

# GOODWILL NIAGARA



**SHOP/  
DONATE  
NONPROFIT**

GoodwillNiagara.com

**NO TAX**



## 2017/18 ANNUAL REPORT

### MESSAGE FROM CHAIR AND PRESIDENT

Goodwill Niagara has been helping people in the Niagara Region for over 24 years. We now have six locations to donate and shop in the Region with stores in St. Catharines, Niagara Falls, Welland and Port Colborne.

This year was a big year for our Niagara Falls location as we relocated it to a bigger, brighter spot at 6777 Morrison Street. This location features an easy drive up donation area and lots of room for shoppers to check out the hidden treasures.

We are proud to continue our mission of providing work opportunities and skill development for people with barriers to employment or independence, and affordable housing for seniors. When your generous donations are sold at our retail locations, the money goes back into our community to create jobs, training programs and affordable senior housing in Niagara.

Goodwill Niagara plays a vital role in recycling throughout the Niagara Region. Last year, Goodwill Niagara kept 7.2 million pounds of usable items out of landfills. This not only helps the environment, but it also changes lives and strengthens families in our community.

When your generous donations are sold at our retail locations, the money goes back into our community to create jobs, training programs and affordable senior housing in Niagara. We thank you for your ongoing support.



**Don Chambers**  
*Board Chair*



**Laura Hills**  
*President & CEO*

## HIGHLIGHTS

Recycled 7.2 Million pounds of usable items out of the landfill



Provided services and training to 1,048 clients with barriers to employment and independence.



Over 337,620 customers supported Goodwill Niagara by shopping at our retail stores.



We received donations from 161,802 very generous people in our community.



Community volunteers donated 11,195 hours of their time to support Goodwill Niagara. Their time equals over \$128,600 in value to our organization.



4,461 individuals were served through Goodwill Niagara Community Centres.



Goodwill Niagara currently employs 110 staff members.

# VOLUNTEERS



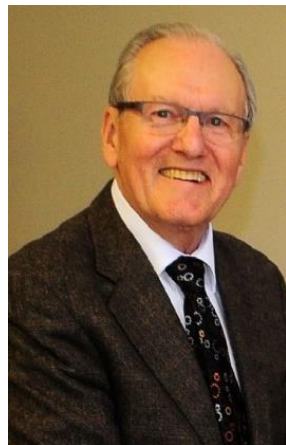
We would like to thank all of our volunteers for all the great work they do.

Two long term volunteers that stand out for their lengthy commitment to our organization are Phyllis Kerkhoven and Garry Smith.

They have both been volunteers on our Board of Directors for over 30 years. They started with us when we were known as Amity Goodwill. Their memories of some early Board meetings include a hands-on meeting where they helped build shelving for the store. In 1994 the Amity store became Goodwill Niagara. Today with six Goodwill Niagara locations, they are still helping to make a difference.

Phyllis is Board Secretary and Garry is the PR Chair. They were both honoured earlier this year at the St. Catharines Volunteer Recognition Awards.

We are very thankful for Phyllis, Garry, our Board of Directors and everyone else who generously gives their time and talents to help Goodwill Niagara.



# SUCCESS STORY

We have a lot of long term hardworking staff members at Goodwill Niagara. One in particular is Joanne Chapko.

Joanne has been working at Goodwill Niagara stores since December of 1999. In that time, she has held many positions from Store Manager, to Trainer and Volunteer Coordinator.

The experience she brings to Goodwill Niagara is invaluable. She has over 40 years of customer service

experience, having worked for Robinson's department store for 14 years and Amity Goodwill for 6 years in Hamilton, before coming to join us at Goodwill Niagara. She has trained literally thousands of people over the years on customer service, merchandising and cash handling skills.

Joanne has retired twice briefly, but keeps coming back. She says it's all about the people she works with. She loves to learn new things and teaching others.

We are lucky to have someone with Joanne's expertise with us to help train good employees at our stores. Thank you Joanne for all you do!

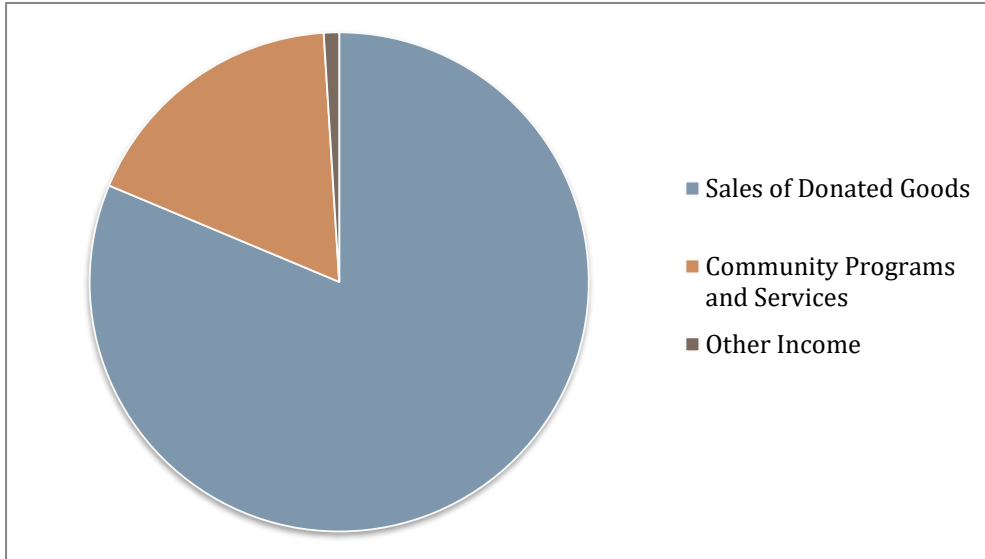


## HOW REVENUE IS GENERATED

Sales of Donated Goods – 82%

Community Programs & Services – 17%

Other Income – 1%



## HOW FUNDS ARE SPENT IN NIAGARA

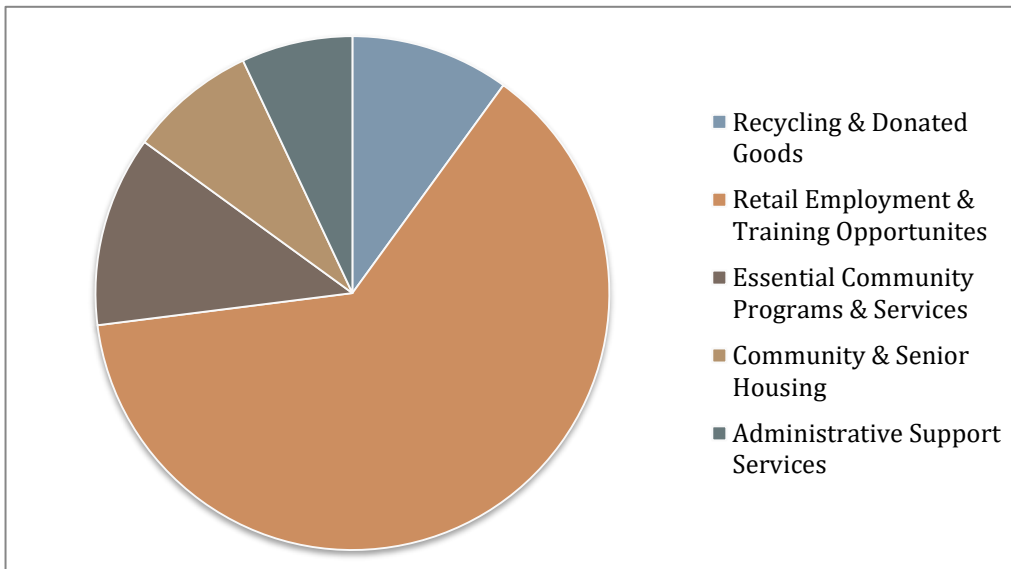
Recycling & Donated Goods – 10%

Providing Retail Employment & Training Opportunities – 63%

Providing Essential Community Programs & Services – 12%

Investing in Community & Senior Housing Facilities – 8%

Administrative Support Services – 7%



## **BOARD OF DIRECTORS**

Don Chambers –Chair

Dalton Clark

Timothy Curtis

Neil Cuthbertson

Paula Harris

Wesley Helms

Phyllis Kerkhoven

Eleanor Lancaster

David Leprich

Stan Pride

Amanda Shanks

Garry Smith

## **EXECUTIVE STAFF**

Laura Hills

*President & CEO*

Karen Droblich

*Vice President of Operations*

Bob Romeo

*Director of Marketing*

Nel Scarry

*Director of Human Resources*

Roumi Ivanova

*Director of Retail Operations*

Stephen McKay

*Finance Manager*

## **HEAD OFFICE**

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[info@goodwillniagara.com](mailto:info@goodwillniagara.com)



## RETAIL & DONATION CENTRES

### ST. CATHARINES

495 Welland Avenue  
228 Glendale Avenue

### WELLAND

572 Niagara Street  
1 Churchill Avenue

### Attended Donation Centre

700 Humberstone Road

### NIAGARA FALLS

6777 Morrison Street

### PORT COLBORNE

45-53 West Side Road

When you donate or shop at Goodwill Niagara, the revenues from sales go back into our community to create jobs, training programs and affordable senior housing.

# GOODWILL NIAGARA FAST FACTS

Goodwill Niagara is a **non-profit organization** that has been **helping people in Niagara** since 1994.

We operate affordable **Senior Housing** residences in **St. Catharines** and **Welland**.

We charge **No Tax** when making a purchase at any of our **6 stores**.

**Constructing Our Future** is a program that **provides skills** in the construction trade to **at-risk youth**.

Goodwill Niagara's **Successfully Suited** program **provides attire** for those currently looking for work.

#### OUR MISSION

Provide work opportunities and skill development for people with barriers to employment or independence, and affordable housing for seniors.

#### OUR VISION

Our vision is to enrich our community by improving the lives of people with disabilities or barriers to independence by providing essential programs and services through partnerships and the responsible use of community resources.

#### OUR VALUES

We put people first.

We will conduct ourselves with honesty and integrity.

We will hold ourselves and our people accountable.

We will seek opportunities to incorporate our mission into our business operations.

We will constantly seek out opportunities to collaborate.

We will encourage innovation and risk taking to achieve our mission.

We will provide opportunities for the growth and development of people.

We will strive for excellence.

We believe in the power of work.

## FRIENDS OF GOODWILL



[www.goodwillniagara.com](http://www.goodwillniagara.com)



Charitable Number: 140591645 RR0001