



# ANNUAL IMPACT REPORT

2024



# TABLE OF CONTENTS

*"I was so tired living on the streets, and now [at The Lighthouse] I feel safe."*

Participant

1. From the Executive Director
2. Services Offered at The Lighthouse
3. From Homelessness to Hope
4. Homelessness Trends
6. Health and Community Connection
7. Mental Health & Wellness Services
8. A Glimpse of 2024
9. Housing Services
10. Ministry at The Lighthouse
11. Partners Highlight
12. Your Support Transforms Lives
13. Keeping Hope
14. Award Highlights
15. Gratitude
16. Volunteer Highlight
17. Signature Events



# FROM THE **EXECUTIVE DIRECTOR**

**Dear Friends, Partners, and Supporters,**

As I look back on 2024, one word comes to mind: **Impact**. This year, The Lighthouse has continued to be a place of refuge, renewal and hope for so many in our community. Through the collective effort of our staff, volunteers, donors and partners, we have provided shelter, food, stability and hope to men, women and youth who are facing homelessness, addiction and crisis.

Behind every number and statistic shared in this report is a **story** – a senior finding stability, a mother securing safe housing to be reunited with her children, a young person discovering their potential. These are the lives forever changed because of your generosity and support. The impact of your kindness extends far beyond what we can measure; it is felt in the hope restored, the confidence regained and the futures reclaimed.

None of this would be possible without you. Your belief in our mission fuels this work and reminds us that, together, we can provide hope, home and a future for people who are experiencing homelessness in our community. As we continue through 2025, the team at The Lighthouse does so with gratitude and determination, knowing that the work is far from over – but also knowing that we do not do it alone.

Thank you for making **hope** possible.

I invite you to explore our 2024 Annual Impact Report for deeper insights into The Lighthouse's work. For additional information, please visit [orillialighthouse.ca](http://orillialighthouse.ca).

Should you have specific inquiries, feel free to reach out by email at [linda@orillialighthouse.ca](mailto:linda@orillialighthouse.ca).

With appreciation,

*Linda Goodall*

Linda Goodall



# SERVICES OFFERED AT THE LIGHTHOUSE

Addressing homelessness requires a comprehensive approach that spans the entire **housing continuum**. This means our community requires a range of housing options, from emergency shelters to permanent, stable homes, and providing continuous support to help individuals maintain their housing. By ensuring access to necessary resources and assistance, we can help people stay housed and achieve lasting stability.

At The Lighthouse, in 2024, we offer 12 essential services to support the housing continuum.

1. **Emergency Shelter - Adult**
2. **Emergency Shelter - Youth**
3. **Supportive Housing**
4. **Outreach - Adult**
5. **Outreach - Youth**
6. **Spiritual Support**
7. **Medical Clinic**
8. **Mental Health Services**
9. **Warming Centre**
10. **Community Daytime Program**
11. **Community Meal Program**
12. **Food Services Program**

**"It was scary. I've always had everything, but for the first time, I had nothing."**  
Participant

# FROM HOMELESSNESS TO HOPE

## ONE YOUTH'S Journey

Homelessness is often a journey that's hard to understand, especially for those who haven't lived it. At The Lighthouse, we believe in learning from those who have been through it, like Ines, whose story is one of incredible resilience and transformation.

At age 13, Ines found herself in a in a tough environment, living with addiction, abuse, and a fractured family. At 17, she was forced to leave her home and ended up in a shelter, on the streets and then supportive housing. Her early life was shaped by a cycle of **instability**, including years of **addiction** and living in unsafe conditions.

Despite these overwhelming odds, Ines never gave up. After enduring homelessness and trauma, she found the **strength** to enter a rehabilitation program that changed her life. It was during her recovery that she came to Orillia and began volunteering at The Lighthouse, which led to her becoming a staff member.

Ines now uses her past experiences to help others facing similar challenges. She understands the importance of the **support systems** at The Lighthouse – tools like success plans and housing support – that help individuals regain control over their lives.

Today, Ines is three years sober, has her own apartment, and is studying social service work. Her story shows the difference that **compassion**, support, and community can make.

At The Lighthouse, we are honored to walk alongside individuals like Ines, working to shorten their experience of homelessness and help them thrive.

Read Ines' full story in [OrilliaMatters](#).



# HOMELESSNESS

## TRENDS

### INCREASE IN Homelessness

The Association of Municipalities of Ontario (AMO) released a comprehensive study, Municipalities Under Pressure, that reveals the unprecedented and growing toll of homelessness on individuals, families, communities, and governments. It outlines the risk of inaction as well as the ways that we can work together toward a solution.

Ontario is at a tipping point in its **homelessness crisis**. More than 80,000 Ontarians were known to be homeless in 2024, a number that has grown by more than 25% since 2022. Without significant intervention, homelessness in Ontario could double in the next decade, reaching nearly 300,000 people in an economic downturn.

The crisis stems from decades of underinvestment in deeply affordable housing, income support and mental health and addictions treatment, combined with escalating economic pressures on communities.

**80,000+**  
homeless in  
Ontario 2024

**92%**  
increase from 2023 to  
2024 in total  
interactions  
supported through  
The Lighthouse  
Outreach

### ROLE OF The Lighthouse

With the rising homelessness crisis in Ontario, The Lighthouse shelter consistently operates at **full capacity**, sheltering 50 men and women and 8 youth every night, as well as 20 individuals in supportive housing.

Encampments, in particular, have become a controversial topic. This is a constant balancing act as all levels of government and social services work tirelessly to manage the situation.

In Orillia, the Outreach team has seen a 56% increase in the number of unique individuals we have engaged with, reflecting the growing need for support. In 2024, we connected with 1,013 unique individuals, having over 9,200 interactions in total. While this shows the commitment and reach of the team, it also highlights the scale of the issue.

To navigate through this crisis, **long-term solutions** are essential. This includes expanding supportive housing, addressing the rising cost of living, enhancing mental health and addiction support, implementing policy changes, and dismantling systemic barriers that contribute to homelessness.

# HOMELESSNESS

## TRENDS

### FOOD Insecurity

Food insecurity is a growing issue in many communities, including Orillia. It refers to the lack of consistent access to enough **nutritious food** for an active, healthy life. Factors like rising living costs, unemployment, and housing instability can contribute to people struggling to meet their basic food needs.

At The Lighthouse, we provide three meals and two snacks daily to individuals staying in our shelter in addition to our community bagged lunch program, which operates four days a week. Through strong **community partnerships**, like our collaboration with our local food banks, we ensure that people can receive consistent access to nutritious food. These efforts are part of our broader commitment to supporting the well-being of our community.

**122,381**  
meals/snacks  
served at The  
Lighthouse in 2024

### LACK OF Housing

A single person who has had to go on Ontario Works, receives \$733/month. The Average Market Rent (AMR) in the City of Orillia for a bachelor apartment is \$966/month. The AMR for a one-bedroom is \$1171/month. How can one possibly move out of homelessness when they can't even afford rent, let alone food, heat, hydro, and basic living expenses?

The AMO Report urges provincial and federal governments to take significant, **long-term action** on affordable housing, mental health and addictions services, and income supports to fix homelessness and improve communities' economic foundations and quality of life.

Only together as a **community**, can we continue to support the immediate crisis, as well as continue to develop long-term solutions.

**81**

Move-Ins  
from The  
Lighthouse to  
housing in  
2024

# HEALTH AND COMMUNITY CONNECTION

## MEDICAL Clinic

The medical clinic at The Lighthouse continues to provide essential care to individuals experiencing homelessness, reducing stigma by offering a safe, non-judgemental space for treatment. In 2024, the **physicians, community paramedics and chiropract** addressed acute care, medication management, and chronic conditions. Diverting individuals from the hospital emergency room has a huge economic benefit to our community.

By partnering with the Couchiching Family Health Team, Couchiching Ontario Health Team and County of Simcoe Paramedics, the clinic ensures personalized **on-site care**. This approach helps improve health outcomes, reduces reliance on emergency rooms, and creates trust within the community.



**670**  
appointments in  
the medical clinic  
in 2024

## Youth & Adult Outreach in 2024

**1,013** unique individuals served

**9,263** interactions

The Lighthouse offers adult and youth outreach services to support individuals facing homelessness. The outreach team provides resources, guidance, and referrals to help **connect** them with housing, healthcare, and other essential services.

By building **trust** and offering immediate support, they work to reduce homelessness and promote long-term stability.

[orillialighthouse.ca/outreach/](http://orillialighthouse.ca/outreach/)

## OUTREACH Services

# MENTAL HEALTH & WELLNESS SERVICES

According to the 2022 Simcoe County Homeless Enumeration, 73% of individuals surveyed identified mental health issues as a primary factor contributing to their homelessness. The Lighthouse has been able to provide services that are often unavailable at other shelters, particularly in **mental health and wellness**. Given the increasing challenges related to substance use and mental health, expanding these services has become even more essential.

In 2024, we formed a partnership with CFS Counselling & Wellbeing to bring a mental health worker onsite, a collaboration that has proven to be invaluable. In early 2025, we've taken another significant step by hiring a Mental Health Services Director. With a dedication to creating a comprehensive community **mental health system of care** for our participants, there will be an emphasis on four key areas:

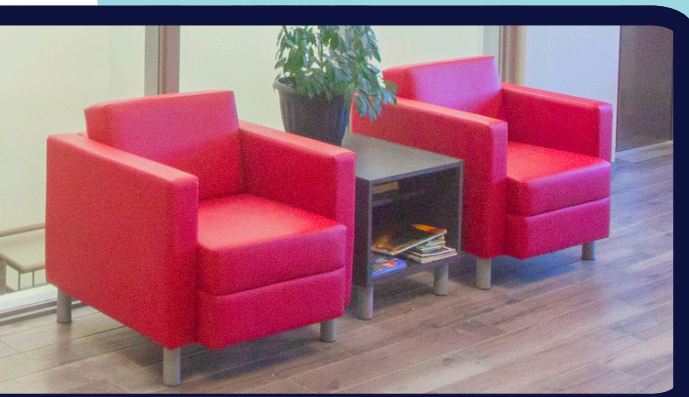
1. Organizational Wellness
2. Social Work (Consult)
3. Community Partnerships
4. Participant Engagement

## CFS Mental Health Services

**372** Unique Individuals Served

**612** Direct Service Hours

**17** Workshops Facilitated



This new role will be critical in strengthening our mental health services and partnerships as well as building a comprehensive support system with our community.

To learn more, go to [orillialighthouse.ca/mental-health](http://orillialighthouse.ca/mental-health).

# A GLIMPSE OF 2024



Out of respect for participants' privacy, enjoy the photos of our volunteers, staff and community members.

# HOUSING SERVICES



## SUPPORTIVE Housing

In 2024, our Supportive Housing program made a significant impact by providing **comprehensive support** to individuals preparing to move into permanent housing.

We strengthened our programs, enhanced our **case management** approach and increased services needed to thrive, supporting a number of participants to move successfully into permanent housing in our community.

**25** participants accessed Supportive Housing

**5** moved into permanent housing

**90** program sessions

## EMERGENCY Shelter

The first step in addressing the numerous challenges faced by people experiencing homelessness is **housing**. By providing emergency shelter, we ensure that people's immediate needs are met and offer them a safe environment.

The Lighthouse emergency shelter for men, women and youth is open 365 days a year for people experiencing homelessness. We are staffed 24 hours/day to ensure safety, wellness and support.

**322** Total Unique Individuals

**195** Unique Adults Ages 25-54

**60** Unique Youth Ages 16-24

**67** Unique Seniors Ages 54+

**20,410** Total Nights of Shelter

# MINISTRY AT THE LIGHTHOUSE

## SPIRITUAL Support



The Lighthouse was founded over 30 years ago by a few churches who got together to create a youth centre before it became a men's shelter and then the community services and supportive housing that we are today.

As a Christian organization, we continue to offer spiritual support to anyone who has questions. Using specific funding from four local churches, we are grateful to have a Ministry Coordinator on staff.

During the day, the Ministry Coordinator sits in the cafe with a sign that says, "I Have Questions." People can talk and have a discussion about God or other faiths or simply chat.

Our Ministry Coordinator has also been critical in supporting participants, staff and volunteers by providing hope. They facilitate opportunities to gather and pray as well as group **conversations** about addiction, boundaries and emotional wellbeing. In addition, we offer quarterly memorial services to grieve the loss of others for those who choose to attend.

Partnering with local churches is crucial for securing volunteers, funding, and other vital resources. Our team has also had the opportunity to speak at various churches, sharing the work we do and the impact we are making in the community together.

As a Christian organization, we are committed to **welcoming** individuals from all backgrounds. We are aware of unfounded rumors in the community suggesting that we do not accept certain genders, races, or sexual orientations. These claims are untrue. At The Lighthouse, there are no faith-based requirements for accessing our services. We embrace diversity and extend a warm welcome to all, including participants, staff and volunteers.

For more information about the spiritual support offered at The Lighthouse or to get involved, reach out to [ministry@orillialighthouse.ca](mailto:ministry@orillialighthouse.ca)



# PARTNERS HIGHLIGHT

## COMMUNITY PARTNERSHIPS TO Solve Homelessness

As a housing-focused shelter, The Lighthouse is committed to making homelessness as brief as possible while helping people return to permanent accommodation.

To achieve this, we **collaborate** with various community organizations to provide onsite drop-in support as well as community partnerships. Our aim is to build relationships and supports so that when individuals are housed, they are already **connected to the community**.

Working in partnership creates a critical network of wraparound services designed to help prevent people from returning to homelessness.

Community partners include mental health support, medical, addiction support, library book exchange, Ontario Works applications and check-ins, art drop-in, employment support, and so many more. We also have a number of partners in the community who provide essential services for participants.

Explore our list of continually evolving partners at:  
[orillialighthouse.ca/partnerships](http://orillialighthouse.ca/partnerships)



Friends from the Orillia Public Library

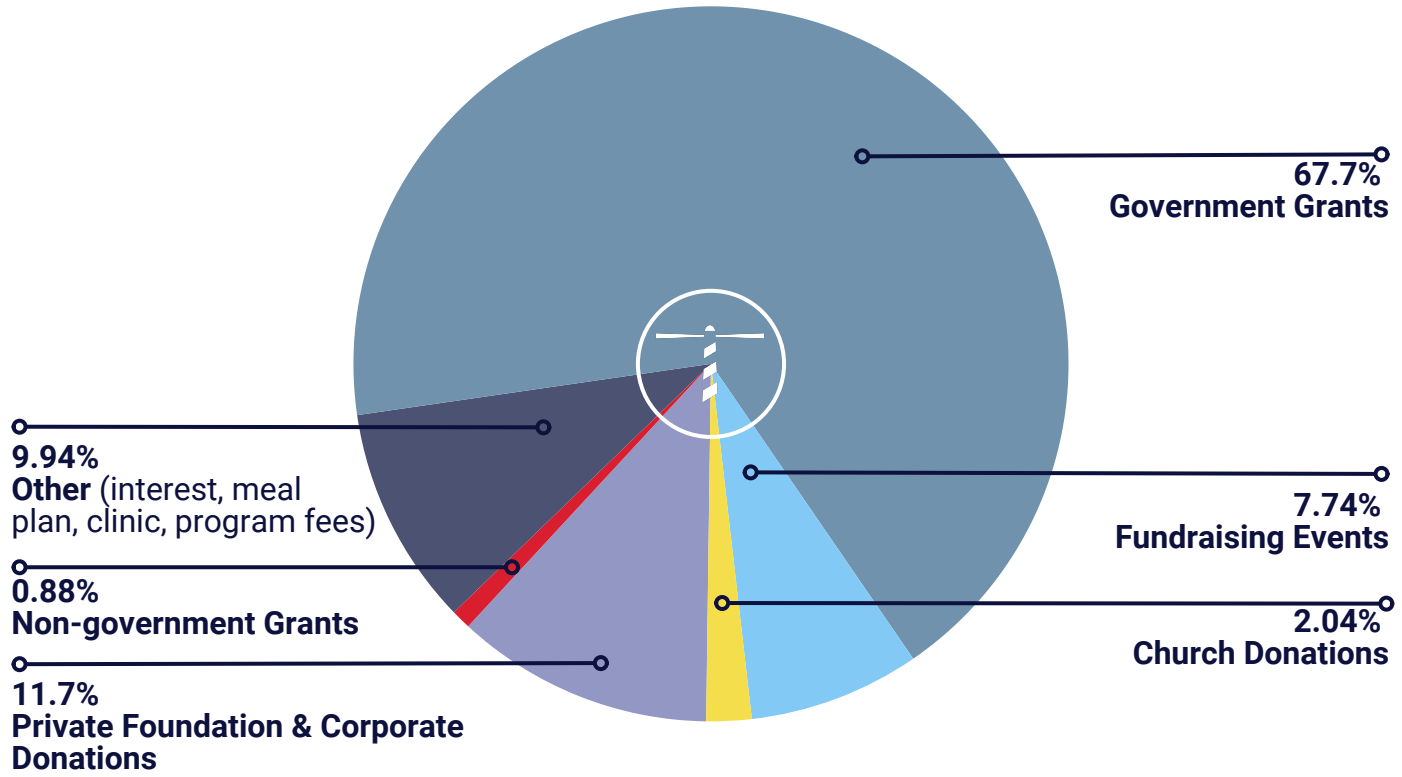
**50+** Partnerships - On-site and within the Community

**563** On-site Partner Participant Drop Ins



# YOUR SUPPORT TRANSFORMS LIVES

## 2024-2025 Budgeted Income



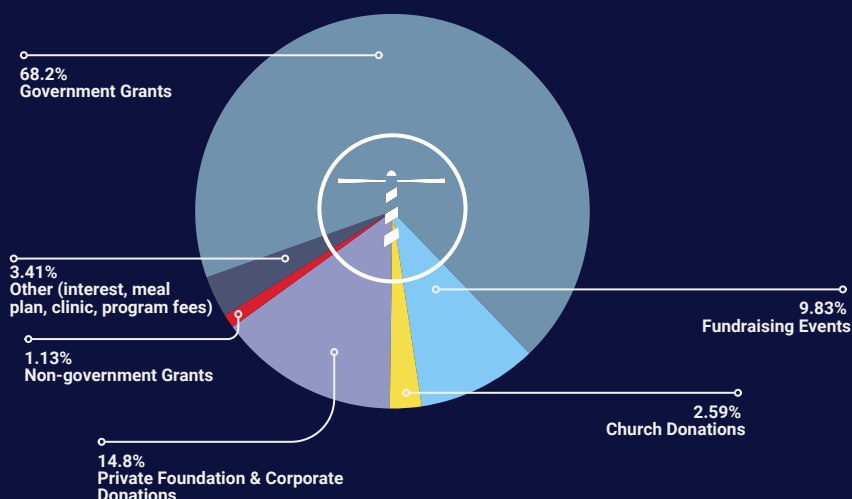
**Our annual operating budget is \$4.3 million.**

Government Grants for Community Services equal 68.2% of the total budgeted income, leaving just over \$1 million to raise in non-government grants, foundations, donations, events, etc.

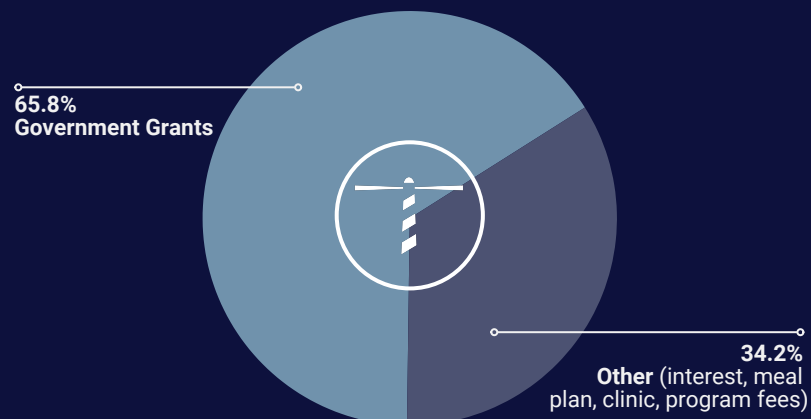
To request a copy of The Lighthouse audited financial statements, go to our website here:  
[orillialighthouse.ca/impact-report/](http://orillialighthouse.ca/impact-report/)

## 2024-2025 Budgeted Income By Program

### Community Services



### Supportive Housing



# KEEPING HOPE



## What is Keeping Hope?

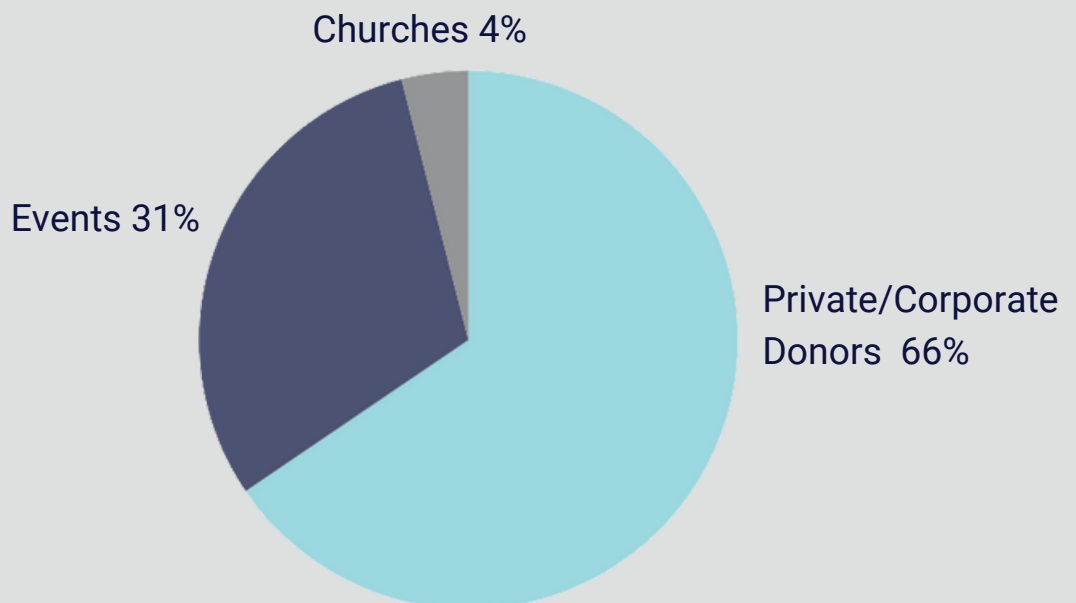
The Keeping Hope Campaign has a goal to fundraise \$1,000,000 by the end of 2025! This campaign is about more than fundraising – it's about creating **lasting change**.

Your support helps The Lighthouse provide **vital services**, including emergency shelter, supportive housing, mental health and medical resources, and community meals for individuals who are facing homelessness and food insecurity in Orillia. By contributing, you're **investing in the community**, empowering lives and strengthening the foundation of our community, ensuring that hope remains within reach for all. Together, we're building a future where hope thrives.

Go to our website to learn more:  
[orillialighthouse.ca/keeping-hope-campaign](http://orillialighthouse.ca/keeping-hope-campaign)

## Keeping Hope in Action

Empowering Lives, Strengthening Community



**Goal: \$1,000,000** By December 31, 2025

[orillialighthouse.ca](http://orillialighthouse.ca)  
Join Keeping Hope Today

# AWARD HIGHLIGHTS OF 2024

## COMMUNITY BUILDERS AWARD

In 2024, The Lighthouse was proudly recognized as the winner of the Community Builders Award at the OrilliaMatters Community Builders Awards ceremony. This honour celebrates the organization's commitment to supporting people who are experiencing homelessness in Orillia.

This award is a reflection of the impact that collaboration can have, showing how positive change happens when a community unites to support its most vulnerable members.



Pictured right: Charlene Taylor, Board Member and Linda Goodall, Executive Director

Pictured below: Linda Goodall and Senator Boniface

## KING CHARLES III CORONATION MEDAL

In December 2024, Linda Goodall, Executive Director of The Lighthouse, was honoured with the King Charles III Coronation Commemorative Medal. Presented by Ontario Senator Gwen Boniface, the medal recognizes individuals who have made significant contributions to their communities.

Senator Boniface praised all honourees for their dedication during challenging times of the pandemic, noting their remarkable impact on the community.

Linda accepted this award with honour, acknowledging that it was a reflection of the collective effort of everyone at The Lighthouse, as well as the strong support of our community in Orillia.



# GRATITUDE

## JAMES A. BURTON & FAMILY FOUNDATION

The James A. Burton & Family Foundation (JABFF) has made a transformative contribution to The Lighthouse, by donating \$1 million to establish the Jeffrey Burton Youth Wing. This dedicated space offers eight beds for youth aged 16 to 24, providing a haven for youth experiencing homelessness. The wing is a tribute to Jim Burton's late son, Jeffrey, reflecting the family's commitment to creating lasting, positive change in their community.

Beyond this significant donation, JABFF initiated a unique 3:1 fundraising challenge, pledging to contribute \$3 for every \$1 donated by the public. This initiative raised over \$1.28 million, demonstrating the power of collaborative philanthropy and the community's dedication to supporting vulnerable populations.

The support of the James A. Burton & Family Foundation has been transformative for The Lighthouse. The Burton family's thoughtful philanthropy demonstrates how strategic, values-driven giving can tackle urgent social challenges and ignite broader community action. This partnership is a clear example of how meaningful investment can spark hope and open real pathways to change for those who need it most.



**Join the mission of The Lighthouse at**  
**[orillialighthouse.ca/give/](https://orillialighthouse.ca/give/)**

# VOLUNTEER HIGHLIGHT



”

Chris has been volunteering at The Lighthouse for over seven years. Why?

“It’s **rewarding** – knowing that I’m helping. It’s a great organization too. People are welcoming and everyone is helpful if you have any questions,” says Chris.

Chris recognizes the importance of connecting with people to offer **encouragement** and a listening ear. Each person we serve has a unique story as well as unique challenges and strengths.

Thank you, Chris!

For the full story on Chris, and other stories from The Lighthouse, see [In The Media](https://orillialighthouse.ca/in-the-media/) at [orillialighthouse.ca/in-the-media/](https://orillialighthouse.ca/in-the-media/)

*“I can’t believe how much this place is needed in the community.”*

”

## Chris, Engagement Volunteer

**14,568**

**onsite operational  
volunteer hours  
in 2024**

(in addition to event  
and committee/  
Board volunteer hours)

We couldn’t do what we do without our **150 amazing volunteers**. Thank you!  
Interested in finding out more?  
Go to <https://orillialighthouse.ca/volunteer/>

# SIGNATURE EVENTS

## 2025

### 1 Coldest Night of the Year

CNOY 2025 was a huge success!

Walkers	550
Teams	84
Volunteers	69
Total Raised	<b>\$209,417</b>

Save the date February 28, 2026



### 2 Annual Fall Classic Golf Tournament

2024 Golf Tournament

Golfers	114
Total Raised:	<b>\$38,131</b>

Save the date September 19, 2025



### 3 Fundraising Gala

Our Gala fundraiser is back for 2025!  
Details and registration here:

[orillialighthouse.ca/events/](https://orillialighthouse.ca/events/)

Join us on June 14, 2025



[orillialighthouse.ca/events/](https://orillialighthouse.ca/events/)

Thank you for helping us create  
a thriving community  
where everyone has  
**HOPE, HOME and a FUTURE.**



## **THE LIGHTHOUSE**

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Orillia, ON

## **CONTACT**

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**orillialighthouse.ca**