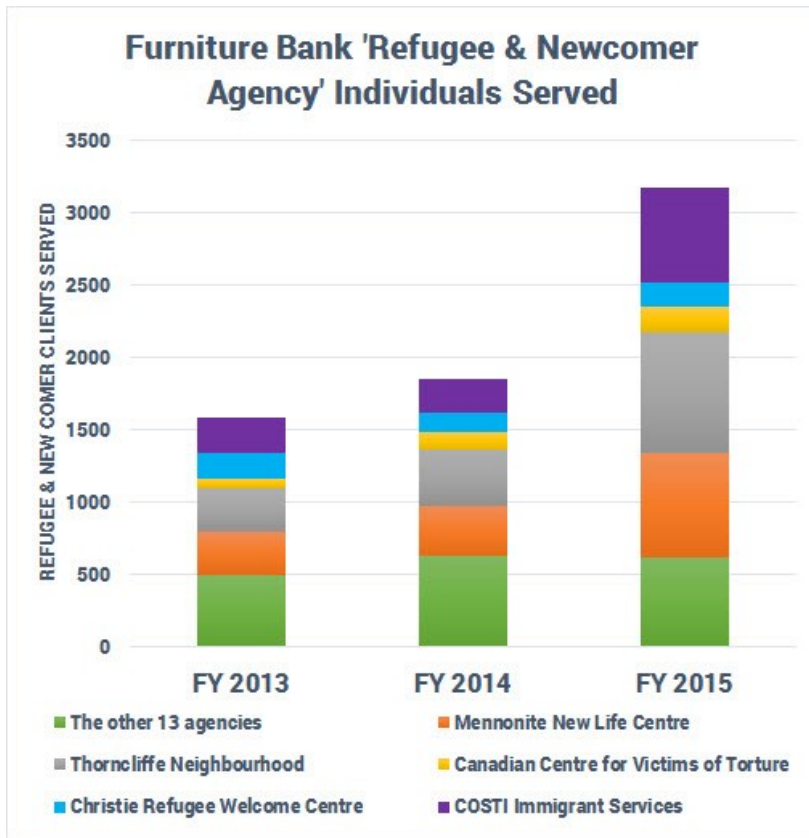
Because of our commitment to help provide dignity and stability to people facing displacement, when the government announced that the Greater Toronto Area welcoming over 4,440 Syrian refugees to our city, we saw it as our duty to go over and above to help.

Furniture Bank currently serves refugees every day through our existing partnerships with 18 refugee and newcomer settlement agencies in addition to Lifeline Syria, the Armenian Council as



"The warmth they (Furniture Bank) extended to the refugees means so much to them as they start a new life in Canada. The Bank's support will certainly leave an enduring impression on them. They will never forget that there were Canadians, like the Furniture Bank and its staff who opened their hearts and minds to ease their transition and to make their resettlement in Canada dignified and with the least amount of stress." -

**- Aris Babikian,
Retired Citizenship Judge &
Former President of the Armenian
National Federation of Canada**



“Before we were isolated and anxious because it was very difficult here, but now they are more comfortable“...”It's like a 180-degree shift.”

**– Waleed Alghdyan,
recently arrived Syrian father**

well as privately sponsored families. In 2015, we saw a 60% increase in refugee and newcomer clients served and have organizationally prioritized the needs of the incoming Syrian families and other refugees to the GTA in 2016 as settling refugees transition from temporary to permanent housing.

For refugees, including the current influx of Syrian newcomer families, the security and stability that comes with an established home plays a key role in the resettlement process and success of new beginnings.

As more Syrian newcomers become settled in their new country, we will continue to do all that we can to help ease the stress of creating a new home. We will continue to grow our operations to provide those who are new to Canada with the dignity and stability they deserve by assisting them in furnishing their homes.

CASE FOR SUPPORT

FURNITURE BANK

May 2016

JOIN US IN THE FIGHT AGAINST FURNITURE POVERTY

Furniture poverty describes the crippling condition of not being able to afford items of furniture to attain a basic standard of living and dignity. It is often silent because its prevalence is hidden behind the front door. It is a situation faced by a growing number of low income households in our communities.

We are all indebted to the use of furniture in helping us live fulfilling lives – imagine:

- a child doing homework without a desk and chair;
- resting after a day's work without a bed to sleep on;
- preparing a meal without the use of kitchen utensils;
- or resorting to storing your clothes in garbage bags on the floor.

At the very least, one's quality of life is severely affected; at worst, it becomes a contributing factor to social exclusion, as well as physical and mental distress.

Furniture is silent in its power. We understand the role of food, clothing and shelter in our lives but we often take furniture for granted, until we don't have access to it. Let's be clear, we believe a house is not a home without furniture with the dignity and warmth it provides. We believe it's even more difficult to move forward without the security and stability furniture brings us.

Furniture poverty, in the majority of cases, affects individuals and families transitioning out of homelessness or some other form of displacement. A severely limited income forces these populations to sacrifice household furniture in order to meet other financial needs like food, rent and utility bills, and education needs.

On average, based on our research it costs between **\$2,000 - \$5,000 to furnish a home** with used furniture. Comparing this to the gross monthly income of an individual living on

minimum wage in Canada - between \$1,725 and \$1,907 - it is easy to see why furniture is a lower priority, and often not an option, in low income households.

A gift of furniture, in its psychological, physical and financial benefit can be a leading factor in ensuring someone is less likely to re-experience displacement and provide stability in transition. For women and children escaping abuse, newcomers and refugees, and the formerly homeless, the security and stability that comes with an established home plays a key role in success of new beginnings.

Because this furniture deprivation exists behind closed doors, no one hears about it. And while all levels of government deserve recognition for committing to increase the stock of social housing for the homeless in our communities (for example: <http://www.20khomes.ca/>), there seems to be less said about the key ingredient that makes a house a home - furniture.

Now for the good news - this is a solvable problem.

In 2016, the [Toronto Environmental Alliance reported](#) in its report “Zero Waste Toronto: A Vision for Our City” that **6% of all waste sent to GTA landfills was reusable goods and that this number could be reduced to 4% if we sent used goods to organizations like Furniture Bank instead of the landfill**, and cited Furniture Bank as one of the leading waste diversion organizations in the GTA. This stat, owing in no small part to the trend to remodel and update the look and feel of our homes, proves there is an ample supply of used furniture that can alleviate - and in time eradicate - furniture poverty in our communities. Furniture Bank alone handles around 5 million pounds of furniture per year - in 2015, that helped to furnish the homes of over 7,600 people.

Furniture Bank acts as an intermediary between vulnerable populations that are in the process of re-establishing one’s life with a furnished home and those with unwanted furniture. If nothing else, this proves the basic tenets of a scalable model.

But we would like to think of it as the growth of the furniture poverty alleviation movement, that together with the support of our funders and donors:

- we will no longer think of gently-used furniture as waste,
- we will no longer disregard the impact of furniture in our lives
- we believe in giving those coming out of displacement the dignity of a furnished home.

Everyone deserves the comfort, dignity and security of a furnished home. Together, we can end furniture poverty.

THE SOCIAL IMPACT OF FURNITURE

FURNITURE BANK

May 2016

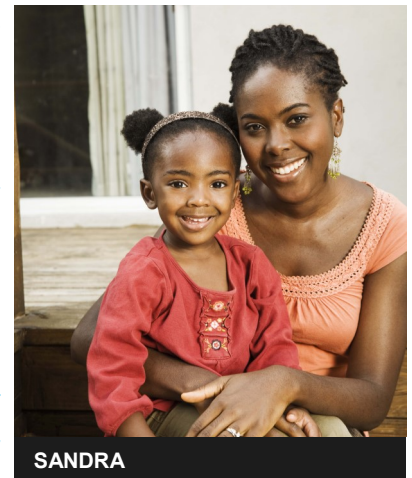
Furniture plays a crucial and though seemingly silent role in our lives. For our 7,000 clients per year, furniture has profound impact on their quality of life, such as:

- Decreased likelihood of re-experiencing displacement or homelessness;
- Improved physical and mental health;
- Improved financial stability by freeing up funds for other essential items;
- Increase ability and likelihood to participate in and contribute to the community, and
- Improved relationships with family and friends

SANDRA'S STORY

A young mother and her 3 year old child starting over

I am sure my story is not that uncommon, but at the time I felt very isolated and alone. As a young mother of a 3 year old, I was separating from my husband of five years. Our relationship had become very abusive and unhealthy, and once I left it became increasingly hostile. Luckily, I was able to receive housing on an expedited basis, but I did not have the financial capacity to buy furniture. I didn't have the work experience to find a job as I had been a stay-at-home mother. And I didn't have any education credentials. I was very vulnerable and I needed help.



I felt bad about having to access housing and welfare assistance, and I felt like many decisions were being made for me at that time. I was just finishing the Academic Bridging Program at the University of Toronto when all of this was happening.

Because I was leaving a hostile environment and the hostility towards me continued after the separation, 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. I needed furniture - and the furniture bank - so that I would be able to have a bed for my child and a dresser drawer to store her clothes.

When your parenting is under scrutiny and when you're trying to provide a stable and warm home for your child, you have to have furniture. It's one of those things we take for granted until we are sitting in an empty room without it. And for me as a university student, I really needed a desk to study at, a place to store my books. It's pretty hard to study on a bare floor and I couldn't just get up and go to the library with a toddler.

It's been several years since I went to Furniture Bank to receive furniture. I graduated with my Honours Bachelor of Arts, started my Masters, and found a meaningful career. Would I have been able to do that without furniture and the Furniture Bank? Maybe, maybe not... But it sure is nice to have support creating your home, having a bed for your daughter, and the dignity in choosing your own furniture to set you up for the future."

-Sandra

[Sandra is a single mother and currently attends Ontario Institute for Post -Secondary Education]

SKILLS TRAINING **EMPLOYMENT**

FURNITURE BANK

May 2016

LEG UP EMPLOYMENT PROGRAM

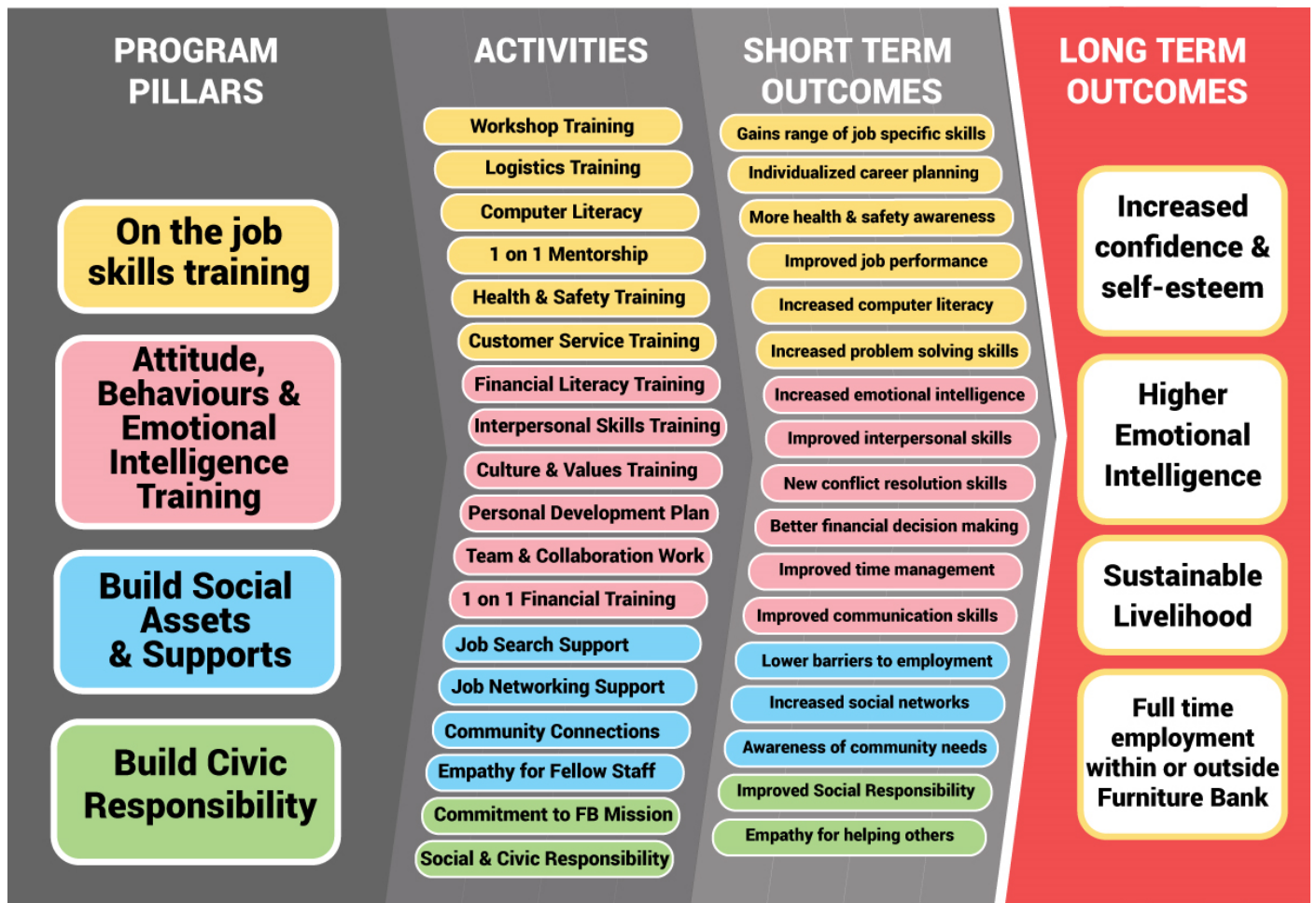
Since our founding, Furniture Bank has extended the empathy and support we offer to our clients into our workplace culture.

In the early 2000s, as we started to grow to meet the needs of our community, Sister Anne seized the opportunity to train and employ people who face barriers to employment to help in our efforts end homelessness and displacement. Every year, as the organization grew, Furniture Bank trained and hired marginalized youth and newcomers to Canada to help them gain the skills and experience they needed to better prepare them for employment beyond Furniture Bank.

In 2013 we formalized our employment and skills training by launching the Leg Up program help youth, newcomers and other who face multiple barriers to employment re-enter the workforce. Today, the goal of Leg Up is to foster personal and professional growth in an empathic environment, all while building participants confidence for the long term; ultimately helping them acquire the skills they need to find meaningful, long term employment and financial stability.



LEG UP LOGIC MODEL



Through our program we train 25-30 individuals annually. On average, 60% of participants are youth who face multiple barriers and require transitional training and employment to better prepare them for success in re-entering the job market.

As Furniture Bank grows, our aim is to help even more participants transition into life-long stability as active contributors to their community. Our eight employment agency partners throughout the GTA have expressed a strong appetite for the expansion of our program to handle a greater number of youth facing barriers to employment. In addition to increasing our capacity, our vision is to deepen the impact of Leg Up by offering an expanded program of soft and hard skills training.

INTAKE & TRAINING

FURNITURE BANK

May 2016

When a participant position becomes available in our internal operations, we circulate the posting to our agency partners to determine whether they have a suitable candidate. Our employment agency partners actively collaborate with us to identify, support and represent our participants unique needs, which ensures that we are able to select participants with the highest likelihood of success at Furniture Bank.

Upon joining the Furniture Bank team, each participant works with their manager to create a personalized training plan that reflects their goals and the job requirements. Training could include the following topics depending on individual participant's needs:

Life Skills	Employment Skills
<ul style="list-style-type: none">• Self-Awareness• Self Management (Achievement Orientation, Adaptability, Self Control, Persistence in Pursuing Goals)• Social Awareness (Empathy, Organizational Awareness)• Financial Literacy• Relationship Management (Conflict Management, Influence, Leadership, Teamwork)• Mindfulness	<ul style="list-style-type: none">• Customer Service• Health & Safety• Computer Skills• Furniture Repair• Financial Literacy• Driver Training• Salesforce (CRM)• Warehouse Logistics

Employment & Life Skills Training

Employment skills are developed through a combination of learning workshops and on-the-job training in one of four of Furniture Bank's areas of operations. On-the-job training could include the following areas depending on the participant's personal development plan.

- Sales and Customer Service (Call Centre, Client Services)
- Administration & Finance (Marketing, and Finance Departments)
- Furniture Repair (Workshop)
- Logistics (Warehousing, Driver's Helper)

In addition to employment skills training, our **experiential workshops** are designed to provide the experience of *rfbsojoh cz epjoh*. Led by Professional Certified Coaches, they offer a safe space for participants to build self-awareness and self-confidence, try on new behaviours and mindsets, and prototype new interpersonal skills that support the program's mission of preparing participants for meaningful, long-term employment. Unlike a traditional workplace, this approach allows participants to try new behaviours, make mistakes, and correct them. This combination of in-class and on-the-job experience is designed specifically for the way adults learn best, building participants cognitive skills and emotional intelligence in a safe and supportive environment.

Networking and Re-entering the Workforce

Throughout the duration of the *Mfh Vq* program, participants gain personal and professional development to help them re-integrate into the workforce and gain long-term stability. Due to Furniture Bank's growth over the last 3 years we often have multiple internal positions which participants are eligible to apply for, and many participants become full-time, long term employees at Furniture Bank. For example, **in 2015, 12 Leg Up participants were hired on as full-time employees at Furniture Bank**. In addition to hiring on graduates when we can, *Mfh Vq* offers participants networking opportunities with our vast network of business partners so that they can explore opportunities for employment that fit with their personal goals.

Financial Literacy Coaching

Because establishing sound personal financial management is key in achieving long-term stability, *Mh Vq* has evolved to incorporate financial literacy training. In 2012 we formed a partnership with **Credit Canada Debt Solutions** to offer group financial literacy workshops and in 2015 we launched a pilot program with **The Friendly Financial Coach** to provide one-on-one, customized and long-term coaching for *Mh Vq* participants.

Furniture Repair Workshop

In 2014 in order to divert even more furniture from the landfill, to introduce more furniture to our charitable stream and additionally to provide *Mh Vq* participants with an additional opportunity to learn woodworking, textile, furniture repair and reupholstery skills we re-introduced and formalized our Furniture Repair Workshop. In 2015 workshop participants diverted 898 furniture items from the landfill and reintroduced them into our charitable stream for clients to select.

2015 was an especially transformative year for our workshop as we entered into a partnership with **Miziwe Biik Aboriginal Employment & Training**. Through this partnership, we offered 11 students from their Pre-Apprenticeship Carpentry program an 8 week workplace practicum in Furniture Bank's workshop. Through this program, Miziwe Biik participants had full access to the workshop space and tools, as well trainers and mentors. At the end of the placement period, one of the Miziwe Biik students was hired on at Furniture Bank full time as Junior Workshop Trainer and continues to train others in the workshop.



MELANIE'S STORY

A participant finds fulfillment in bring furniture back to life over

A member of the Pinaymootang First Nation, Melanie was born in Winnipeg, Manitoba but has spent most of her life in Toronto. In the city, she explored the possibility of pursuing academics, but after a year at the University of Toronto she realized that she was a more hands-on person.

Sampling through the trades to get a more tactile learning experience, Melanie settled on carpentry, and came to Furniture Bank as a participant of the Leg Up Skills Training and Employment program. Melanie found a position in our repair workshop pilot project with Miziwe Biik's Pre-Apprenticeship Carpentry Program, a 27 week training program in partnership with George Brown College that prepares Aboriginal people for long-term employment, addressing the shortage of highly skilled trade people in the Greater Toronto Area (GTA).



Right from the start Melanie became completely engaged with the hands on experience, loving every minute of working in the workshop. It wasn't long before she realized that the skills she was acquiring would improve her overall quality of life, in terms of earning a living wage and becoming self sufficient.

"I am feeling more confident now with each step, and feel I will get better and faster as time goes on. I have learned many skills at George Brown College but felt I would never have the workspace to further craft my skills. Having the team at Furniture Bank make us feel comfortable and an amazing workspace has only further developed my skills. I am definitely on the right path. I see myself in a career in Carpentry or Cabinetmaking. Before coming here I thought it was just making cabinets."

MELANIE'S STORY

Continued....

Melanie enjoys working in a field where you feel good about finishing a project, and seeing right in front of you what you've accomplished and how it will help others.

"I love bringing the furniture back to life and making a family feel warm and cozy with their new gently used furniture pieces. I wanted to work in Finishing Carpentry and I couldn't have been put in a better place. Giving me this opportunity has opened up my creative self, but also to learn how to run my own business."

Since completing the program, Melanie has joined Furniture Bank as a full time Workshop Associate where she uses the skills she learned to take a leadership role refinishing furniture and training new Leg Up participants and volunteers in our workshop. Eventually, Melanie would like to apprentice with a qualified carpenter and obtain her Red Seal to expand her career path opportunities in the future.

OTHER LEGUP PARTICIPANTS...

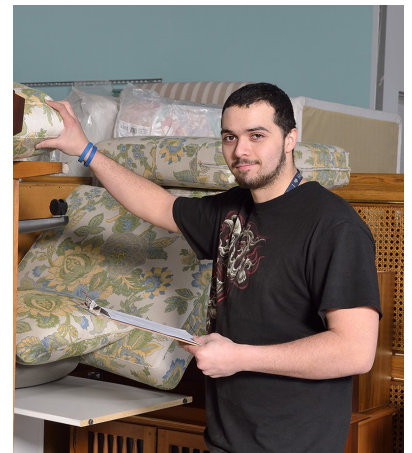
All Across the Charity & Social Enterprise



LLOYD (DRIVERS HELPER)



TOM (DISPATCHER)



BRIAN (WAREHOUSE ASSOCIATE)

LEG UP IN 2015

FURNITURE BANK

May 2016

In the last year we have witnessed how providing on the job skills training, workplace experience, and an empathetic space to learn and grow translates into personal life stability, security, and builds confidence from within. To demonstrate this we are thrilled to report that in 2015:

- 17 participants who face barriers to employment received on-the job customer service or logistical training and work experience in our warehouse, call centre, client services and finance departments.
- 11 aboriginal participants received specialized experience and training in our furniture repair workshop.
- A total of 12 participants demonstrated significant personal and professional growth, gaining them permanent full-time positions at Furniture Bank upon program completion.
- We hosted 4 of financial literacy workshops facilitated by Credit Canada with average of 5 attendees at each workshop



I am extremely honored to have an experience like this and give all my thanks to Miziwe Biik and Furniture Bank for the motivation to follow through. It is a great learning experience to further my skills, gain knowledge, hands on training, and to give back to the community.”

– **Anonymous,
Miziwe Biik Participant**

“This program has opened my mind and I feel confident that I am going in the right direction.”

– **Anonymous,
Leg Up Participant**

“By giving me meaningful work and a place to belong and grow, Furniture Bank nurtured me, helping me achieve independence for the first time.”

”

– **Miro, Former Participant &
Long-time Furniture Bank Driver**

MEASUREMENT & EVALUATION

FURNITURE BANK

May 2016


Since 2010, Furniture Bank has invested in the infrastructure and processes to ensure the majority of its social enterprise and charitable activities were capable of being measured and evaluated in order to determine our outcomes and impact. Currently our key measurement tools include:

- Participant, Client, Volunteer Surveys and story collection
- Salesforce (www.salesforce.com)
- Hubspot (www.hubspot.com)
- Google Analytics
- Manual recording & tracking in surveys

 **70,071**
People served

 **28,854**
Families helped

 **13,188**
Tonnes of waste diverted from landfill

 **225**
Leq up jobs created since 2006

Since 2013, we have made efforts to quantify the Social Return on Investment of Furniture Bank's activities. Social return on investment (SROI) is a principles-based method for measuring extra-financial value (i.e., environmental and social value not currently reflected in conventional financial accounts) relative to resources invested.

In 2014, Furniture Bank calculated a SROI of \$1.96:\$1.00, which has been studied by two academic research papers:

- **"Stakeholders Stories of Impact: The Case of Furniture Bank" from Social Purpose Enterprises - Case Studies for Social Change**, by Chan, Mook, Kislenko, 2014
- **"Approaches to Measuring Social Value: The Case of Furniture Bank"** by Chan, Mook, Kershaw, 2015

THE ECONOMIC REALITY...

Consider this scenario for the majority of our clients, working full-time at minimum wage:



1 Client monthly salary based on minimum wage

2 Market Based Measure for single person living in GTA. Market Based Measure refers to the basic 'basket of goods' required to meet a basic standard of living, includes food, clothing, shelter and other expenses (Reference: Human Resources Development Canada <https://www12.statcan.gc.ca/nhs-enm/2011/ref/dict/pop165-eng.cfm>). That would leave just \$189 per month for non-essential items and basic furnishings.

3 Social service agency and charity organization Fred Victor estimates a cost of \$5000 to furnish an empty apartment.

When caseworkers were asked about the impact of Furniture Bank in general, the top social impacts related to Furniture Bank clients were:

- Restoring clients' hope in the future (83%)
- Improving clients' self-esteem (78%)
- Improving clients' self-confidence (72%)
- Creating family stability (72%)

"When I got my son back and we had furniture, my place started to actually feel like a home. Before I had furniture I never wanted to go home at the end of the day - I always wanted to go to someone else's home."

– Olivia Sparks, Children's Aid Society

SCALING FOR GREATER IMPACT

FURNITURE BANK

May 2016

In May of 2015, **LIFT Philanthropy Partners** announced its partnership with Furniture Bank to support **building our capacity, scale our programs for greater impact, and increase revenue potential from our social enterprise.** The outcomes of this work result in increased job creation opportunities for participants of the *Mh Vq* program while servicing clients and donors at Furniture Bank.

In January 2016, KPMG provided support in this initiative to assess our social enterprise operations, and identify opportunities to improve our performance to serve more clients, donors and participants. The conclusion was a series of projects that when concluded in the summer of 2016 will permit a **40% increase in clients service, to over 9,000 clients in 2016 and to expand our Leg Up participant openings while expanding our earned revenue to over \$2million by 2017.**

“If there was no furniture bank in Toronto I would be sleeping on the hard floor and might even be in the hospital more than I should! The furniture bank helped me out when I asked for help.”

– **Troy Hopkins, former Client**



OUR NATIONAL FUTURE...

SCALING THROUGH PARTNERSHIPS

FURNITURE BANK

May 2016

To achieve our vision of ending furniture poverty in Canada, it is essential that we engage a wide cross-section of industries in our daily work. At Furniture Bank we rely on our diverse network of experts to assist us in expanding and maximizing our operations, and to better position us to serve our client groups to help them achieve the dignity and stability they deserve.

Agency Partners:

Clients are referred to Furniture Bank by one of our over 90 community agency partners which range from centres for women facing abuse to homeless shelters to newcomer settlement agencies. Because of our network of social service agencies, clients do not approach us directly, but go through a critical and reliable screening process first. There is no cost to the clients for the furniture and household items; however, there is a charge for delivery. These partnerships ensure anyone in need of a fresh start is invited to our showroom and given the dignity of choosing the items of furniture they would like to have in their homes. The following is a selection of the agencies we currently work with (a full agency list over the 90+ agencies can be found in the appendix):



Fife House



Eva's Initiatives



Interval House



LAMP
Community
Health Centre



Children's Aid
Society of
Toronto



Culture Link



COSTI Immigrant
Services



Native Women's
Resource Centre



Streets to Homes



The Redwood

Strategic Partnerships:

These partners provide us with a combination of management support, business expertise from its extensive partner network and other resources to help build Furniture Bank's capacity and scale its programs for greater impact (include logos).



Leg Up Employment Partners:

To ensure that our Leg Up program best responds to the needs of our participants, we rely on our employment partners' expertise. Our intake partners currently include:



Job Start



JVS Toronto



West
Neighbourhood
House



Investing in
Neighbourhoods



Miziwe Biik



Skills for Change



YES (Youth
Employment
Services)

Furniture Industry Partners:

One of our most successful strategies in building our capacity to serve more clients has been cultivating relationships with major furniture companies in our sector including who donate their excess furniture inventory, resources and / or expertise to ensure we continue to grow .



Sleep Country



Simmons



Endy Sleep



casalife



Crate and Barrel

grow .

Logistics Industry Partners:

These industry partners support better reaching our furniture donors, or supporting special pickups, and deliveries to clients when our social enterprise cannot. These relationships have provided additional social enterprise revenues, provided more employment and client impact opportunities, and allowed for sharing of best practices strengthening Furniture

Bank.



1-800-GOT-JUNK



You Move Me



1-800-RID-OF-IT



Collins & Greig
Cartage



Hino Motors

Waste Reduction Partners:

Handling millions of pounds of furniture all year round, Furniture Bank is an active participant in the City's community discussions and initiatives that are changing the way Torontonians reduce, reuse and recycle.



Social Franchise Partners:

Furniture Bank provides support to like minded organizations looking for support around operational logistics of their own furniture bank activities. This work permits Furniture Bank to ensure we take another step towards our goal of ensuring all Canadians have access to a furniture bank in their community.

- Exploratory Discussions
 - St. John, Newfoundland
 - Kitchener/Waterloo/Guelph, Ontario
 - Windsor, Ontario
 - Matthew's House Ottawa, Ontario



Scarborough Centre for Healthy
Communities (2 years)



Mississauga Furniture Bank
(completed)



Niagara Furniture Bank
(completed)



Corporate Volunteers:

At Furniture Bank we rely on our community to help us achieve our mission a perfect example is our corporate volunteer program which engages of over 1,500 individuals from 113 local companies and organizations annually. When corporate groups come to volunteer with us they have the choice to either help with showroom guiding, helping clients select their furniture, or they can work on furniture repair and reupholstery in our workshop. In 2015 our top 10 corporate volunteer partners were :



RBC



SOFA



CIBC



BMO



West
Neighbourhood
House



Home Depot



Ernst & Young



Toronto Catholic
District School
Board



Salesforce



KPMG

WHY YOUR SUPPORT MATTERS

FURNITURE BANK

May 2016

Across the Greater Toronto Area, too many of our neighbours are living without a basic, but essential element of human dignity: Furniture.

For women and children escaping abuse, newcomers and refugees, and the formerly homeless, the security and stability that comes with a furnished home plays a key role in success of new beginnings.



This year, our goal at Furniture Bank is to increase the number of clients we serve to over 9,000 and continue on our path of steadily improving and significantly growing our operations to fully meet the significant demand in our community in the coming years.

Currently, Furniture Bank has an additional **150 Agency** partners in the GTA that are actively requesting access to our services. The clients they represent on an annual basis, all of whom need furniture, would mean a 300% increase in client support - to over 30,000 clients each year. Our ability to address this need is a function of growing our furniture supply, our day to day operations, and increased trucking logistics.

Your support can play a transformational role in helping us to expand our operations in all respects to ensure that no one in our city is living without the dignity and stability of having a furnished home. Specifically, your financial contribution would help us by growing our capacity to engage more Leg Up participants by offering increasingly meaningful employment and skills training, as well as supporting the overall growth of our truck fleet. By investing in these areas, **together we can provide stability and a fresh start to more deserving people in our community.**

APPENDIX 1

AGENCIES WE SUPPORT

- Adam House
- Afghan Women's Organization
- Anduhyaun Shelter
- AURA
- Birkdale Residence
- Canadian Centre for Victims of Torture
- CCAS Child and Youth Services
- Children's Aid Society of Toronto
- Christie Refugee Welcome Centre
- COSTI Immigrant Services
- COTA
- Covenant House
- CultureLink
- Dixon Hall
- Dr. Roz's Healing Place
- Ernestine's Women's Shelter
- Eva's Initiatives
- Family Residence
- FCJ Refugee Centre
- Fife House
- Fred Victor
- Good Shepherd
- Habitat for Humanity Toronto
- Harbour Light Ministries SA
- High Park/Parkdale TESS
- Horizons for Youth
- Humewood House
- Interim Place North Branch
- Interval House
- Jessie's - The June Callwood Centre
- Jewish Family and Child
- JobStart
- John Howard Society of Toronto
- Julliette's Place
- LAMP Community Health Centre
- Lifeline Syria
- Mary's Home
- Massey Centre for Women
- Matthew House
- Mennonite New Life Centre
- Miziwe Biik
- Native Child and Family Services of Toronto
- Native Men's Residence
- Native Women's Resource Centre
- Nazareth House
- Nellie's
- Newcomer Centre of Peel
- North York Community House
- North York Women's Shelter
- Oasis centre des femmes
- Pape Adolescent Resource Centre
- Parkdale Intercultural Association
- Reconnect Mental Health Services
- Robertson House
- Romero House
- Rosalie Hall
- Salvation Army - Evangeline Residence
- Salvation Army - Peel Family Shelter
- Savard's Women's Shelter - HFS
- Scarborough Furniture Bank
- Seaton House
- Sisters of Life
- Sojourn House
- St. Leonard's Society of Toronto
- St. Stephen's Community House
- Streets To Homes
- Supporting Our Youth
- Surrey Place
- The Four Villages Community
- The Learning Enrichment Foundation
- The Queensway TESS
- The Redwood
- The Remix Project
- The Scott Mission - Men
- The Scott Mission - Women & Family
- Thorncliffe Neighbourhood
- Toronto Community Hostel
- Toronto Council Fire Native Cultural Centre
- Toronto Professional Firefighters' Assoc
- Toronto Public Health (Bed Bug Project)
- West Neighbourhood House
- Women's Habitat
- Women's Residence
- Working Women Community Centre
- YMCA Centre
- YMCA Sprott House
- Yonge Street Mission
- Yorktown Family Services
- Youth Without Shelter
- YWCA

APPENDIX 2

MEDIA ARTICLES

2015 was a tremendous year for visibility and awareness of Furniture Bank, and producing the best media articles here would be wasteful. See all of our recognition with the public, government and corporate groups here:

<http://www.furniturebank.org/us/media-kit/>



CBC News Toronto
December 23, 2015 (at 37.00)



Breakfast Television
Live Eye – GivingTuesday



Global News
6 ways you can help Syrian refugees settle in Toronto



Now Toronto
Five ways you can support syrian refugees in toronto



Global News
From coast to coast: how Canadians can help Syrian refugees



Huffington Post
5 Ways To Help Syrian Refugees Settle In Canada



Toronto Star
Chairs get second shot at love after Chair Affair auction



Toronto Sun
Take a seat for charity and change a life



CityLine
'Home Day' (aired October 29, 2015)



CP24
Charity provides furniture to those in need



CBC News
CBC News: Toronto – Oct 28, 2015