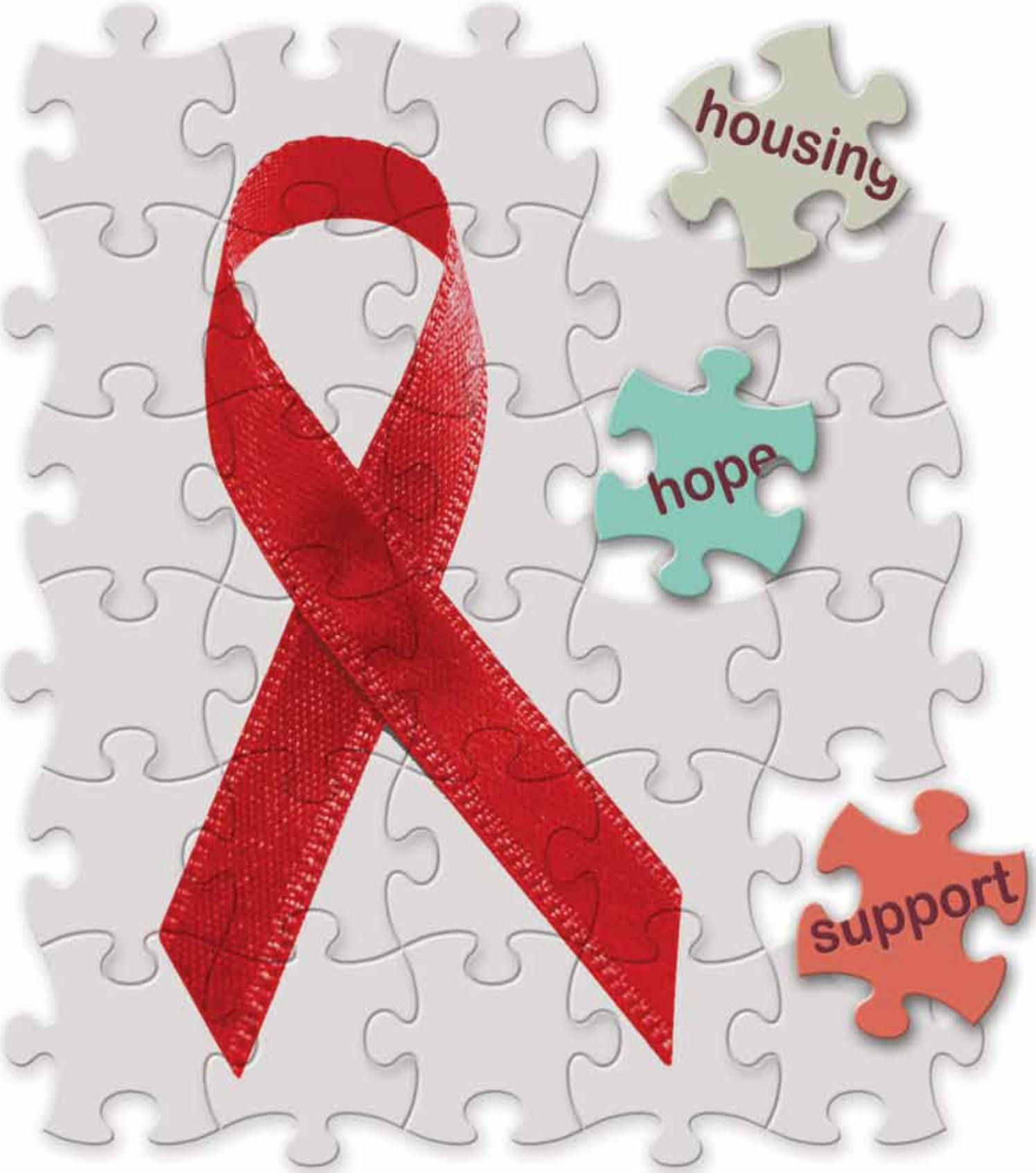

BRUCE HOUSE

Annual Report 2012-2013

Introduction

Fine Tuning Bruce House's Organizational Machinery

We've decided to continue a practice that began last year—of having the chair and the executive director co-author a single introduction to the annual report.

We think it's important for clients, members, staff, volunteers, donors and other stakeholders to know that the Bruce House leadership team is working together toward common objectives. What better way to convey that message than to be seen to be working together—and speaking with one voice—here, in this introduction to the annual report?

On November 28, Bruce House will turn 25. And, as it moves from organizational adolescence to adulthood, its business practices are maturing, too—with board and staff placing more emphasis on planning, being strategic and formally assessing results.

While it's true that organizational cultures don't change over night, Bruce House made a significant change in its organizational trajectory nearly five years ago, when it began developing its current five-year strategic plan.

The planning process was a model of stakeholder engagement. Clients, board members, staff, volunteers and partner organizations helped to identify the plan's strategic directions and the various initiatives that—year by year—are designed to further Bruce House along the road to improved service and performance.

Adopted by the board in March 2010, the plan has been serving as a guidepost to staff and the board ever since.

Initially, the board played a fairly activist role in helping to realize the plan's objectives. But last February, that situation began to change.

After taking part in a workshop that looked at various models of organizational governance, the board decided to refocus its efforts on governance and policy issues, leaving the executive director and staff to attend to operations—including the deliverables set out in the strategic plan.

To help staff deliver on its responsibilities, the **Ontario Organizational Development Program**—the virtual agency that conducted the governance workshop involving the board—will be returning to Bruce House this fall and into next year to offer a session on work planning, and to help the executive director explore emerging best practices in managing not-for-profit organizations. All of these services come free of charge.

We think it's important to remember that the commitments set out in the strategic plan are over and above the 'regular' responsibilities of both staff and board. Over the course of the last year, for example, while staff attended to the daily operational concerns of the organization, in keeping with the requirements of the strategic plan they also introduced

- new programs and services to enhance the quality of life for Bruce House clients

"The test of a civilization is in the way that it cares for its helpless members."
Pearl S. Buck

The Queen Elizabeth II Diamond Jubilee Medal celebrates Her Majesty's accession to the Throne 60 years ago by awarding outstanding citizens who have achieved excellence and demonstrated a commitment to the growth and prosperity of our province. A perfect example of this dedication to community service is **J.J. (Jay) Koornstra**, Executive Director of Bruce House. As a long-time advocate for the LGBTQ community and a passionate supporter of those who have been affected by HIV/AIDS, Jay has made a tremendous contribution to the well-being of our community. He has gone above and beyond in his drive to seek equal rights for those in our community who still do not enjoy them. Through his current work with both Bruce House and the AIDS Walk of Ottawa, Jay continues to demonstrate the kind of compassion and dedication to community service that should serve as inspiration to us all.

Yasir Naqvi, MPP Ottawa-Centre

BRUCE HOUSE 25 years

- new outreach initiatives to communicate Bruce House accomplishments to a broader audience

- new ways of engaging and recognizing donors and volunteers.

The costs associated with many of these initiatives were mitigated by a dramatic increase in volunteer effort—up a whopping 37 per cent in just one year.

There's one aspect of the Bruce House organizational balance sheet that's of real concern, however, and it could signal significant challenges down the line—finances.

For the first time since fiscal 2004-2005—a year when we made a significant investment in expanding and renovating the Transition House—Bruce House posted a deficit. This year's shortfall can be largely attributed to unexpected expenses. But revenues were also down, particularly from granting agencies and foundations.

We think this situation is likely to be with us for a while. So, we're exploring other avenues that will support our current level of programming, and make it even better.

Over the last year we've attended to important organizational housekeeping matters; we've managed to deal with fiscal surprises and come out the other end on solid ground; we've continued to provide quality services and contribute to a better understanding of the issues facing people living with HIV/AIDS; and while we've become more business-like in the way we conduct our affairs, we've remained true to our caring, compassionate and humanistic roots.

We're still Bruce House.

And, as we turn 25, that's something to celebrate.

Mark Giberson
Chairperson

Jay Koornstra
Executive Director

Inside...

For people living with HIV/AIDS, life can be a complex puzzle. One with pieces out of place, others which do not seem to fit, and some missing entirely.

We invite you to read in these pages about the many ways in which Bruce House helps our clients put that puzzle together, one piece at a time.

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Client Demographics & Program Statistics; Financial Statements

Serving Our Clients

Health Starts at Home

Since 1998 Bruce House has delivered a housing-first approach to health and well-being for people affected by HIV/AIDS.

Stable housing is vital in promoting improved health and life skills. Our seven-bedroom **Transition House** offers 24-hour care and the opportunity to be a part of a community that encourages personal growth, quality of life and access to supportive counselling. **Our Supported Independent Living Program** provides rent-geared-to-income housing throughout the city of Ottawa.

In addition to our two housing programs Bruce House staff can accept clients' applications to the City of Ottawa's Housing Registry, placing them on the waiting list for affordable housing. All clients, including those not housed by Bruce House, have access to a variety of complementary programs designed to enhance their health and quality of life.

Bruce House is dedicated to the development and facilitation of programs that support our clients living independent and empowered lives.

Supportive Independent Living Program

The Supportive Independent Living Program began in 1992 with two apartments housing up to 4 people. Since that time with additional housing units added we can now house up to 50 individuals in this program. Often known as the "Apartment Program", this provides permanent rent-geared-to-income housing for people living with HIV who are capable of living independently with minimal supports. This program offers a stock of units distributed throughout Ottawa, ranging from bachelor apartments to a four bedroom house.

The program also provides support to those on our waiting list which includes single-parent families, two-parent families, single people, same-sex and heterosexual couples. Our clients range in age from from infants to seniors, come from many ethnic backgrounds, with a diverse range of needs. Many come from cultures where HIV/AIDS stigma is significant, and many have little knowledge of the treatments and services available to them.

The goal of this program is to provide both independence and support—to provide the ability to lead an independent life while still receiving sufficient support to maintain that life.

Transition House

The Transition House was opened in 1988 in a four-bedroom house. In 1994 it moved from that original house in

When I came to Bruce House, I had nothing left.

I have been here for a year now and everything has changed. Everyone has been willing to go out of their way to help me, from staff to volunteers. I am now in the Buddy Program and am enjoying outings that I otherwise could not do.

I am happy to see how far I have come thanks to Bruce-House.

Helen, Bruce House Client

Centretown (which was subsequently subsumed into the Supportive Independent Living Program) into the current house in Westboro, allowing us to care for five people. 2005 realised major renovations and expansion of the House to a much more effectively equipped facility, able to house seven individuals. The House offers 24-hour care and support from staff and volunteers. This facility serves clients passing from homelessness to housed, illness to wellness—and sometimes from life to death.

This past year we had to make significant capital improvements to our Transition House. Changes in fire and safety regulations regarding group homes required the replacement of interior doors, the addition of new doors, and the installation of a kitchen fire suppression system along with other updates.

In addition we had to replace two hot water tanks, a dishwasher and refrigerator/freezer. These unexpected expenses added up to nearly $25,000 in capital improvements—a large expense for a grassroots agency.

In this year we have housed one man who had previously been at the house, left four years ago to move into his own apartment within the Supported Independent Living Program, and upon the return of sickness came back to the house to recover. He is now back in his own place with added supports provided by Bruce House and other organizations, under the supervision of our staff. Were it not for Bruce House programs and the continuum of care model we commit to he would likely have gone to a long-term care facility and lost his independence.

Similarly, we are housing another return client, a woman whose life of grave trials and tribulations led her down a long path of addiction. She is now on the road to recovery, free from her substance use and the life that goes with it. We hope that by offering her a place of safety and respect she will acquire the strength to choose a healthier life. And earlier this year we met an African family who, by a horrible array of circumstances, found themselves in Canada without health insurance and needing to pay for substantial medical care upon arriving; leaving them with few financial resources. Through the support of our Buddy Program and our colleagues in the community we have been able to supply the family with companionship, food and respite.

Bruce House programs have allowed these people and many others to catch their breath and gain a degree of health and self-worth, and ultimately to flourish within themselves.

Tim's Story

2009—Hospice

Tim had been living at the Mission Hospice before becoming a Bruce House client. He had suffered a life-changing illness that affected his motor skills and mobility.

2009—Transition House

A room became available for Tim at the Bruce House Transition House. Through living with a group of patient and caring staff, Tim was given the supportive environment he needed to progressively regain his strength and independence.

2010—Independence

By the summer of 2010, Tim was ready to move out to an apartment on his own. Luckily Bruce House had a vacancy in a bachelor apartment that was sufficiently accessible for his needs. The Supportive Independent Living Program was able to provide him with practical supports while he lived independently. Tim took great pride in creating a comfortable space for himself in his new home.

2012—A New Home

Last year a wish came true for both Bruce House and Tim—an accessible one-bedroom apartment was attained through a social housing provider in Ottawa. The unit was perfect for Tim! The accessibility this apartment offers means Tim is better able to work with his mobility challenges. Tim loves his new home and has enjoyed adding his own flair to the beautiful space.

Serving Our Clients

It's a Small World

15 years later, the son of a Bruce House client volunteers at Transition House

15 years ago a middle-aged man arrived at Bruce House, his wife and boys in tow; they went home and left him in our care.

An infection had injured his brain. His speech and gait were affected, as were some of his decision-making abilities. It seemed to us that we would look after him to the end of his days. This was in the earliest days of the anti-retroviral cocktails; we had no idea then just how effective these medications would be.

All these years later he is still in town, living with his family, enjoying his life.

This autumn we received a request from a young man, Mike, to do a placement for Algonquin College's Social Service Worker Program at Bruce House. It turns out he was the younger of the two lads who had spent so many hours visiting their father those many years ago.

What was your dad like before HIV?

I was really young before the brain injury, the sickness. So I had no opportunity to really know him before that. I wish I had. I had no sense of HIV or sickness. At 12 or so, Mom told us that Dad was HIV-positive. I didn't really know about HIV. It was not until high school that I

Being a part of the buddy program has allowed me to appreciate how special the connections we make with each other are. During these past few months I have come to truly understand the importance for friendship in my life.

A friend can be someone I share the love for yoga with, or someone that loves Bob Marley's music as much as me, but the most important thing to me is that we have fun with each other.

And I can truly say my buddy and I are laughing and having fun ALL the time. I am so grateful to be a part of the buddy program as it has allowed me to not only gain a buddy but a friend as well.

Kalei,
Buddy Program Volunteer

Staff, clients, and volunteers come together to celebrate at Capital Pride.

really understood it.

What was it like growing up in your family?

When I was a kid I was very protective of my Dad. Some of the other kids would make fun of me because of his speech and walk. I remember in Grade 8, I punched a kid in the nose for mocking my Dad. When I was young I was wary of bringing others to my house. I was worried about what others would think about my Dad. I remember telling my girlfriend. She was, and still is, very supportive.

Why did you choose to study Social Work?

I decided to study Social Work because of my Dad. My family has always stressed the importance of giving back. Community supports have been a big part of my family life. If you have the capability, everybody should give back in some capacity.

Why did you choose to do your placement at Bruce House?

I was looking through the Blue Book of Social Service agencies in Ottawa and saw Bruce House. It got me to thinking about being a kid and why I chose to study social work initially. Mom thinks my involvement with Bruce House is great. Dad is very proud of me and my interest in HIV and Bruce House.

We at Bruce House are so privileged to be a small part of this family's history, its journey with HIV. As we look back on 25 years of community building, we would love your stories of how you or yours have connected with us over the years.

Please contact Jill Woodley jill@brucehouse.org to share your stories.

"The aim of universal access to treatment (HIV/AIDS) is a mockery if some of the people in need have no place to call home."
Winstone Zulu, Zambian AIDS activist

Transition House Staff

Team Leader
Richard Naster

Full-Time Caregivers
Linda Carr
Bruce Miller
Sam Taylor
Jay Veerappah

Casual Relief Staff
Ian Ford
Ayan Jama
Arif Jinha
Naomi Hyba
Kate McDonald
Carly McMaster
Richard Pratt
Kimberley Sanders
Stephanie Smith

Supportive Independent Living Program Staff

Team Leader
Doug Cooper

Housing Support Workers
Lana Duss
Nancy McKelvey (on leave)

Bruce House also thanks the many volunteers who help deliver our programs and services—see the next section for more information on our amazing volunteer support.

Client needs include:

- support with addiction
- mental health support
- clothing and other basic needs
- food and nutrional supplements
- housing, including referrals to the social housing registry
- HIV health
- managing chronic health conditions such as diabetes, hepatitis C, tuberculosis
- coping with physical disabilities
- developing life skills (budgeting, nutrition, home maintenance/housekeeping, medication adherence, health management)
- legal issues and referrals to legal services
- preventing isolation and help with cultural integration
- support with transportation (bus tickets, taxi chits, accompaniment to medical or professional appointments)

Our Community

The Amazing Gift of Volunteering

This fiscal year Bruce House's devoted volunteers gave 6020 hours of their time—a 37% increase over the previous year. Every volunteer is unique and all bring compassion, dedication, creativity, laughter and much more to their volunteer role.

We continue to strive for the *Greater Involvement of People living with HIV/AIDS (GIPA)*, and *Meaningful Involvement of People living with HIV/AIDS (MIPA)* by creating opportunities for personal development and increased self-esteem through volunteerism.

Volunteer Program Highlights

This year our office was staffed with invaluable administrative volunteers on a daily basis, helping reduce the workload of the entire staff by answering telephone calls, greeting clients and visitors, assisting with clerical duties, and creating a friendly environment for everyone.

Bruce House would not be able to reach fundraising goals from events such as **A Taste for Life** and the **Scotiabank AIDS Walk for Life** without the energy and support from our fundraising and events volunteers.

Volunteer-Driven Programs

Our bike mechanics Max, Lucas, and Rod gave their time for our **Bike Program**—an initiative started by our

Max with the fleet of re-conditioned bikes, ready for clients.

Group of volunteers at the annual volunteer appreciation BBQ.

long-term volunteer Drew—which provides refurbished bikes for our clients. These bikes can be used for exercise, social outings, and every-day travel.

The **Health and Wellness Program** continues to help clients with skilled-volunteers providing Reiki and Healing Touch alternative therapies.

Fall 2012 marked the re-emergence of the **Buddy Program** which provides companionship to people living with HIV/AIDS to enhance their quality of life by providing emotional support, practical supports for daily living, and social supports to reduce isolation and loneliness. We also have the **Caregiving Buddy Program** which provides caregiving for clients who are in respite and as relief for the primary caregivers of those clients.

If volunteers were compensated at the hourly rate of our entry-level pay scale, this would cost Bruce House over

$98,000

not including benefits.

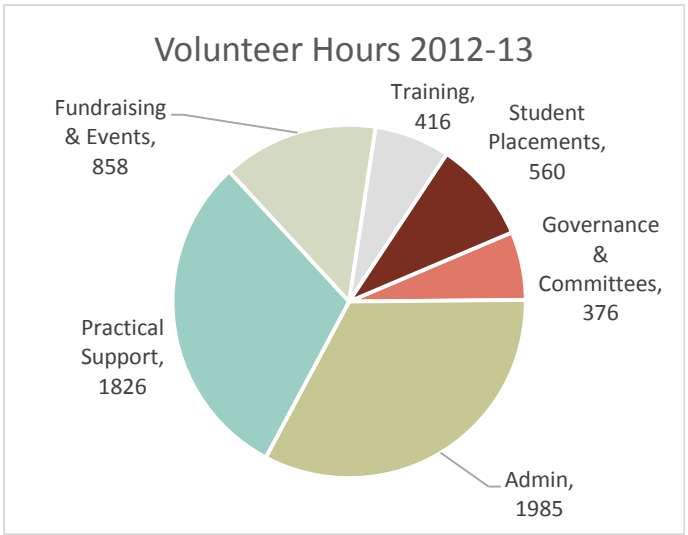
The **Community Kitchen,** re-started in January 2013, takes place once a month at the Dominion-Chalmers United Church. Bruce House clients spend half a day cooking, and at the end of the day take home several meals. This is about so much more than just cooking; it is a safe place for people to meet, talk, laugh and eat while learning about nutrition and food preperation. It is a place for people to broaden their social networks, a place where friendships are developed, a happy place.

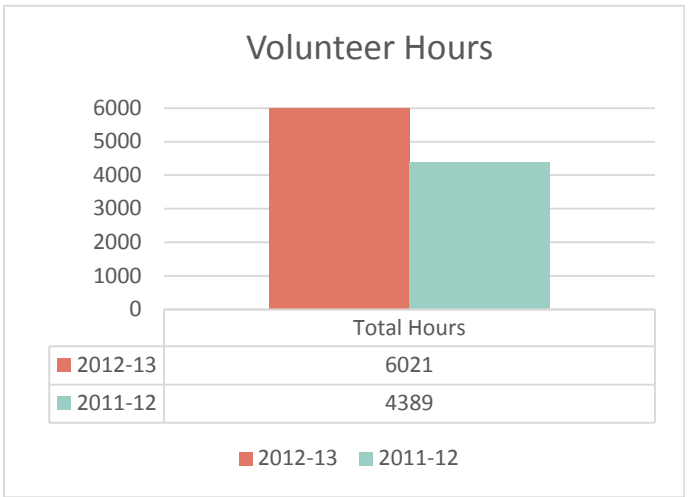
These programs would not exist without our committed, caring, fun-loving, and giving volunteers.

We have come from so many places and countries around the World, that it is almost impossible to tell anybody all the images, sounds, emotions, etc., that we keep in our souls.

Food is something really special because we can show our kindness, compassion and support through tastes, scents and colors. When we cook, we are sharing and expressing probably thousands of years of civilization and history of human beings.

Gustavo,
Community Kitchen Volunteer





Our Community

Community Support

Bruce House receives tremendous community support from individuals, groups and foundations. We are so grateful to be on the minds of the community as demonstrated by third-party events, gifts-in-kind and participation in our fundraising events.

Our deepest thanks to the **Realtors Care Foundation** for their largest contribution to date, and for the opportunity to speak to over 300 real-estate representatives at their annual Giving Ceremony. Jill Woodley, Bruce House's Fund Development & Community Engagement Officer, was honoured to be invited to speak on behalf of all the charities receiving grants, and was able to personally thank those responsible for this generosity.

Bruce House was fortunate again to benefit from two exceptional evenings of food, wine and community. In May we were a benefitting charity of the highly successful **Bon Appétit** evening, and in June the annual ***Swirl & Twirl*** wine, beer, and spirits tasting evening. Both events are volunteer-driven and vital to many Ottawa grass-roots organizations who benefit from the generosity of the community and the hard work of the organizers.

The **M·A·C angels** once again this year volunteered their time on **World AIDS Day** to decorate the Transition House with holiday warmth and cheer.

Borden Ladner Gervais LLP (BLG) staff and **St. Andrew's Church** parishioners volunteered to help with maintenance of our Transition House. This year BLG was nominated for a **Volunteer Ottawa** "Voscar" in recognition of their dedication and generosity to Bruce House.

Third-party events continue to be a strong source of funding and community engagement. They included a second annual BBQ fundraiser at **Shoppers Drug Mart's Bank and Gladstone location**. Not only does this type of event raise money, but it promotes Bruce House to hundreds who may not already be familiar with our mission. Thanks to owner Ben Gunter and his phenomenal staff.

Other third-party events over the year include the annual **Divas and Dykes** baseball games during Pride and the first annual Christmas Giving Tree by Bruce House board member **Jacquie Bushell**; this raised ober $2800 in cash and gift certificates for our clients. This provided vital help for our clients to use over the holiday season, and

A Taste For Life

A Taste for Life is an outstanding and highly anticipated fundraiser in the Ottawa area. The event raises $90,000 annually for Bruce House and The Snowy Owl AIDS Foundation.

Steph the Grilling Gourmet (our "Face of Taste") adds a vibrant energy to media interviews. Engagement of foodie and Ottawa bloggers continue to be highly successful. The media launch at Urban Element had a commanding restaurateur presence, and strong media representation. TD Bank leads the way with incredible sponsor support and offers more than 65 volunteers each year to help solicit donations. These community partners and the participating restaurants are also recognized year-round via Twitter and Facebook, and on the event website.

A Taste for Life runs the fourth Wednesday of April each year in 18 cities/regions across Ontario and in Calgary, Alberta.

Mayor Jim Watson presenting a certificate celebrating 15 years of A Taste For Life (l-r: Bruce House executive director Jay Koornstra, Bruce House chair Mark Giberson, Jim Watson, Snowy Owl AIDS Foundatin executive director Lise Turpin.

TD

15th Anniversary

A TASTE FOR LIFE

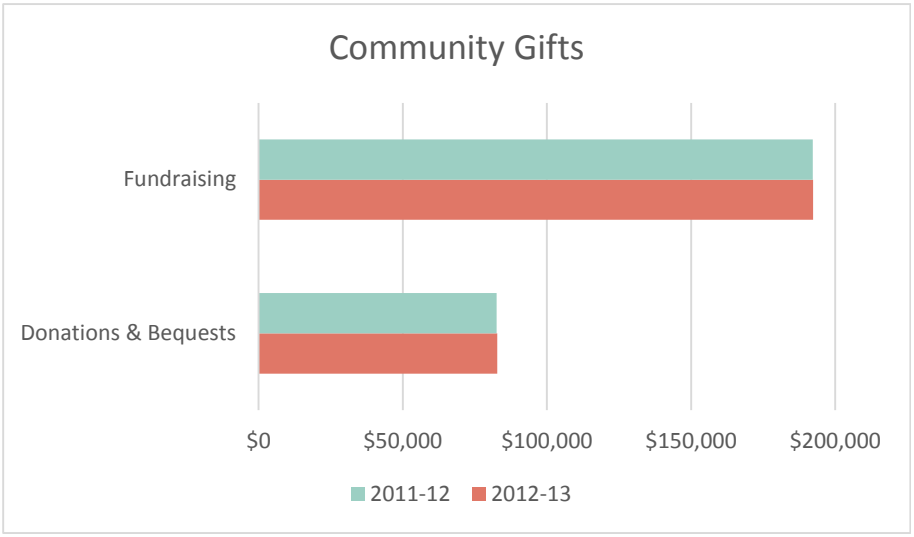
www.ATasteForLife.org

we are grateful that an encore event is planned for December 2013.

The drag shows are dynamic and much anticipated fundraising evenings, and we are so grateful to the **drag community** for their committed and warm embrace of Bruce House.

These events raise up to $6000 annually.

Without our many donors, supporters and volunteers, Bruce House could not continue to provide the necessary support and compassionate care for our clients. We are so grateful for the caring and kind-heartedness that comes from our Ottawa community. We look forward to celebrating our 25th anniversary with new fundraising initiatives and encouraging people to continue the great work they are doing our behalf of Bruce House.



Engagement Staff

Coordinator of Volunteer Services
Linda Truglia

Fund Development & Community Engagement Officer
Jill Woodley

Bruce House also thanks the many volunteers who help with our fundraising, events, and program delivery efforts.

Bruce House staff Doug Cooper and Lorraine Kelly at the Walk launch BBQ.

Scotiabank AIDS Walk for Life

Bruce House is the lead agency for the Ottawa chapter of the Scotiabank AIDS Walk for Life, in partnership with six other organizations providing HIV/AIDS services: The AIDS Committee of Ottawa, Pink Triangle Services, Planned Parenthood Ottawa, The Snowy Owl AIDS Foundation, The Wabano Centre for Aboriginal Health, and the Youth Services Bureau.

The 2012 Walk raised over $25,500 for Bruce House.

www.AidsWalkOttawa.ca

BANQUE SCOTIA MARCHE ACTION SIDA
SCOTIABANK AIDS WALK FOR LIFE
Ne restez pas planté là
Don't just stand there

Our Organization

Focus On Governance

Making sure the Bruce House wheels are turning in the right direction

For Bruce House to go about its business successfully, it needs a talented and dedicated cadre of staff and volunteers; and sufficient levels of funding to deliver the programs and services needed by Bruce House clients. Funding is always a concern, and that was particularly true this last year. Bruce House staff and volunteers, meanwhile, have a reputation that's as solid as the Canadian Shield.

But organizational success depends on other, less obvious organizational fundamentals as well—an engaged and talented board; a clear sense of where the organization is going and how it intends to get there; sound governance and management practices; and the business tools the organization needs to thrive.

Happily, Bruce House appears to be on pretty solid ground here, too.

Last February, board members took part in a workshop that focussed on various models of organizational governance. The workshop was offered at no cost to Bruce House by the **Ontario Organizational Development Program** (OODP)—a virtual agency that was set up to build the organizational capacity of the province's AIDS service organizations and that's funded by the Ontarioe Ministry of Health and Long-Term Care-AIDS Bureau and the Public Health Agency of Canada-AIDS Community Action Plan..

As a result of that workshop, the board subsequently adopted a governance statement and guiding principles to clarify its role within the Bruce House organization:

The Bruce House board of directors works to ensure the health, well-being and viability of the Bruce House organization.

The board of directors

- *serves as the organization's senior decision-making body, with ultimate responsibility over the organization's governance and strategic policies;*
- *protects Bruce House financial resources and other assets;*
- *sets the organization's strategic direction;*
- *delegates operational responsibilities to an executive director, and holds him or her accountable for the*

2012-2013 Board of Directors

Chair
Mark Giberson

Vice-Chair
Carol Rose

Treasurer
Jennifer Davis

Secretary
Gregory Beck

Past-Chair
Sandi Bonini

Directors
Tony Boghossian
Aileen Leo
Lynne Cioppa
Rosanna Carreon
Robert Ross
Jacquie Bushell

Ex-Officio, Executive Director
J. J. (Jay) Koornstra

Strategic Plan 2010-2015

Endorsed by the Bruce House Board of Directors on March 30, 2010, the Strategic Plan 2010-2015 is the result of surveys of clients; community-based organizations whose missions and strategic objectives complement those of Bruce House; board members and staff. An environmental scan that looked at HIV/AIDS from national, provincial and regional perspectives rounded out the intelligence-gathering efforts.

Strategic Direction #1 - Provide more affordable, independent living units for individuals and families living with HIV/AIDS.

Strategic Direction #2 - Improve Bruce House's capacity to help residents and clients live independent, productive, quality lives.

Strategic Direction #3 - Improve Bruce House's human resources and business management practices and processes.

Strategic Direction #4 - Strengthen Bruce House's relations with its clients, volunteers, partners and supporters.

Strategic Direction #5 - Build on Bruce House's capacity for innovative, community-based research and its capacity to create, apply and share knowledge about housing as it relates to people living with HIV/AIDS.

Copies of the Strategic Plan are available on our website or through our office.

organization's effective and efficient operations, and formally evaluates his or her performance at least once a year;
- *encourages the growth of the organization's membership;*
- *supports the organization's fundraising, advancement, advocacy and community engagement efforts.*

In the same vein, board committees re-calibrated their focus to deal exclusively with matters relating to governance and direction-setting—leaving management and operational issues up to the executive director and staff. The one exception was communications, where the function is seen as a shared responsibility of both board and staff.

The board also improved its handling of governance records and documents, enhancing the filing and dissemination of information between and within committees and the board of directors. Monthly reports by the executive director took on a more strategic focus, zeroing in on accomplishments, performance measures and risk factors requiring board attention.

Here are other signs of Bruce House's organizational good health.
- For the second year in a row, more candidates offered to serve on the board than there were vacant positions. What's more, the calibre of those candidates was nothing short of exceptional.
- The nominating committee revamped the job descriptions of executive committee members and instituted a process to identify candidates for positions on the executive committee prior to the first meeting of the board—which is slated to take place immediately after the annual meeting, allowing the board to get off to a running start in October.
- The board has set out to triple Bruce House membership by this time next year, in part, to ensure that board members are drawn from the Bruce House membership, rather than recruited from outside the organization.
- Staff is working on a new website and a new internal communications platform to make it easier to communicate within the organization and to better engage stakeholders in the broader community.

So, in the months ahead, get ready to be engaged.

"Housing is a human right, even if you only have a week to live."
Regina Quattrochi, Baily House CEO

Our Mandate

Bruce House is a community-based organization providing housing, compassionate care and support in Ottawa for people living with HIV/AIDS, believing that everyone has the right to live and die with dignity.

Our Vision

We envision a physically, socially, psychologically, spiritually, and economically healthy community where everyone, including people living with HIV/AIDS, participates fully in all aspects of community life.

We envision a community free of stigma and discrimination toward people living with HIV/AIDS.

We envision adequate sustainable and flexible funding to enable the provision of a full range of high-quality services that respond to the needs of people living with HIV/AIDS.

We envision a well-integrated, coordinated service system that is accessible to people living with HIV/AIDS, regardless of their ability, age, culture, economic status, ethnicity, lifestyle, sex, or sexual orientation.

Our Values

We are accountable to our clients, the community, and each other.

We take a holistic approach that recognizes emotional, physical, social, spiritual, and economic realities.

We respect people's diversity and their differing needs including, but not limited to, ability, age, culture, economic status, ethnicity, lifestyle, sex and sexual orientation.

We support empowerment by providing information, sharing authority, promoting participation, and providing choices.

We will engage in broad-based consultation with stakeholders, and concerned and interested parties.

We will actively collaborate with individuals, organizations, and the community at large to improve the quality of life for people living with HIV/AIDS.

We recognize the importance of providing a supportive working environment for paid and unpaid staff, as they provide a caring environment for our clients.

Our Organization

Research at Bruce House

Did you know Bruce House has been a leader in HIV and Housing community-based research (CBR)?

To date Bruce House has been involved in many CBR projects related to HIV, health and wellness in order to best respond to the HIV epidemic. Best known is our five-year longitudinal research project **Positive Spaces Healthy Places** the first ever Canadian research project linking HIV, housing, and health.

In our ongoing commitment to providing the most appropriate housing interventions for people living with HIV/AIDS, Bruce House is currently engaged in an **Ontario Ministry of Health and Long-Term Care-AIDS Bureau** pilot study and two additional research projects.

The Transitional Housing Study is a study led by **Fife House** and involves the only other two HIV/AIDS organizations providing transitional housing in Ontario: **John Gordon Home** in London and Bruce House. The study is a longitudinal community-based study designed to identify factors related to housing-readiness, service use, and changes in support needs of PHAs. The study can generate preliminary findings on the impact of transitional housing on housing-readiness, health-related outcomes, quality of life, service use and support needs of PHAs accessing this housing model and the outcomes can help us adjust our programs and services accordingly.

The Common Measures Pilot Study is a project involving Toronto's **McEwan House/Loft Services** and **Fife House**, **AIDS Guelph**, **AIDS Niagara**, **John Gordon Home** in London and **Bruce House** in Ottawa. This study invites clients of the participating organizations to partake in an annual interview focusing on the health outcomes of our clients by collecting information regarding their housing, health, medications, support network, interaction with the criminal justice system, emotional state, and some other personal information (e.g., OHIP number, date of birth, education, income), etc. This information is being collected for evaluation and program planning at the agency. It will be used to inform future services and programs. The information may be used in future agency reports, presentations, publications, and funding applications. In addition, this interview data may also be released for further analysis by external researchers for other research projects. At the same time, this study allows the clients to discuss their needs and what they want in terms of support services that best support their ongoing goals and quality of life.

The **Ontario HIV/AIDS Treatment Network**-led research project, "An Evaluation Study to Examine Costs and Health Outcomes of Supportive Housing Interventions for People who are Living with HIV/AIDS in Ontario" is a study documenting the cost-effectiveness of supportive housing interventions to improve health outcomes for people living with HIV in Ontario. Understanding the costs, benefits, and health outcomes of supportive housing interventions for people living with HIV is important for planning and implementing tailor-made effective programs to improve overall well-being for people who are living with HIV/AIDS.

Bruce House is also supporting an innovative research program by providing administrative support and working space to the investigators and researchers of a study investigating the unique needs of women living with HIV.

The **Canadian HIV Women's Sexual & Reproductive Health Cohort Study**, or **CHIWOS** study is driven by previous research that demonstrates women face not only biological susceptibility to HIV but also are subject to certain vulnerabilities due to social factors such as poverty, marginalization, violence and gender inequality. CHIWOS was developed to address these issues, and will roll out in Ontario, Quebec, and British Columbia. Affiliated with **The Canadian Observational Cohort (CANOC)**, this cohort study will examine the use of HIV/AIDS health and social services by HIV-positive women and investigate whether women-specific services would better contribute to fulfilling the unique needs of women in a supportive, inclusive, and accessible manner.

For a complete listing of HIV and housing-related research you may wish to visit both of the following websites:

www.pshp.ca
www.healthyhousing.ca

Program Support Staff

Executive Director
J.J. (Jay) Koornstra

Office & Program Administrator
Jennifer Bruce

Database Coordinator & Admin Assistant
Pat Croteau

Bruce House also thanks the admin volunteers who help tremendously with our office operations.

We're Social!

facebook.com
morethanahouse

twitter.com
@morethanahouse

Treasurer's Report

Tremendous efforts were once again put forth by the Bruce House team to deliver a diversified suite of fundraising activities and successful grant applications. These efforts made it possible for Bruce House to maintain relatively consistent revenues over the previous year ($1,154,668 as compared to $1,134,694 last in 2011-12). The $20,000 differential is mostly attributed to lower than expected rent recovery at the Transition House. The Board of Directors has reviewed the reasons for this and associated corrective actions have been taken to mitigate future revenue shortfalls.

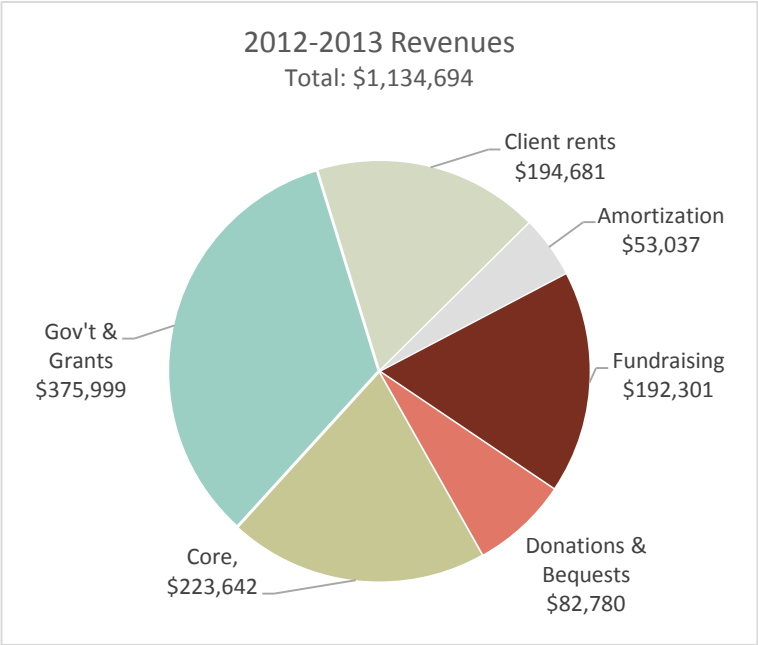
Additionally, several unexpected expenses (replacement of aging equipment at the Transition House and upgrades required due to a change in the fire code) resulted in increased expenses over the previous year; $1,156,643 as compared to $1,125,030 in 2011-12. This imbalance resulted in a deficit of $21,949 for this fiscal year. We were able to draw on contingency funds put in place for such occurrences to cover the imbalance. The vast majority of these contingency funds are invested in guaranteed products such as government bonds with maturity dates cascading over a three year period; the remainder is held in cash. Grants and fundraising revenues did not vary in a material way from 2012- 2013.

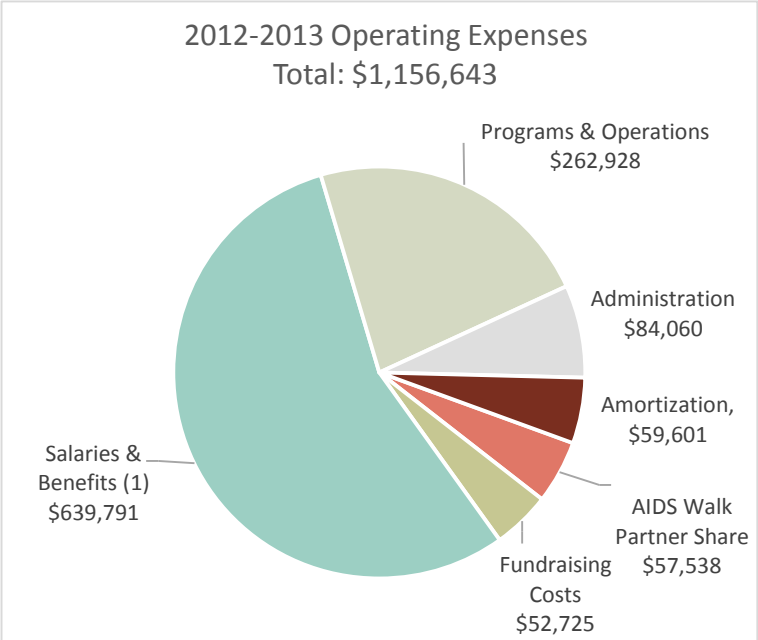
In March, the Board of Directors approved the budget for 2013-2014. While this budget projects a slight decrease (3% over 2012-2013) in revenues and expenses, the Bruce House team remains committed to providing the best possible services for our clients and the community. Additionally, we are working to increase our presence on social media, are updating the website to provide a more informative and user friendly experience, and are working on a strategy to increase memberships. While our projected revenues are conservative, we hope that these and other initiatives will allow us to surpass our expectations.

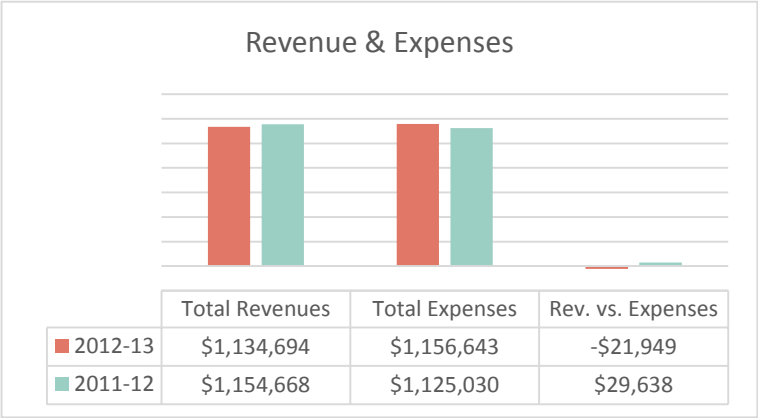
Broadly, the Board of Directors opened its committees to community participation this year. The Finance and Fundraising committee specifically welcomed two members: Kira Watson and Randolph Shannon. The Board thanks these individuals for their contribution to the work of the committee.

On behalf of the Finance and Fundraising Committee, I would like to thank you all for your continuing support and for making this another successful year at Bruce House.

Jennifer Davis
Treasurer



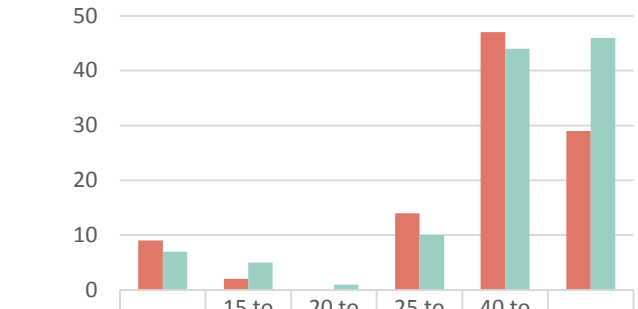




	Total Revenues	Total Expenses	Rev. vs. Expenses
2012-13	$1,134,694	$1,156,643	-$21,949
2011-12	$1,154,668	$1,125,030	$29,638

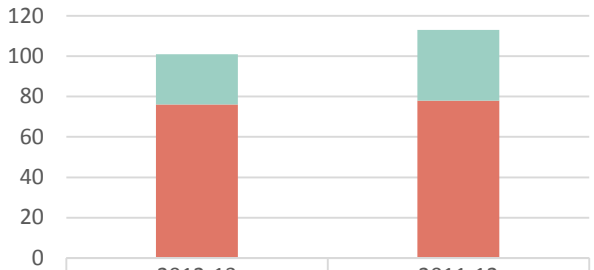
Appendices

Clients by Age Group



	0 to 14	15 to 19	20 to 24	25 to 39	40 to 55	55 +
2012-13	9	2	0	14	47	29
2011-12	7	5	1	10	44	46

Clients by Gender

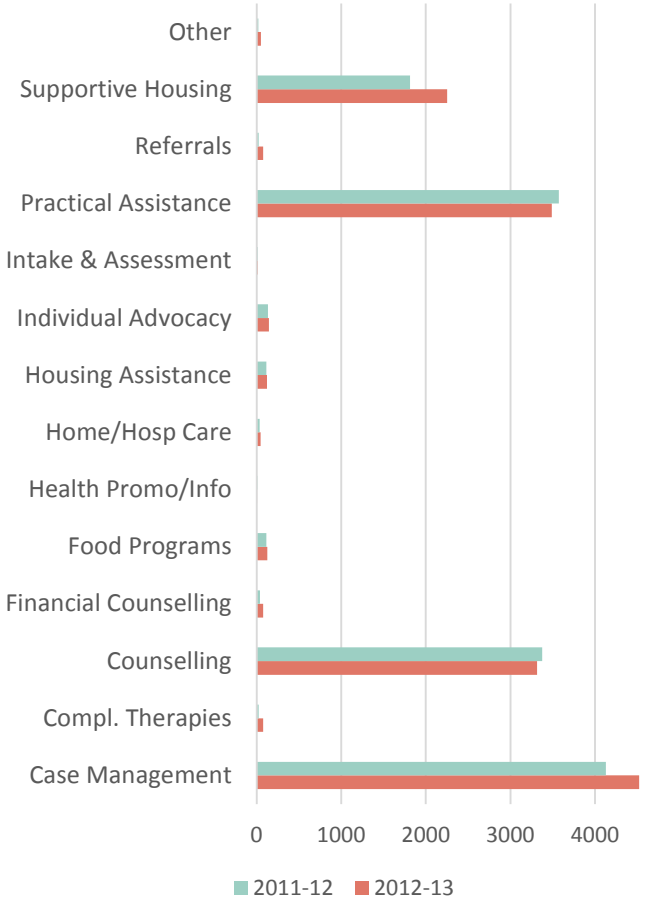


	2012-13	2011-12
Female	25	35
Male	76	78

Male Female

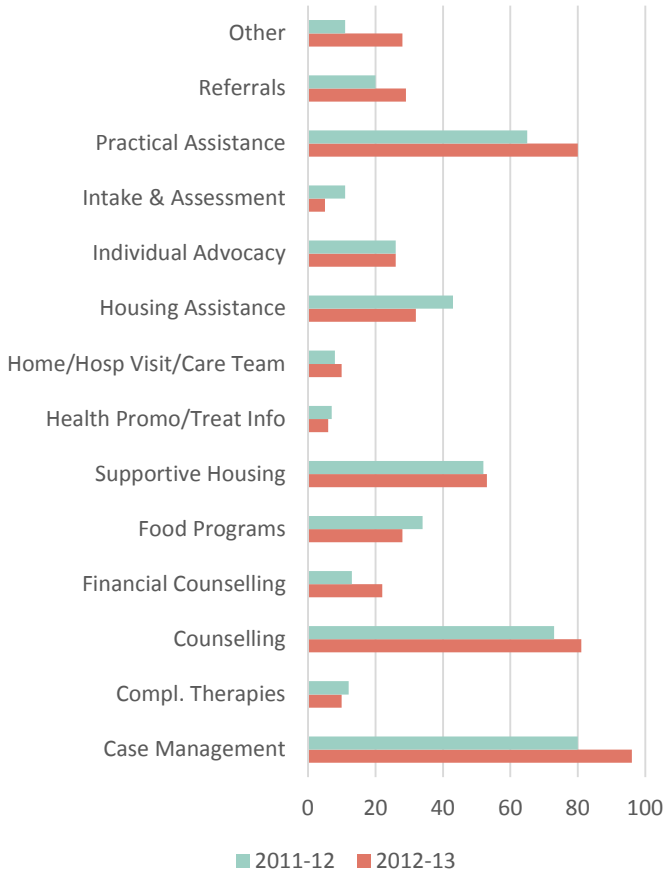
Service Sessions by Activity

Refers to the number of times a service has been accessed.



Clients Accessing a Service Activity

Refers to the number of clients who have accessed a service, not the number of times a service has been used.



NOTE: The data presented here are as reported by Bruce House to the OCASE database (Ontario Community-Based AIDS Services and Evaluation); however some categories have been combined to simplify these charts. These numbers may under-represent the extent of Bruce House services as ad-hoc services for walk-in clients and clients on our waiting list may have been omitted.

Excerpt from the Audited Financial Statements 2012-13

The full audited financial statements are available from our office.

PARKER PRINS LEBANO
Chartered Accountants
Professional Corporation

INDEPENDENT AUDITORS' REPORT

To the Board of Directors,
BRUCE HOUSE

Report on the Financial Statements
We have audited the accompanying financial statements of **BRUCE HOUSE**, which comprise the Statement of Financial Position as at March 31, 2013, and the Statements of Changes in Net Assets, Operations, and Cash Flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements
Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility
Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement. An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the organization's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the organization's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

Basis for Qualified Opinion
In common with similar not-for-profit organizations, **BRUCE HOUSE** derives revenue from donations, fundraising and rental income, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of these revenues was limited to amounts recorded in the records of the organization and we were not able to determine whether any adjustments might be necessary to donations, rental income from residents and fund-raising revenues, deficiency of revenue over expenditure, assets and net assets.

Qualified Opinion
In our opinion, except for the effects of the matter described in the Basis for Qualified Opinion paragraph, the financial statements present fairly, in all material respects, the financial position of **BRUCE HOUSE** as at March 31, 2013, and its financial performance and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Parker Prins Lebano Chartered Accountants, P.C.

Parker Prins Lebano Chartered Accountants Professional Corporation
Authorized to practice public accounting by The Institute of Chartered Accountants of Ontario

Ottawa, Ontario
June 14, 2013

1796 Courtwood Crescent, Ottawa, Ontario K2C 2B5
Tel: (613) 727-7474 • Fax (613) 727-3715 • www.parkerprinslebano.com

Excerpt from the Audited Financial Statements 2012-13

BRUCE HOUSE
STATEMENT OF FINANCIAL POSITION
AS AT MARCH 31, 2013

	2013	2012
ASSETS		
CURRENT		
Cash	$ 133,200	$ 218,403
Short-term investments (note 4)	67,908	109,824
Accounts receivable	74,538	77,024
Prepaid expenses	11,542	7,012
	287,188	412,263
LONG-TERM INVESTMENTS (note 4)	253,247	204,979
CAPITAL ASSETS (note 6)	284,152	315,897
	$ 824,587	$ 933,139
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	$ 50,774	$ 51,606
Deferred revenue	29,451	68,995
	80,225	120,601
DEFERRED CONTRIBUTIONS RELATED TO CAPITAL ASSETS (note 7)	243,313	289,540
	323,538	410,141
NET ASSETS		
INVESTED IN CAPITAL ASSETS	40,839	26,357
INTERNALLY RESTRICTED FOR CONTINGENCIES	297,000	297,000
INTERNALLY RESTRICTED FOR CAPITAL IMPROVEMENTS	25,104	24,104
UNRESTRICTED	138,106	175,537
	501,049	522,998
	$ 824,587	$ 933,139

On behalf of the Board:

Director _____ Director

The accompanying notes are an integral part of these financial statements. 2

BRUCE HOUSE
STATEMENT OF OPERATIONS
FOR THE YEAR ENDED MARCH 31, 2013

	2013	2012
REVENUE		
Donations	$ 81,780	$ 78,793
Bequest	1,000	3,704
Grants -		
Ministry of Health and Long-Term Care (core operations) (page 12)	223,642	223,642
City of Ottawa per diem support	45,780	68,267
City of Ottawa homelessness initiative (HPI) (page 13)	80,974	79,386
City of Ottawa supportive daily living	52,818	52,174
Somerset West Community Health Centre	38,576	38,576
Public Health Agency of Canada (ACAP) (page 14)	82,025	79,505
Other grants	75,826	81,068
Rental income from residents - House	35,447	36,745
Rental income - Apartments	159,234	150,079
Funds raised - AIDS Walk of Ottawa (note 8)	88,103	89,402
Other fundraising	104,198	102,828
Amortization of deferred contributions related to capital assets	53,037	51,675
Interest income	6,246	5,053
Other	6,008	13,771
	1,134,694	1,154,668
EXPENDITURE		
Salaries and benefits	639,791	609,864
Fundraising costs - AIDS Walk of Ottawa (note 8)	57,538	61,483
Other fundraising costs	52,725	54,707
Apartment operations	145,194	130,738
House operations	84,175	86,882
Housing and employment research projects	5,538	11,959
Volunteers	28,021	23,428
Rent and maintenance	28,867	28,735
Office	12,192	14,173
Staff education and travel	22,774	30,728
Memberships	3,559	2,057
Insurance	9,819	9,613
Professional fees	6,849	6,101
Amortization	59,601	54,562
	1,156,643	1,125,030
(DEFICIENCY) EXCESS OF REVENUE OVER EXPENDITURE FOR THE YEAR	$ (21,949)	$ 29,638

The accompanying notes are an integral part of these financial statements.

Supportive housing and compassionate care

BRUCE HOUSE

Logement avec services de soutien et soins humanitaires

Bruce House
402 - 251 Bank St.
Ottawa, ON K2P 1X3
tel. 613-729-0911
fax 613-729-0959
admin@brucehouse.org
www.BruceHouse.org
facebook.com/MoreThanAHouse
twitter.com/MoreThanAHouse

Bruce House receives funding from:

Canada – Public Health Agency of Canada
AIDS Community Action Program (ACAP)

Canada – Human Resources and Social Development Canada
Homelessness Prevention Initiative

Ontario – Ministry of Health and Long-term Care, AIDS Bureau
AIDS Bureau

Ontario
Consolidated Homelessness Prevention Program

Ottawa – City of Ottawa, Housing Branch
Domiciliary Residential

Somerset West Community Health Centre
Transition House Caregiver Support

Special thanks to the following for their generous support in 2012-2013

M·A·C AIDS Fund
Human resources capacity building grant

M·A·C AIDS Fund
Transition House support grant

Snowy Owl AIDS Foundation

Harold Crabtree Foundation

Harry P. Ward Foundation

REALTORS Care Foundation

Bon Appetit Ottawa