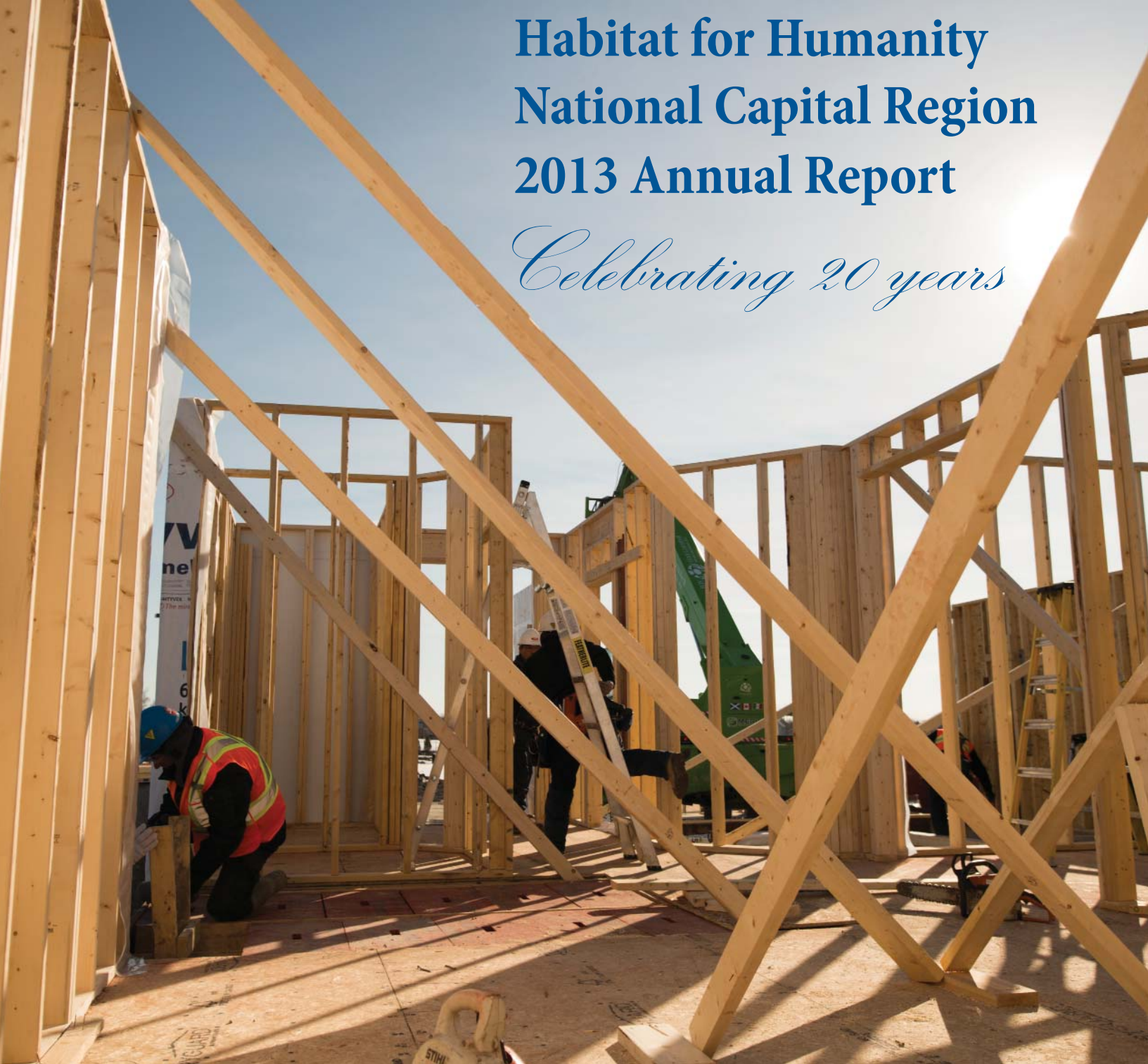


# Habitat for Humanity National Capital Region 2013 Annual Report

*Celebrating 20 years*



## Building homes. Building hope.



National Capital Region

**Habitat for Humanity®**  
**Habitat pour l'humanité®**

Région de la capitale nationale



# MISSION, VISION AND VALUES

## OUR VISION

We envision a world where everyone has a safe, decent and affordable place to live.

## OUR MISSION

To mobilize volunteers and community partners to break the cycle of poverty by providing affordable housing and zero-interest financing that makes home ownership a realistic goal for low-income working families in the National Capital Region (NCR), as well as in developing nations around the world.

## OUR VALUES

We believe...

- All people should have access to safe, decent and affordable housing.
- Every human being has dignity and worth. We respect the people we serve and those who help us.
- We can best achieve our mission through meaningful and mutually beneficial partnerships with others.
- We serve and work with people of all faiths and beliefs in a spirit of justice and compassion.

We are committed to enriching our organization through diversity and there is a role for everyone committed to our vision, mission and values.

## TABLE OF CONTENTS

Mission, Vision & Values	2
Leadership Message	3
2013 Highlights	4
Volunteers & Committees	8
The Cycle of Hope	10
How you can help	11
Family Profiles	12
ReStore - Social Enterprise	14
Sponsors and Donors	15
Global Village	16
Our 2013 Team	16



## LEADERSHIP MESSAGE

A message from our Chief Executive Officer and Board Chair

2013 was a special year for Habitat for Humanity National Capital Region as it marked our 20th anniversary of building homes and hope in our community. Over the course of those 20 years, Habitat NCR has built 43 homes, renovated another 11, and served a total of 54 hard-working families.

In 2013, we were able to add to those numbers by building three new homes and renovating another, serving four families comprising of six parents and 13 children.

This annual report gives us the opportunity to celebrate the successes of the past twenty years of Habitat NCR, reflect on the achievements of 2013, and look to the future and how we want the organization to grow. We are proud that, even after 20 years, we are still exploring new and innovative ways to have a greater impact in the region. 2013 saw our first Urban Aboriginal build, as well as the first barrier-free floor plan in our history.

We have experienced many successes in our first 20 years, largely thanks to the dedication of former CEO Donna Hicks who departed the organization in 2013. For nine years Donna passionately served Habitat NCR and increased its profile in the community, and we are grateful to Donna for her significant contribution to Habitat for Humanity.

We are excited about the potential that lies within our affiliate. Many families are still in need of decent, affordable homes in Ottawa, and we must do more to make an impact on affordable housing in our community. As long as there are parents who cannot provide safe, decent homes for their children, we must strive to do more.

As Habitat founder Millard Fuller stated, "Make no little plans." We will be building our 50th home in 2015, and are already planning for our 75th in the not-too-distant future. Between now and then, volunteers will mobilize, as they've been doing around the world with Habitat since 1976. Families will work alongside those volunteers, and communities will form. Families will be handed keys to new homes, and their children will play hopscotch on the street and invite their friends for sleepovers. This will be the true measure of success; this is the meaning of HOME. This is the spirit of Habitat for Humanity.



**Alexis Ashworth**  
President & CEO



**Ken Merkley**  
Chair, Board of Directors



## 2013 CELEBRATIONS



Habitat NCR had a year filled with memories and milestones.  
Here are some of the special moments from the past year.

### 20th YEAR

Habitat NCR was founded in 1993. The past twenty years have seen many accomplishments, including 43 builds, nine retrofits, the opening of two ReStore locations, and many long-lasting partnerships.

### FIRSTS

1994: The first Habitat NCR home was built on Monique Street

1997: Our first ReStore location opened. (A second location opened in 2007)

2002: Our first multi-unit build occurred. Hundreds of volunteers came together to build eight homes in ten days.

2007: Our first Women Build took place in Ottawa. It was so successful it was repeated the next year.

2011: Our first build in Carleton Place.

2013: Our first urban Aboriginal build, AND our first build to incorporate a barrier-free floor plan.



### BARRIER-FREE BUNGALOW



Eight-year-old Amanda Caceres, daughter of Salvador and Margarita, has several disabilities that require 24-hour care by her mother. Before becoming Habitat homeowners, the Caceres family was renting a townhouse with restricted wheelchair access, which required carrying their daughter up and down the stairs. The bungalow on Nantes Street was designed with the Caceres family in mind, and thanks to the commitment of Soloway Wright LLP, the Platinum Hammer Sponsor, their dreams became a reality.



### FIRST URBAN ABORIGINAL BUILD



Ida Kakekagumick applied to become a Habitat homeowner for the benefit of the three exceptional, teenage grandchildren she is raising. With the support of Platinum Sponsor Tachane Foundation, and Gold Sponsor Enbridge, Ida and her grandchildren finally have a home they can call their own.



Ida Kakekagumick, with Women Build volunteers,  
building her future home



# LOOKING BACK OVER 20 YEARS...



2011: First build in Carleton Place



1997: First ReStore location



2002: First multi-unit build



1994: First Habitat NCR Home



2007: First NCR Women Build



2013: First barrier-free floor plan



## 2013 CELEBRATIONS

Habitat NCR had a year filled with memories and milestones. Here are some of the special moments from the past year.

### RENEW IT PROJECT

Habitat NCR was proud to create a better living environment for low-income seniors at the Abbeyfield Houses Society of Ottawa through the ReNew It Project. Abbeyfield is a small-scale care facility with private rooms, meals, and support for a group of 10 seniors. The facility provided limited access to the outdoors. Through the repair and renovation program offered by Habitat NCR, this project created a respite for residents, enabling them to enjoy the outdoors with the addition of a modest deck.

Habitat NCR's ReNew It Project was supported by OakWood Renovation Experts, BOMA Ottawa and the RBC Foundation



Abbeyfield residents enjoying their new deck



Thank you to all who attended

### RETROFIT OF PINECREST ROAD HABITAT HOME

Pinecrest was the Habitat home of a previous partner family. When they decided to move away from Ottawa, Habitat NCR re-purchased and renovated the home to prepare it for a new Habitat family, the Quazi's. Their home is now a place where their children Sufia, Farhan, Lamiya, and Faheem can grow up to experience new possibilities.





## STEEL TOES & STILETTOS GALA

Thanks to the hard work and creativity of our 2013 Steel Toes & Stilettos Gala Committee and Habitat NCR staff, the 8th annual gala was another sellout success. It raised more than \$85,000, while attracting new friends, building solid relationships, garnering positive media coverage, and creating a memorable evening. The event took place at The Westin Ottawa, and featured fashions from Richard Robinson, dance performances from Fred Astaire Dance Studio, as well as live and silent auctions.



ded and supported the 2013 Gala.

## FIRST ANNUAL ZOMBIE RUN FOR HUMANITY

In its first year, the Zombie Run for Humanity was a huge success! 250 runners and zombies came together at the Nepean Equestrian Park on October 16th to raise over \$6,500 for Habitat NCR. Our Build Committee volunteers worked hard to help the organizers build the course obstacles, and still had the energy to participate in the 5km run! The 2014 date is already set and we look forward to watching this event grow over the coming years.



Build Committee members/zombie survivors

## OUTSTANDING VOLUNTEER

Board Chair Johannes Ziebarth won the prestigious Great-West Life, London Life, and Canada Life National Award for Leadership in Sustainable and Affordable Home Building, which was presented at Habitat Canada's Annual General Meeting in May 2013.

Johannes and his company, Ziebarth Electrical Contractors Ltd, was also an inaugural recipient of the Prime Minister's Volunteer Award in the Business Leader category for highlighting the best practices in community leadership, and making exceptional contributions to improve the well-being of Canadian families and their communities.





## VOLUNTEERS

Volunteers are the backbone of Habitat NCR. Like many charities, we rely on volunteers to help achieve our objectives. Our volunteers go above and beyond, and are as diverse as the work that Habitat NCR does. They help build houses, volunteer in the ReStore, pick up donated materials, work at tradeshow, complete special projects (such as salvaging, demolition, etc), and serve on our committees.



## COMMITTEES

Committees are vital to the success of Habitat NCR. With a small staff, Habitat NCR depends on the committees to help fulfill our mandate. Committees work toward the mission of Habitat NCR by applying their skills or interests in a certain field and spreading the Habitat message to the community. Volunteers on Habitat NCR committees are involved in fundraising, special events, faith relations, finance, and communications, etc, depending on the talents they are willing to offer.

### BUILD

The Build Committee consists of 11 members with varied backgrounds of skills and knowledge. In addition to the hours served on the Committee, Build Committee members contribute thousands of hours to the builds each year. The Committee reviews build plans and schedules, maintains a tool inventory and tracking system, establishes safety procedures, and appoints "primes" for each build site. It also provides health & safety training, arranges for first aid training, and oversees the construction of the houses. In 2013, the Build Committee contributed to the Zombie Run for Humanity by building many of the obstacles for the 5km race.

2013 Chair: Phil Sheen

### FAMILY PARTNERING

Individuals serving on the Family Partnering Committee partner directly with a selected Habitat family to provide guidance and education on becoming a homeowner. The Committee offers financial and homeowner education to the families, and works with them to answer questions and guide them through the homeownership process. In 2013, the FPC improved homeowner training sessions, created a family partnering handbook, and created new post-occupancy guidelines for family partners.

2013 Chair: Ellen Henderson

### FAMILY SELECTION

The Family Selection Committee is tasked with the role of selecting and recommending Habitat partner families to the Board of Directors. The Committee offers families support during their application and interview period, and develops the processes and policies for selecting those of greatest need.

2013 Chair: Laure Kresz





## 2013 VOLUNTEER STATS

### Build volunteers

345 volunteers contributed more than 11,690 hours

### ReStore volunteers

57 volunteers combined for over 5,253 hours

### Events

82 volunteers donated 421 hours for tradeshow and events

### Committees

1,023 hours served by 66 Board and Committee members

### Office

518 hours by three very dedicated office volunteers

**Total volunteer hours:**  
18,905

## FINANCE COMMITTEE

The Finance Committee monitors the financial health of Habitat NCR and makes recommendations related to the financial management and control to the Board of Directors. Their mandate also extends to assisting other committees by providing financial management tools and assistance as required to meet the affiliate's goals.

2013 Chair: John Ebsary

## RESTORE

The ReStore Committee oversees and provides expertise and support to the operations of the Habitat NCR ReStores in cooperation with the Director of ReStore and the CEO. The Committee focused on areas of retail development and marketing, product acquisition, partnering, volunteer management, events planning, and internal relations.

2013 Chair: Barry Mair

## VOLUNTEER

The Volunteer Committee identifies, recruits, orients, utilizes, retains, and recognizes volunteers in order to carry out the mission of Habitat NCR. The Committee focuses on the needs of the volunteer population, recognizing that volunteers are the heart and soul of Habitat NCR. The Committee strives to ensure that the program is volunteer-friendly and conducive to a rewarding experience to maintain the highest level of participation.

2013 Chair: Roger Short

## FAITH AND COMMUNITY RELATIONS

The Faith and Community Relations Committee promotes Habitat NCR as a charitable organization rooted in the faith community. The Committee strives to ensure there is a faith dimension to all Habitat NCR activities, and the team has set an objective of raising faith-based sponsorships for five homes in five years.

2013 Chair: by committee



# BREAKING THE CYCLE OF POVERTY

Because every Canadian has the right to a home they can afford

At Habitat NCR, we believe in making affordable housing accessible to low-income families who could not otherwise achieve the dream of homeownership.

We make this possible for our partner families by:

- Building homes using volunteer labour and donated materials
- Selling these homes to partner families with a required commitment of 500 volunteer hours
- Offering families an affordable and sustainable no-interest, no down-payment mortgage, with monthly payments set at 30 % of gross income (this includes principal repayment and property tax)

Habitat homes help families avoid making impossible choices between rent and other basic necessities by providing them with a mortgage they can afford. An affordable mortgage allows our partner families to ensure their needs are met – including childcare, transportation, groceries, education, school supplies, medical and dental expenses, clothing, furniture, and more.

Partner families' monthly mortgage payments go into a revolving fund called the "Fund for Humanity." This fund is reinvested into the community, and is used to build more homes for low-income families in need.

## CYCLE OF HOPE

The more homes we build,  
the more homes we can build

1

We identify eligible homeowners and prepare them for homeownership.



We reinvest all donations and mortgage payments back into the homeownership program

6

2

We help them to build their homes with donated funds, materials and volunteer labour.



Their interest-free mortgage is amortized to ensure payments are no more than 30% of their income

5

3

ReStore profits pay the majority of Habitat NCR's operating costs, ensuring that more of your donations go directly to building homes and serving families.



Their home is purchased with a downpayment of 500 hours of sweat equity.

4



## HOW YOU CAN HELP!

### GIFTS OF CASH

We rely on your donations as we receive no government funding. Cash donations of \$10 or more will be given a tax-deductible receipt. Donations can be made by cheque, credit card or pre-authorized payments through your bank account; and you now have the option of donating online from our website, by phone, or via mail. You can also make a gift in honour of a loved one, or to celebrate a special occasion.

### BUILDERS CLUB

The Builders Club is our monthly donor's club. By joining the Builders Club, you will provide Habitat NCR with much-needed steady, reliable funding. Depending on your giving levels, you may be eligible for discounts on ReStore purchases, tickets to the annual Gala, and more!

### DONATE LAND

Finding affordable land to build on is one of our biggest obstacles, and is crucial to our success. Donated land is always preferable; however, we will consider:

- Paying part cash and part tax receipt
- Purchasing land at below market value

### GIFTS OF SECURITIES

Publicly traded securities (ie. shares, bonds, mutual funds) can be donated as an alternative to cash. These gifts are exempt from any capital gains tax with the tax receipt reflecting the full market value of the gift on the day of transfer.

### GIFTS IN KIND

Valuable non-cash gifts (ie. artwork, gift certificates, etc) are gladly accepted. We also accept in-kind gifts of supplies and materials for our many builds and special events.

### PLANNED GIVING

You will create a legacy when you remember Habitat NCR in your will, or through your life insurance provider. As a "Legacy Builder," by choosing to leave a bequest, you will know that you are helping to create an enduring legacy of hope, while enjoying possible tax benefits during your lifetime. You simply need to discuss this option with your lawyer, and supply Habitat NCR's official name (Habitat for Humanity National Capital Region) and our charitable tax number (#140290735RR0001).

### CORPORATE GIFTS & SPONSORSHIP

Corporations can offer Habitat NCR support through sponsorships and donations. We can offer your company a unique spectrum of marketing opportunities and a chance to make a difference in the community. Options for corporate involvement range greatly from builds, team building days and special events.



## THE CACERES FAMILY

Salvador and Margarita Caceres had been dreaming about owning their own home ever since they immigrated to Canada from El Salvador 15 years ago. Unfortunately, Salvador is the only parent who can work, as their eight-year-old daughter Amanda's disabilities require 24-hour care by Margarita. As a result, the family had been living in a rented central Ottawa townhouse with no opportunity to obtain a conventional mortgage based on their single income situation.

Amanda is restricted to a wheelchair, and the townhouse was consumed with her physical therapy equipment. As with many rental accommodations, the family was not able to outfit the home to better meet their needs, forcing Margarita and Salvador to carry Amanda around the house, struggling with stairs, doorways and bathroom layouts.

Thanks to the commitment of Platinum Hammer Sponsor Soloway Wright LLP and other Habitat NCR's sponsors, donors, volunteers and trades-people, their new fully accessible bungalow meets Amanda's needs with state-of-the-art technology. It includes an accessible bathroom, a ceiling lift and track system to safely transport her, and a large window in Amanda's bedroom so she can enjoy the sunshine.

"We're so happy about our new home for many reasons, especially because we'll have more space for Amanda's equipment and be able to move her around the house," says Margarita. "It's going to make a real difference for our whole family." The family's new home in Orléans is located in a family-friendly neighbourhood, a benefit for their three energetic boys.

Salvador and Margarita are both hard-working, dedicated parents who are incredibly grateful to Habitat NCR and the many sponsors and volunteers who helped to make their dream of homeownership come true. This is a family that is truly embracing the "hand up" they have received from Habitat NCR, and who will no doubt become outstanding members of their new community.



The Caceres family in their new home



## SERVING FAMILIES

In 2013, Habitat NCR served four families.  
Here are two of their stories.



### THE KAKEKAGUMICK FAMILY

You can't help but be inspired by the determination and commitment of Ida Kakekagumick, who, at the age of 56, is raising her three grandchildren: Gage, 17, Erica, 16, and Donovan, 14.

An Oujibwe-Cree from Northern Ontario, Ida is employed in IT systems maintenance at the Minwaashin Lodge – a support centre on Catherine Street for Aboriginal women. She had been living in a rented home in the west-end of Ottawa with her grandchildren since 2007.

Ida had been determined to build and purchase a home that the children could call their own, and where they could realize the dreams that they each hold for their future. Top students in their respective schools, the children speak of being a journalist, an engineer, and perhaps a teacher.

The children's straight A's in their school report cards earned them 50 hours towards the 500 hours of sweat equity required before a Habitat NCR family can move into their new home. Ida also worked hard to complete her hours, volunteering her time in the Habitat NCR Restore every Saturday as part of her "sweat equity," and helping with the construction of her home.

With her determination and enthusiasm, it is no surprise that Ida has made her dream of homeownership come true for her family. Thanks to support from the Tachane Foundation, the Platinum Hammer sponsor, Enbridge, the Gold Hammer sponsor, and other sponsors, donors and volunteers, construction of the semi-detached home was completed on November 29, 2013.

"I am so grateful and happy for this chance because I want my grandchildren to know how it feels to finally have a place that they can call their own," Ida says. "I don't want them to feel displaced by having to move from place to place anymore."





# ReStore

## HABITAT NCR'S SOCIAL ENTERPRISE – RESTORE

Habitat NCR runs a social enterprise called ReStore, a retail operation that helps us fund the organization's administrative costs. ReStore sells quality new and used building supplies and items that are generously donated by individuals, businesses, and organizations.

## SERVING THE COMMUNITY

There are two ReStore locations in Ottawa – ReStore East located at 2370 Walkley Road, and ReStore West located at 7 Enterprise Drive, near the intersection of Hunt Club and Merivale. These ReStore locations accept donations of new and gently-used home improvement items, and sell them back to the general public at a discounted rate. All of the proceeds generated by our ReStores go directly to the administrative costs of Habitat NCR, which means that more donor dollars are donated directly to building homes and serving families.

## SAVING THE ENVIRONMENT

The ReStores are also e-waste centers, providing another option for our donors and customers to help make a difference. We recycle old home and office electronics to keep them out of our landfills. The usable plastics, metals and glass recovered from these products are sold to help fund Habitat's good work right here in the National Capital Region.

## WASTE MANAGEMENT

You can also drop off your unwanted building materials at 2383 Carp Road on Saturdays from June through October.

## REDUCE. REUSE. RESTORE.

### Quick Facts:

ReStores are open to the general public

ReStore sells building supplies and vintage items

ReStore typically accepts: appliances, bathtubs, cabinets, new carpet, hardwood, doors, windows, lighting fixtures, kitchen sinks, clean lumber, moldings, plumbing fixtures, furniture, and tools.

ReStore is a great place to buy the above items for your newest DIY project at affordable prices



## MAJOR SPONSORS



**Tachane Foundation**



## SPONSORS

Accenture Inc.  
Appraisal Institute  
Assembly of First Nations  
Barry J. Hobin Architects  
Bell Canada  
Benefaction Foundation  
Bethel Pentecostal Church  
BMO Nesbitt Burns  
Calvary Christian Reform Church  
Capital City Church  
CLV  
CMHC  
Coldwell Banker  
Cornerstone Housing for Women  
Delta Ottawa City Centre  
Emmanuel United Church  
First Baptist Church  
Five Star Enterprise

GDI Integrated Facility Services  
Genworth Financial Canada  
Giant Tiger  
GWLRA  
Hallmark Housing Services  
Halogen Software Inc.  
IBM Global Business Services  
SAP Practice  
Jani-King of Ottawa Carleton  
Keller Williams Realty  
Manulife Investments  
Metropole Home Church  
Minwaashin Lodge  
MPAC  
Nissan Canada  
Old Navy  
Ottawa Carleton School Board  
Ottawa Insurance Brokers

Parkdale United Church  
PCL Constructors  
Prov Serv Window Cleaning  
Realtors Care Foundation  
RON Engineering  
Schneider Electric  
Sustainable Forestry Initiative  
Taillefer Plumbing & Heating Inc.  
TD Bank Group  
The Brick  
Toromont  
Underwriter Lab  
US Embassy  
Valecraft Homes Ltd.  
Western Union  
Ziebarth Electrical Contractors Ltd.

## SUPPLIERS, TRADES & DESIGNERS

A B See Productions  
A&W  
Aditek  
Canarm  
Cedar Ridge Designs  
CGE  
CIPH  
Dayton  
Grace Presbyterian Church  
HireSmart HR  
Home Depot

Hunter Douglas  
Louisiana-Pacific Canada  
Lunasole Restaurant & Bar  
Magnum Roofing  
Manoir Portobello Manor  
McDonalds  
Merkley Supply Ltd.  
Metro  
Motion Specialties  
Orleans United Church  
Owens Corning Canada

Sherwin Williams  
Sobeys  
Subway  
Sylvania  
Tim Hortons  
Transport Brisson  
VHA Health & Home Support  
Whirlpool Canada  
Woolsey Canada





## GLOBAL VILLAGE PROGRAM

Habitat for Humanity Canada invites you to join the thousands of volunteers from around the world who are working hand in hand to eliminate poverty housing, one house at a time.



You Can Really Make a Difference!



Volunteers do not need prior building experience.



A Life Changing Experience

Global Village teams bring invaluable support to the communities they visit. Their concentrated people power and enthusiasm give homeowners a real boost. More homes are built each year because of the financial donation Global Village teams make to the hosting Habitat affiliates.

If you have a sense of adventure, are in good health and are willing to work hard, you can be part of a Global Village team.

A Global Village trip can be a life changing experience. It's an opportunity to gain a greater understanding of development issues, and to learn more about another culture and yourself.

You will be more than a tourist. You will be welcomed into the community by your hosts and introduced to the local culture as a guest. You will work and laugh together, share stories, and make friends. As you let go of many of the comforts of home you will start to focus on things that really matter.

## OUR TEAM IN 2013

Donna Hicks  
CEO (Outgoing 2013)

George Hendry  
Interim CEO (2013)

Marilyn Denison  
Executive Assistant

Kristin Harold  
Communications Manager

Scott MacDonald  
Fund Development Manager (Outgoing 2013)

Valerie Newton  
Fund Development Manager

Peggy Winstan  
Volunteer Services Manager

Jocelyn Richard-Livingstone  
Community & Faith Relations Manager

April Ashcroft  
Accountant

Penelope Feather  
Bookkeeper

Myrna Beattie  
Director of Retail Operations

Ken Silver  
Construction Manager

## 2013 BOARD OF DIRECTORS

Johannes Ziebarth  
Chair

Ken Merkley  
Vice Chair

Melissa Clark  
Past Chair

Barry Burke  
Secretary

John Ebsary  
Treasurer

Beth Maiden  
Roberto Campagna

Nicole Vallee  
Raman Agarwal

Gord Erskine  
Magda Seydegart

Kevin Barwin  
Richard Lauzon

Richard Poole  
Elizabeth Rae