



DONATE



SHOP



JOBS



**ANNUAL
REPORT
2017**

GOODWILL
THE AMITY GROUP



MESSAGE FROM THE CHAIR AND PRESIDENT

During this past year we continued our commitment to East Coast expansion with the opening of our new Career Centre to serve clients in the Halifax area. This program, which is wholly funded by Goodwill, was successful in placing 16 clients in jobs during its' initial months of operation.

In Ontario, our mission of helping people connect with work saw the introduction of a fully funded program to assist youth in securing regular employment but also employment for students in the summer months.

Overall, we were able to assist 884 individuals in connecting with work in the communities that we serve. Their employment resulted in a reduction or elimination of dependency on government assistance and the achievement of a level of independence and economic self-sufficiency equal to \$21.5 million in wages.

In retail, our efforts were focused on stabilizing our new operations in Nova Scotia, investing in store expansion and in introducing the new Goodies brand refresh. Our Oakville store saw significant investment in this regard, growing from 12,000 to 18,000 square feet. As well, we successfully opened a Bookstore and Donation Centre in Hamilton under the Goodwill Goodies brand refresh.

Unfortunately, with the expiry of our Milton store lease after 20 years, coupled with the "super-heated" property market in that rapidly growing community, we were not successful in securing an appropriate alternative location before having to close our existing store. This not only disappointed our many loyal donors and customers who came to love and support that location,

but, it also impacted our overall performance significantly. We continue to look for opportunities to re-establish our presence in that community.

Our Leasing Operations in Hamilton continued to do well, generating funds that could be redirected to assist with the costs of our expansion efforts.

Our Commercial Services Division saw revenue growth in 2016/17 which will necessitate the hiring of additional staff in the coming year to support its growing customer base.

We would like to thank our many supporters for their generosity and for remembering that Goodwill does make a difference in the lives of people who are looking for the dignity and independence that comes from having a pay cheque.

Tim Dobbie
Chair

Paul Chapin
President



GOODWILL CLIENT SUCCESS STORY



At 22 years of age and living with a developmental disability, Christopher came to Goodwill having yet to experience his first paid employment opportunity. Christopher presented as a shy, quiet person. He knew he wanted to work, but lacked the networks and contacts necessary to complete an effective job search. He also knew he needed help.

Through the assistance of Goodwill, Christopher was able to identify his skills and abilities, determine suitable employment opportunities, create his first resume, find a suitable employer, and prepare for interviews. Christopher secured a temporary opportunity that allowed for onsite job coaching; thereby creating a venue to provide support and guidance while he strengthened both soft and hard skills.

As a result of the opportunity, Christopher gained marketable skills that increased his employability. His focus now became securing that paid position he'd always wanted. Through a supported job search, Christopher was hired permanently as a General Cleaning Attendant, and has been employed as such over 1 year.

Both Christopher's family and employer have noted that he has "significantly improved his self-esteem, has gained financial independence, and increased skills leading to self-sufficiency and integration".

A note from Christopher's family:

"...As his parents we have noticed there is a noticeable improvement in his self-confidence as he is more sociable and outgoing. His social anxiety has decreased as he is more involved with family outings and enjoys Basketball events in Toronto and Blue Jay games, & also dining out.

Chris has benefited in other ways as well: he is more independent, and has a sense of purpose due to his job. He has gained other valuable skills also, such as a better understanding of money because of that which he earns. He is now even responsible to pay his own telephone bills, and has learned to save and budget his earnings to purchase things he's interested in..."

*Regards
from proud parents"*

Well done Christopher! We are equally as proud of your accomplishments!



DONATE

The donations we receive from the community are the foundation of our retail stores and career centres. We strive to give good quality items another opportunity to be of use to someone new rather than adding to landfills. We are proud to offer this green retail alternative for customers to recycle and take care of the environment. Our donation sites are a welcoming place for everyone with the support of our friendly employees who sort through, qualify and stock daily our ongoing donations. Goodwill is able to impact the lives of thousands of people a year with the help of so many thoughtful donors. The money raised from donations of no-longer-needed items is targeted towards helping people find meaningful employment in their community. By giving someone the opportunity to succeed, it creates a great strength in the community and gives confidence to those who were personally impacted. We are excited to have recently opened a new Donation Centre in Hamilton, Ontario under the Goodwill Goodies brand refresh to make donating that much easier.

From our spring cleaning initiative “Operation Declutter” to back-to-school, and every season in between, we owe everything to our donors’ immense generosity and their continual support to the cause of employment. Our donors have graciously donated everything from wedding dresses & coin collections to limited edition prints, giving us the ability to give back to the community. We look forward to seeing all the wonderful items they will bring us in the coming year!

The community made

65,807
donations this year



**OPERATION
DECLUTTER**

SHOP

To achieve Goodwill's mission, retail continues to play a vital role by economically supporting the efforts to connect the unemployed with meaningful jobs in the community. Our retail operations provide a great selection of quality goods at great prices that support a good cause. Our promotional message continues to feature the appeal of finding "one-of-a-kind" items.

Throughout the year we focused efforts on the continuing launch of our retail brand refresh Goodwill Goodies Thrift. In Hamilton, Ontario, we successfully opened a Bookstore and Donation Centre under the brand refresh. We are also growing our retail presence in Nova Scotia by expanding and introducing our new Goodies Thrift stores. Enhanced digital marketing and social media initiatives are now underway with targeted promotion in Ontario and Nova Scotia. The retail operation is excited about the new Goodies Thrift brand refresh and is looking forward to serving more customers and in turn providing more sales to enrich the lives of those who seek assistance in finding employment.

Every day we stock thousands of new items, so every visit is a new experience. Shop often to scoop up those unique finds! From action figures to purses, thrifting is a great way to find a unique item you never knew existed!

Goodies
THRIFT

This year we have served

219,633
customers



FIND A...
**ONE
OF-A
KIND!**



JOBS

We offer employment services through our Career Centres and have enjoyed another successful year. Our job placements were up 8% over last year. Our Career Centres were continually committed to assisting individuals in identifying and reaching their employment goals while also supporting businesses by offering services to employers to meet their on-going staffing needs.

We have provided a variety of workshops which assisted in 884 individuals finding work in the communities that we serve which resulted in a reduction or elimination of dependency on government assistance and the achievement of a level of independence and economic self-sufficiency equal to \$21.5 million in wages.

People visit our Career Centres for a number of reasons and can use the following free resources:

- Computers or telephones for job search or to research educational programs
- Support from Career Centre staff on a variety of topics including: resume review, interview skills, and helpful job search tips
- Employers utilize our Career Centres to interview potential candidates for their hiring needs
- Regular on-site job fairs
- Jobs posted by our Job Developers on behalf of employers
- Information regarding Second Career, Canada Ontario Jobs Grant, wage incentives, employment standards and other community resources

This year

884

people found employment

Board of Directors

Tim Dobbie, Chair
 Dan Sturk, Vice Chair
 Kevin McCallum, Past Chair
 Al Brown
 Martha Fox

Lori Hall
 Ted Hildebrant
 Linda Nazareth
 Paul Chapin, President & CEO

Statement of Operations

For the year ended March 31, 2017

With comparative figures for the year ended March 31, 2016.

	2017	2016
Operating Revenue		
Workforce development	\$ 3,819,072	\$ 3,275,165
Store	2,688,398	2,948,295
Rental	950,557	925,356
Salvage	143,528	185,027
Miscellaneous	34,856	14,202
Fundraising	42,000	41,889
Amortization of deferred capital contributions	24,231	18,189
	\$ 7,702,641	\$ 7,408,123
Operating expenses		
Wages and benefits	\$ 4,076,732	\$ 3,953,492
Occupancy	1,701,427	1,583,565
Other operating expenses	1,788,869	1,728,432
Amortization	477,419	433,410
	\$ 8,044,447	\$ 7,698,899
Operating deficit	\$ (341,806)	\$ (290,776)
Other revenue - interest	16,500	28,286
Excess of expenses over revenue	\$ (325,307)	\$ (262,490)

Activity Highlights

Used goods donors	65,807	81,145
Retail customers	219,633	216,249
Jobs found for clients	884	813
Annual wage impact of clients in jobs (rounded)	\$ 21,500,000	\$ 20,700,000

Amity Goodwill Industries

COMMUNITY SUPPORTERS



102.9 K-Lite FM
 1150 CKOC Classic Hits
 1-800-GOT-JUNK
 Acclamation Bar & Grill
 Andrea Horwath
 Arvin Air
 Capri Ristorante Italiano
 CCXIT Computer Services
 Cosimo's Garage
 Corneya Group
 David Christopherson
 Dee Signs
 DeGroote Human Resource Association
 Deloitte LLP
 DMI Furniture Inc.
 Downtown Hamilton Business Improvement Area
 Employment Ontario
 Frank & Teresa's Anchor Bar
 Gallagher's Bar & Lounge
 Glenn Richardson Plumbing & Heating
 Hamilton Builder's Supply
 Hamilton Health Sciences
 Hamilton Police Service
 Helene Sobon – Peller Estates Winery
 Incognito Restaurant & Wine Bar
 Insurance Brokers Association of Hamilton
 International Village Business Improvement Area
 La Piazza Allegra
 Manulife Financial
 Marlene & Glen Gibson
 Martinus Geleynse
 Marydale Construction Co. Ltd.
 Metroland Media
 Mike Nabuurs
 Ministry of Community and Social Services
 Mohawk College - Broadcast Television & Communications Media
 Monique Taylor
 My-Thai Restaurant
 Paul & Dolores Chapin
 Print Factory Ink
 Printing By Innovation Inc.
 Royal Bank of Canada
 Scott Duvall
 Service Canada
 Simpson Wigle Law LLP
 Spritz Creative
 The Augusta House
 The Benefits Company
 The City of Hamilton
 The George Hamilton
 The Halton Region Waste Diversion Fund
 The Hamilton Chamber of Commerce
 The Hamilton Spectator
 The Hilary & Roger Selby Family Fund
 (a fund held within the Oakville Community Foundation)
 The Village of Wentworth Heights
 The Mule
 Tim L. Dobbie Consulting Limited
 Two Black Sheep
 Ventura's Signature Restaurant
 Wass Ethiopian
 Western Regency Construction
 Ya Man!

GOODWILL

THE AMITY GROUP

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ONTARIO & NOVA SCOTIA**