

ISSUE

03

APRIL  
2010

## Message from the Executive Director

### CAN THEY BE MY WORDS?

*'The Spirit of the Lord is on me, because he has anointed me to preach good news to the poor. He has sent me to proclaim freedom for the prisoners and recovery of sight for the blind, to release the oppressed, to proclaim the year of the Lord's favour.'*

Can you imagine standing up in a public meeting place, where there is already a 'buzz' regarding who you might be and what you might be up to and then reading these words? Now that you have tried to imagine this, add the following; it is one thing to read something without actually applying the words to your own life, but it is quite another to then say, "Today this scripture is fulfilled in your hearing." We are often guilty of taking these words and using them metaphorically. Words like 'poor', 'prisoners', 'blind' and 'oppressed.' We get closer to plain language when we use words like 'freedom', 'sight' and 'release'. In the world of Mission Services of London, the words are not metaphorical. They are what they mean. And here is the remarkable thing. The one in whom there was and is so much 'buzz' allows me to own the words and declare them as my life's mission. There's no 'buzz' around me, but there certainly is around those words.



## Good News Inside

The Latest Word	P.1
Part of Your Community	P.2
Making a Difference	P.4
Get Involved	P.4
Upcoming Events	P.5
Hope Profile	P.6

## The Latest Word

### IT'S PERSONAL!

Usually when someone uses the expression 'it's personal', there is a somewhat ominous tone. We are left with the impression that vengeance is imminent and the emotions are in high gear. The other angle on the expression refers to a private matter, something that is not to be shared. "It's personal!" And if we really want to make our point, we might add, "Mind your own business!"

For the moment, I want to consider the former meaning, not because of the vengeance angle, but rather the intensity of the expression. The latter has significance too, but more because what I am about to describe is just the opposite of 'mind your own business.' During the month of February, Mission Services of London said its goodbyes to two long standing staff members: Dick Cochrill, the Director of Quintin Warner House and Fred Hagglund, Executive Director of Mission Services of London. For these two individuals, it was 'personal'!

They were personally involved in the work of Mission Services of London, so much so that one could tell that the relationships went deep

and the commitments went well beyond the 9 to 5 nature of work. In Dick's instance, it would be very difficult to work at Quintin Warner House and not be personally engaged with the fight. However one ends up defining the world of addiction, there is a fight involved in recovery and those who get involved must be ready to do hand to hand combat. Dick and the team at Quintin Warner House committed themselves to that journey.

In Fred's case, you can see that it is personal because the work with those struggling with homelessness and all the associated challenges went well beyond his 20 years of service with Mission Services of London. Fred could track his commitment and love for others well back into his youth. He was undeterred by the challenges that he would face in this lifetime of service. He was undeterred by the sadness that he would be confronted with in the lives of others, because he was filled with a hope for them that was buried deep inside; buried and sure as the God he believed in. We're going to miss Dick and Fred. I wonder? Is it 'personal' for me?

*Gordon Russell, Acting Executive Director*



# part of your community...

## The Men's Mission & Rehabilitation Centre

### IF YOU WALK THE WALK, LEAVE FOOTPRINTS

Just a few days ago these words "If you walk the walk, leave footprints" were shared with me by a resident of The Men's Mission and Rehabilitation Centre. He knows the impact that these words carry and holds them as close to his heart as the writer of Psalm 119 did when similar words were penned in verse 133: *"Direct my footsteps according to your word; let no sin rule over me."* (NIV)

The desire of my friend, the resident, was and is to walk with our Lord and to leave his footprints where he knows the source of his strength comes from, and to no longer walk in the darkness that has pervaded at least half of his life; and he's only 31. Every day here at The Men's Mission we

**"..we also provide a place to take the first step"**

see someone take a first step, a new beginning, a desire to want something else other than what their current situation affords them. To have a home, be connected with someone, care for something, know that someone cares for them, to get a job and hold onto it, the same things that you and I want. As most of you and I know, not everything we do or try in our life is successful, but even more so for many of the residents of The Men's Mission.

If I'm not successful in my career, I have a wife who still loves me; if I don't get something I want, I still have more than enough to compensate for it.

Our residents do not share this luxury. When I see and hear the desire of "our" men I realize

that for so many of them they want what we want, and for those that take the first step they begin their walk on a new path. Have you ever had anyone visit your office, look at the books on your shelf, gaze out your window and while turning their head in awe say something along the line...someday! Or maybe they share stories of their past, of their family, of their careers and you know that in their heart lives the desire to have that again. Our purpose is to provide food, shelter and a safe environment, but I like to think that we also provide a place to take the first step where, with compassion, we encourage and where help is needed or wanted we provide it. New beginnings are always only a step away. Beyond the action is my prayer which is to leave footprints too.

*Ed Murphy, Acting Director*

## Rotholme Women's & Family Shelter

### A NEW BEGINNING

With spring just around the corner one can sense the excitement in the air. People you pass by seem quicker to smile, our steps are lighter when we are not slugging through the snow. We witness how the trees start to bud and the first flowers start to peek out. We spend as much time as we can in the sunshine, letting it warm our bodies and soften our souls. We get a sense of a new beginning. For many of us when we think of a fresh start or a new beginning it is with a sense of excitement, a sense of positive change that we have chosen. Often one thinks of a new job opportunity or an exciting move, starting a new family, or forming new friendships. Imagine, if you will for a moment that your new beginning comes from a place of necessity, a set of scary or unwanted circumstances that force you to start over, and with that change, there comes a sense of dread, a loss of control, a sense of failure. Imagine that you didn't believe you deserved a fresh start. For many of our clients at Rotholme Women's & Family Shelter, life has thrown barriers in the way of positive change. Many of the clients at Rotholme do not believe themselves to be deserving of a fresh start, a clean slate. As a front line worker at Rotholme Women's & Family Shelter for a little over five years, I have spoken with so many men, women and children who are surviving, just getting by each day; they can't see any light at the end of the tunnel they are in. Each and every worker at Rotholme strongly believes that change is possible; we firmly believe that each and every person who walks through the door at Rotholme deserves greatness. I am so very proud to be part of this team. We feel a sense of fulfillment when we see the resilience in our clients eyes; and in turn, we tell them that we believe that each and every one of them deserves a high standard of life for themselves and their children. This spring as we all look forward to a new beginning I would ask that we pray that every man, woman and child who walks through the door of Rotholme Women's & Family Shelter can recognize their full potential and how valuable, worthy and loved they are, and that they will realize that they too are so very deserving of a new beginning.

*Kristy Squire, Front Line Worker*

## needs wish list

With the gift of in-kind donations, each Branch of Mission Services of London is able to fulfill various needs of their programs and services.

- ◆ Blankets, Bed Sheets (large sizes)
- ◆ Bath Towels and Face Cloths
- ◆ Toothpaste, Toothbrushes, Razors
- ◆ Men's/Women's Underwear, Socks
- ◆ Pots and Pans, Kitchen Utensils
- ◆ Men's Work Boots

The demands on our voucher program have steadily increased for many years now, and it is very unlikely that this pattern will change any time soon. Any help would be greatly appreciated. Donations can either be dropped off directly at the Administration office (415 Hamilton Road, London), or be picked up by calling 519.433.2807.

# The Mission Store

## A NEW ADDITION

If you work, volunteer, shop, donate or just visit The Mission Store, you know Michele Senese. Michele is the new full time Warehouse Clerk at The Mission Store. She is a mother of four children and proud grandmother of one. She is full of energy and joy for life, and has managed to transmit this energy to everyone around her. One can see that Michele loves her job; her perfect attendance is an example of how much she enjoys coming to work every day.



*In this photo: Michele Senese*

The Mission Store warehouse is a busy place; and Michele is one busy woman. She is responsible for overseeing the day to day function of the warehouse; her duties include scheduling all the Mission Services Van pick-ups, supervising the over 35 weekly volunteers that help her run the warehouse, sorting the daily donations that come into the Store. There are days where the drop box at the store needs to be emptied at least 8 times a day. With her great organizational skills and her eagerness to always help people, Michele has managed to create a smooth transition. The warehouse is running like a well-oiled machine. Thanks Michele!

# Community Mental Health Programs

## GIVING BACK TO THE COMMUNITY - A GREAT WAY TO A FRESH NEW START

Since October, 2009 Bob (not his real name) has committed himself to a fresh new start. He has been able to maintain his new apartment and is excited about the opportunities this new life has given him. He still utilizes the Safe Haven on a regular basis, seeking support and taking part in programming. He particularly enjoys our "Open Mic Session", where once a week our clients and staff participate in Karaoke; here Bob can display his great musical talent.

Bob feels grateful for all the help and support he received from the staff at Community Mental Health Programs, and has taken up some volunteer duties at Safe Haven. He committed himself to the task of keeping the Safe Haven clean and tidy and volunteers his time doing just that.

Last month, Bob decided to give back even more to the community and become a more productive member of society; so he applied for a volunteer position at the Boy's and Girl's Club of London. After the application and interview process, Bob felt really hopeful. When he was contacted by The Boy's and Girl's Club to start his training as a volunteer, he came into Safe Haven to share with the staff the great news. He was ecstatic and filled with joy and felt a sense of accomplishment that we had never witnessed in him before. He told us that he felt the desire to help and encourage others, as he felt we had helped and encouraged him.

## Quintin Warner House

### THE END OF AN ERA

Dick Cochrill was the Director at Quintin Warner House (QWH) for over 8 years and has decided to take a well deserved retirement. It is bittersweet to see Dick go. Bitter because QWH is losing their most dedicated advocate and sweet because Dick and Patti (his wife) will finally be enjoying some peace and quiet!

Quintin Warner House has seen a lot of changes during the last 8 years. The counsellors used to all share the same office; and thanks to Dick there are now 5 offices in the basement of QWH. There have also been gazebos, new furniture, renovations on every floor, an eagle to watch over us, and of course BINDERS of every size and colour, to keep us organized!!! It is true that anyone could have upgraded the computers, the offices and the yard, but Dick's gift is much more than home improvements and interior design. Dick's greatest gift is one of bringing people together and building relationships. He cared so much about the residents, past and present, and his staff. He would gladly push away from his



*In this photo: Dick Cochrill, Fred Hagglund*

desk or computer when asked "can I see you for a minute" to listen, offer help, share some wisdom ("Dickisms" we fondly labelled them) and often a laugh. Dick is not going to miss the maintenance issues, staff meetings and changing weekly schedules but he will miss the laughter and camaraderie just as much as we will miss his laughter, energy and kind spirit. On February 23, 2010 the staff at Quintin Warner House celebrated Dick's retirement at Dundas Centre United Church. It was a wonderful afternoon; past alumni, Board Members, staff from all the Mission Services branches, members of the Women's Auxiliary, volunteers and community partners all got together to honour and celebrate an outstanding man. The staff at QWH are encouraged to continue offering their best in "meeting need at the point of need". God Bless Dick in his retirement.

*Christy Cuyler, QWH Councillor*

We are counting our blessings and you are among these!

Thank you for your continued help to provide hope for the hungry and hope for the upcoming holidays.

**HOME**  
your  
what does home mean to you?  
2010 Fall Banquet

Mission Services  
www.missionservices.ca

**HOME! What does home mean to you?**  
Home means many different things to many different people.

**Stay tuned for further information on this exciting fundraising event!**

To buy tickets or interested in sponsoring this event, **Call us at 519.433.2807 or email [info@missionservices.ca](mailto:info@missionservices.ca) for further information.**

because **YOU GAVE** *there is hope!*

APRIL 2009 - MARCH 2010

185,106	Meals Served at Emergency Shelter
61,702	Nights of Emergency Shelter
24,000	Hours of Volunteer Services



**Mission Services**  
of London  
*Always an Open Door*

**"Start by doing what's necessary,  
then do what's possible; and suddenly  
you are doing the impossible."**

**-St. Francis of Assisi**



## Serving the community since 1951

### Making a Difference


#### THE WOMEN'S AUXILIARY IS 50 YEARS OLD!

The Women's Auxiliary of Mission Services of London is composed of more than 100 members who meet regularly to worship together and to provide active support for the various branches and programs of Mission Services of London. They consistently meet for a luncheon on the last Tuesday of the months of January through May and September through November.

The first Women's Auxiliary meeting was held on April 1<sup>st</sup>, 1960 at 8:00 PM, in the parlour of the Dundas Street Centre United Church in London. It was organized by the founder of Mission Services of London, Reverend Alvin Roth, and the founder of the Women's Auxiliary of Mission Services of London, Reverend Ann Graham (Langford). As of Tuesday October 26, 1960, the meetings were changed to a luncheon on the last Tuesday of the month and that is how they remain today.

Throughout the last 50 years the ladies of the Auxiliary have made a significant impact to the work Reverend Roth started, and they have followed his teaching of *'meeting need at the point of need'*. Their contributions have varied from monthly donations of bags filled with food, clothing, linens, and other necessities, to assisting with other Mission Services needs, such as the purchasing of larger items like the state-of-the-art dishwasher that they provided for the renovated kitchen at The Men's Mission.

Mission Services of London is proud to recognize the 50 years of hard and dedicated work from the generous ladies that make up the Women's Auxiliary. We thank you for all that you do and we celebrate this joyous achievement.

 **For more information on how you can become involved as a community partner, volunteer and/or supporter, please call us at 519.433.2807.**

### Did you know...

**there are many benefits to Legacy Giving from the satisfactions of helping those in need to significant tax relief during your lifetime and to your estate?** If you would like to learn more about the Mission Services of London Foundation and Legacy Giving, please contact:

◆ Mary P. Brown, Major Gifts/Planned Giving Officer at 519.433.2807, extension 113 or [mbrown@missionservices.ca](mailto:mbrown@missionservices.ca)

Whatever your objective, choosing to support Mission Services of London is an important and personal decision that opens doors of hope to those seeking emergency shelter and support by offering safe shelter, food, clothing and by facilitating rehabilitation as needed, in an atmosphere of compassion.

### Get Involved! Become a Supporter

#### A LONG AND MEANINGFUL PARTNERSHIP

In 1992, Liz Brown, the then Director of the London & St. Thomas Association of Realtors, brought a pin to London from a U.S. Conference. She felt that the local London & Ontario Boards ought to be making something similar and approached Ashleigh Barney with her idea. Ashley jumped on board and has been making the pins ever since. Today, over 60 organizations sell these pins for their own fundraisers. Every time an outside organization sells a pin, \$1 goes to Mission Services of London (MSL). Every time Mission Services of London sells a pin, \$5 goes back to MSL and the other \$5 goes back to Ashleigh to cover the cost of the pin.



*In this photo: Participants of the 2010 LSTAR Annual Bonspiel*

Mission Services of London wants to extend its appreciation to the London & St. Thomas Association of Realtors (LSTAR) for their continued support. For the last 17 years the LSTAR has raised more than \$226,000.00 in support of the work of Mission Services of London. Through their Annual Bonspiel and the Homes for Hope Pin sales campaign this year the LSTAR will be presenting Mission Services of London with a cheque for \$15,285.00 at their Annual Meeting, which will take place Tuesday, April 27, 2010 at the Lamplighter Inn. We are grateful for their continued support and value their partnership; we would be unable to continue the fight against homelessness and poverty in our community without the significant support of partners like the London & St. Thomas Association of Realtors.



# Upcoming Events

## MISSION SERVICES OF LONDON CELEBRATES VOLUNTEERS!

National Volunteer Week, the biggest celebration of volunteers and volunteerism in our country, is coming. The 2010 campaign lands on the week of April 18 -24; and Mission Services of London is prepared to celebrate the achievements and hard work of all the volunteers around us!

We are taking Tuesday, April 20, 2010 as a day to recognize the over 150 volunteers that offered over 23,000 hours of their time, energy and skills to benefit Mission Services of London and our clients. Volunteers are the selfless individuals who demonstrate their genuine compassion to the well being of others and in support of essential causes, by taking action and by making a difference. Mayor Anne Marie DeCicco-Best will once again join Mission Services of London staff to celebrate and thank our volunteers for the outstanding work and the wonderful contributions to improving the lives of individuals suffering from homelessness and poverty in our city.

## ANNUAL GENERAL MEETING - NOTICE

**When:** Thursday, June 24, 2010 @ 6:30 p.m.  
**Where:** 459 York Street, The Men's Mission & Rehabilitation Centre (Alvin Roth Memorial Chapel)

**Doors open at 6:00 p.m.**  
Light refreshments will be served.

Everyone is welcome to join us in celebrating the work of Mission Services of London.

## CRUISING FOR A MISSION: FAMILIES HELPING FAMILIES (January 1, 2011 aboard Carnival Liberty for 7 nights)




Register today for the Cruise Information Night about Cruising for a Mission: Families Helping Families. Expedia CruiseShipCenters will cover items about the cruise itself aboard Carnival's Carnival Liberty, travel options and of course how this third-party fundraiser benefits Mission Services of London. Cruise line representatives will be on hand to answer your questions about this cruise.

**When:** Tuesday, May 4, 2010 **Time:** 7:00 p.m.  
**Where:** Expedia CruiseShipCenters – London South  
11 Base Line Road E, London, ON

Seating is limited! Please call 519-690-2488 by Tuesday, April 27, 2010 to reserve your place for the cruise information night. If you are interested in more information but you are unable to attend, please call Expedia CruiseShipCenters at the number above to answer your questions. We look forward to seeing you!

## Take Part!

To learn more about any of our events and how you can participate in any of our upcoming events,

-  call us at 519.433.2807
-  or email info@missionservices.ca
-  or visit the web at www.missionservices.ca



## Here's my gift to help provide hope for the homeless, addicted and mentally ill served by Mission Services of London:

Rotholme Women's & Family Shelter has been over capacity again this year. The Men's Mission & Rehabilitation Centre is always hovering around capacity. The people who come to our doors often have no where else to turn. **Help us make a real difference for real people in real crisis.**

### THANK YOU!

Your Gift Changes Lives for Many...

Your donation is tax deductible to the full extent of the law. We will send you a receipt for your records. Please make your cheque payable to Mission Services of London.

To charge by phone, call 519.433.2807. To give online, visit www.missionservices.ca

4/10

### YES! I want to help...

With my gift of  \$30  \$50  \$100  Other

Gift made by:  MC  VISA  Cheque

I commit to a monthly gift of: \_\_\_\_\_

Credit card #: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Name on card: \_\_\_\_\_

Signature: \_\_\_\_\_ Expiry: \_\_\_\_\_

#### Please direct my gift to:

- \$ \_\_\_\_\_ Wherever it's most needed
- \$ \_\_\_\_\_ Rotholme Women's & Family Shelter
- \$ \_\_\_\_\_ The Men's Mission & Rehabilitation Centre
- \$ \_\_\_\_\_ Quintin Warner House
- \$ \_\_\_\_\_ Community Mental Health Programs
- \$ \_\_\_\_\_ The Mission Store
- \$ \_\_\_\_\_ Mission Services Property Fund

Your Name\*: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Prov: \_\_\_\_\_ P.C.: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

*\*We respect your privacy and do not rent, sell or exchange our mailing lists.*

#### Please check any of the following:

- Please send me information about pre-authorized debit.
- My employer matches employee donations.
- Please send me information about Legacy Giving and Taxable Benefits for myself and my heirs.
- I would like a tour of Mission Services, please call me.
- Please send me newsletters at email address above.
- Please contact me about your volunteer program.

...meeting need at the  
point of need...



## Hope Profile - Believe in Yourself

*This story was written by a Community Mental Health Programs (CMHP) participant as it was his wish to pass on a message to others who may be in a similar situation. (March 11, 2010)*

Hello, my name is Ken C. and I am 32 years of age. On February 28, 2008, I came to London, Ontario from Hamilton. I left there because of a bad drug problem and my ex wouldn't let me see my kids. My drug of choice is crack cocaine and I've been fighting this addiction about 18 years. On top of this I'm diagnosed with post traumatic stress syndrome. When I was a little boy my brother committed suicide and both my parents were alcoholics. At the age of twelve, my addiction exploded out of control and I just couldn't get better. I just didn't want to feel the way I felt. I was depressed and cried all the time. At the age of eighteen, crack got rid of my problems for about five minutes, but that five minutes was the most comforting feeling I had ever felt. I would pay any amount of money or do whatever it took to get that feeling back. If it meant breaking the law, then so be it. So, from 18 to 28, I was doing crack, had bad relationships and drank all time. Finally, I thought it was the end. I was so confused because part of me wanted to die but I had sense enough to think maybe life could get better.

So, I find myself in London and living at the Men's Mission, trying my best to change my life, this had its ups and downs. For me, living at the Mission was hard at times but I must admit it is a great place to get help if a person wants it. I lived there six months. With all the help I got from the staff, I managed to move out into housing. Unfortunately, that didn't last long because I ended up in jail for eleven months. When I got out of jail, I came back to the Men's Mission and was welcomed back. I really appreciate the help I got from the staff. It is really hard to live when you have nothing, but the staff at the Men's Mission showed me I had something, my life! Well, now I am sober from alcohol, (17 months) and do my best to stay away from crack cocaine. I now have a nice apartment and lots of material things but most important I'm happy with myself and care about myself. I never did that before. I am doing things that I never could do before.

So, I would like to thank all the staff at the Men's Mission and in the Resource Centre at CMHP. If there is a message I'm trying to say it is "Just believe in yourself and let people help you because that's O.K."

## about our organization

### who we are

Whether it's providing emergency shelter for an individual or family, or caring for those with mental health needs, Mission Services of London is there with a message of hope through faith. We are a Christian faith-based charitable organization committed to serving London and area. We do this within our mission and vision statements.

### our mission

Mission Services of London opens doors of hope to those seeking emergency shelter and support, by offering safe shelter, food, and clothing and by facilitating rehabilitation as needed, in an atmosphere of compassion.

### our vision

To be a self-directed sustainable charitable social service organization grounded in the Christian faith, proactively addressing and meeting the needs of the homeless and disadvantaged of the London area; well recognized and supported by the community.

#### The Men's Mission and Rehabilitation Centre

459 York Street

519.672.8500

\*

#### Rotholme Women's and Family Shelter

42 Stanley Street

519. 673.4114

\*

#### Quintin Warner House

477 Queens Avenue

519.434.8041

\*

#### The Mission Store

300 William Street

519.438.3056

\*

#### Community Mental Health Programs

519.672.8500

\*

#### Streetscape

519.439.7700

\*

#### Mission Services of London Foundation

415 Hamilton Road

519.433.2807

\*

#### Administrative Offices

415 Hamilton Road

519.433.2807

\*

#### Charitable Registration

#119302578RR0001