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Sojourn House provides Emergency Shelter and Transitional Housing services to refugees coming from all parts of the world. We provide a safe environment for newcomer refugees who have undergone difficult and traumatic pre-migratory experiences, including exposure to war, torture, violence, targeted persecution, forced migration and family separation. We are dedicated to provide the best possible care, services and programs tailored to effectively address their particular needs. Sojourn House has served thousands of refugees over our 30 years of service. With decades of experience, we take pride in being one of the first and largest refugee housing agencies in Toronto and a leading organization in refugee care.

In 2017 we served people coming from 45 countries including:

Afghanistan  D.R. Congo  Honduras  Mexico  Swaziland
Algeria  Egypt  Hungary  Nigeria  Syria
Azerbaijan  Eritrea  India  Pakistan  Tanzania
Bangladesh  Ethiopia  Iran  Rwanda  Turkey
Burkina Faso  Gabon  Iraq  Saudi Arabia  Uganda
Burundi  Georgia  Israel  Senegal  Ukraine
Cameroon  Ghana  Jamaica  Somalia  Venezuela
 Chad  Guinea  Kenya  South Korea  Yemen
Croatia  Haiti  Kuwait  Sudan  Zanzibar
If there is anything significant to recall in 2017, it would be how busy we were in responding to the most refugee arrivals we had seen since the early 2000’s.

As Alex Neve, Secretary General for Amnesty International who spoke at our 30th Anniversary celebration, so succinctly put “The world faces the most serious global refugee crisis since the second world war, the numbers of refugees and internally displaced people, those trapped within their countries, now numbering in excess of 65 million, with approximately 1 out of every 110 of our sisters and brothers around the world now having been forced to flee from their homes.”

Global yes, but also a domestic issue for Canada as refugees find their way to safety, support and a new beginning here in Canada.

Sojourn House as always was well placed to respond, working in partnership with the City of Toronto to open more beds in our satellite location and an additional emergency program for single men during the year. An experienced staff team was mobilized to provide support services at the emergency program location.

Due to the requests for the 24/7 shelter which accommodates singles, Sojourn House was forced to create a waiting list with priority given to separated youth and the Toronto Immigration Bail Program, a long-standing partnership to ensure refugees are not detained for long periods. In the fall of 2017 the waiting list numbers exceeded 200.

The increased numbers of families primarily from East / West Africa but also the Middle East and Eastern Europe, were placed on an emergency basis in a local hotel and services including meals were provided at our main building on Ontario St. Those arriving in December were given appropriate winter clothing and toys for the children during the holiday season.

We were very pleased that in 2017, advocacy over the last few years with the Ontario Ministry of Housing resulted in the acknowledgment of transitional housing as supportive and stabilizing programs for vulnerable people and not permanent housing. This will provide us with more flexibility on a case by case basis to move people on after a two year or now up to 4 year transitional period where they may require longer term supports to ensure their successful settlement. Youth who may require an additional year while moving into higher education such as first year university, a client recovering from surgery or a client struggling with trauma related issues would clearly benefit from this change. A big win for some of our most vulnerable clients!

Sojourn House will continue to be responsive to the needs of refugees and will advocate for a welcoming and safe community for all.

In closing, and beyond the hope of a better world for refugees, thank you to all those who contribute to make Sojourn House a welcoming and supportive home. It’s hard to believe that I have been part of such a rewarding experience for 20 years! And thank you to all the refugees who have very much enriched my life over the years.

“The world faces the most serious global refugee crisis since the second world war, the numbers of refugees and internally displaced people, those trapped within their countries, now numbering in excess of 65 million, with approximately 1 out of every 110 of our sisters and brothers around the world now having been forced to flee from their homes.”

— Alex Neve, Secretary General for Amnesty International
The year 2017 marks the thirtieth anniversary of Sojourn House, and thirty years of assisting and supporting newly arrived refugees. In November, former and present board members, staff and clients gathered to celebrate Sojourn House’s amazing achievements and recognize the incredible work the organization continues to do.

The anniversary gave us the opportunity to look back on Sojourn House’s remarkable growth over three decades. Sojourn House was founded in 1987 by a community group concerned about the lack of support for refugees arriving in Toronto. In 1989, this group built a short term shelter with 24 beds. Sojourn House is now one of Toronto’s largest refugee organizations, with 325 beds at 3 locations, providing short term shelter to upwards of 350 refugees at any given time. Sojourn House also runs a housing and outreach program, a health clinic, a food service program that prepares nutritious meals to residents, and a youth program to integrate separated refugees aged 16-24.

None of the organization’s accomplishments would be possible without its strong and committed leaders - from our wonderful Executive Director, Debbie Hill-Corrigan, to the management team, to all of Sojourn House’s dedicated staff. The Board is endlessly grateful for the work that they do to identify and meet the needs of refugees in Toronto.

This year, Toronto saw an increase of newly arrived refugees, which elevated the need for shelter. Sojourn House truly stepped up to the challenge and partnered with the City of Toronto to open a 36-bed shelter that provided short-term shelter during the winter of 2017. In January, Sojourn House helped convert a floor of a building in the Jane / Lawrence area into a short term shelter for single male refugees. New beds were added at its satellite shelter on Queen Street East and to the shelter at 101 Ontario Street. Since moving into 101 Ontario Street in 2006, Sojourn House has doubled the number of beds in the shelter program from 50 to 95, as well as its organizational budget.

As Sojourn House grows, the Board has been proactive in responding to the needs of the organization. Three exceptional new board members were added in 2017: Fabiola Sicard, Dr. Vanessa Redditt and Dada Gasirabo. The Board approved a Risk Management Tool, Board Code of Conduct, and Operational Policies and Procedures in line with the Toronto Shelter Standards. In addition, all Board Members have completed the Toronto Shelter Standards training.

At the end of the year, the Board began a strategic planning process, which will be completed by next year. We are coming to the end of our three-year strategic plan, and I am happy to report that we have achieved the goals in that plan. We have provided more housing and shelter to refugees, worked with partners to meet the emerging needs of refugees, and strengthened our organizational capacity to meet our goals. The Board looks forward to setting new goals for Sojourn House over the next three years and working to achieve them.

This marks my last year as a Board Member, along with Sophia Weber, the Treasurer of the Board. Being asked to join the Board six years ago was a great honour and I feel blessed to have been able to contribute, in my small way, to this organization.

My wish is that thirty years from now, fewer refugees will be forced to flee their homes. But I am confident that as long as people are taking refuge in Toronto, Sojourn House will be there to welcome them with open arms.
Looking back on 2017, much was accomplished in the shelter program, thanks largely to the flexibility and cooperation of our exceptional staff. Last year the demand for shelter beds was very high and the City of Toronto approached Sojourn House for help and support as we are the largest shelter specifically serving refugees. We developed and opened a temporary 20 bed shelter at 265 Queens Drive for single men. Over six months we assisted 42 clients who were settled into the community.

Demand for shelter beds continued to increase due to many factors; longer client stays in shelter (average 4 months) due to lack of affordable housing and very limited rental space; large backlog of refugees waiting for their immigration process which forced new refugee arrivals to stay longer in shelters; lack of adequate income to afford housing in City of Toronto; racial discrimination by landlords to name a few. As a result of the high demand for shelter beds, we increased bed capacity both at 250 Queen Street East and 101 Ontario Street sites. In November with the family shelter sector at capacity we also initiated an emergency hotel project for families and by the end of December 2017 we had assisted 10 families. Since the opening of 101 Ontario and the satellite program we have doubled our shelter bed capacity. In 2017 there were over 300 refugees on our wait list for beds, being the only refugee specific shelter program for singles.

Last year the Shelter program served 272 asylum seekers, 82 single females, 190 single males from 45 countries; the majority from Ethiopia and Eritrea, Nigeria, East Africa, and the remaining balance from the middle east, eastern Europe and Central America. Staff supported clients with immediate needs such as urgent health issues, supportive counselling, guidance during the refugee determination process and referrals to community specialized services.

The Housing Stabilization Social Worker assisted 55 separated youth (16-24 yrs) as well as high need clients with trauma related issues with assessment, supportive counselling and referral to specialized services as well as finding housing for youth. Many of the youth faced emotional challenges due to separation from their families; for most this was the first time they were separated from their families.

The Outreach Worker connected 537 clients to the medical staff at our in-house clinic as well as supported the transition of clients moving into the community. She also assisted many former clients returning for assistance with immigration communications, mental health concerns, work permit renewals and permanent residence information and processes. The program supported 272 individual clients with 2,411 contacts with the Outreach Social Worker.

The shelter program works closely with the following partners: Women’s College Hospital (Crossroads Clinic), Regent Park Community Health Centre, Sherburne Health Centre, Canadian Centre for Victims of Torture, Toronto Public library, local TD Canada Trust, City of Toronto Employment and Social Services, Toronto Bail Program, 519 Church St., African Partners Against Aids and many other community service providers who support our clients during their settlement process.
YAMAN’S STORY

I came to Canada in 2016 at 17 years old and was fortunate to move into their housing program for youth. I came with my friend and I felt welcome from the beginning. I had lots of questions around my settlement, particularly around school. My dream is to become an airline pilot and when I first got to Sojourn House I was excited to learn how I could get in to University. My counselor and I spent many hours together making plans which included going together to get registered for school, my aviation medical exams and going to the Colleges to meet with the academic advisors. For someone new to the country, the idea of doing all that on my own seemed intimidating. I am thankful for the Skills for Life program because I knew I could always depend on someone giving me the advice or support that I needed in making important decisions in my life.

During my time here at Sojourn House, I have completed my high school education, found my first job (working with airplanes), completed my driver’s license and most importantly I have received several acceptances from the Colleges. Along the way, I have gained both the confidence and skills that I think make me ready to move out on my own.

Some of my favorite experiences at Sojourn House were at the Youth Cooking program, there are always lots of people and it is where I made many friends. We had trips to Canada’s Wonderland, the CN tower and my personal favorites were the room escape challenges. I would like to thank all the staff who have given me lots of help and I will always be grateful to Sojourn House for everything they have done.
Sojourn House Transitional Housing program continues to offer a two-year subsidized, and supportive housing program to high trauma refugees in need of more time and services for stabilization to enhance their transition from shelter to permanent housing. In 2017, our clients came from 26 countries with different cultural backgrounds. In 2017 the Transitional Housing program witnessed an increase in the arrival of separated youth under the age 20 years. Another trend was the arrival of families both adults and children with complicated medical conditions. These clients’ conditions were compounded with their refugee claims related issues and further complicated by the trauma associated with their refugee experiences. More women came to our program as single mother led families embarking on their refugee journey.

With dedicated social workers, settlement counselors, youth workers, holistic care approach, our extensive community building, numerous partnerships, and integrated services delivery, the program provides housing stability and services that are tailored to address the complex needs of our clients. They receive a range of specialized support services which includes individualized case plans, settlement services to help them with their refugee/immigration cases, referrals to medical and legal services, information on education, employment and all aspects of life in Canada to facilitate a balance between their traditions and mainstream Canadian life. In addition, the program offers women's programs and recreational programs for families, children and youth. A Homework club was also set up to support the school age children, a Skills for Life program to prepare our separated youth for independent living, and one-on-one assistance by volunteer teachers to support our youth and adults who are enrolled in ESL, secondary and post-secondary education. Through our monthly social gatherings residents become one large family with shared refugee experiences. Many friendships are developed which continue beyond their stay at Sojourn House.

The program has 52 furnished apartments; 24 single bachelors (single occupancy), 12 double bachelors (double occupancy) and 16 two bedroom apartments for families. On average the occupancy rate is 112 residents at any given time and most people stay for the full two years in the program. Due to the high demand and the nature of the program Sojourn House is not able to keep a waiting list. A specific referral process is in place where refugee serving organizations and shelters can submit applications for the program.
ZANOUBA’S STORY

In June 2016, I moved into Sojourn House with my five children. We left my country quickly, and arrived in Canada alone. I didn’t know any English and I didn’t know anything about Toronto or how to survive in Canada.

Staff have supported me with everything in my settlement process from the first day I arrived until my move out recently. Staff in Transitional Housing helped me with appointments, with banking, with school for myself and my children, and assisted me in finding housing when it was my time to move out.

My children have loved Sojourn House so much. They participated in many different programs, made many friends and the staff always welcomed them. My children think of Sojourn House as their family. They do not know another family in Canada.

I did not find love in the rest of the community, but Sojourn House has shown me love. Sojourn House helped me and I love this place. I was so sad to leave Sojourn House but I will return to visit often.
WHERE YOUR CONTRIBUTIONS ARE MAKING A DIFFERENCE

VOLUNTEER PROGRAM

The benefits our volunteers bring to Sojourn House is invaluable!

In October 2017, the People Services department developed and implemented a pilot Volunteer Management program to recruit, track and recognize volunteers.

One of our newest volunteers who started since the pilot began was Margaret who began volunteering in the After-4 Program for children in Transitional Housing, this is her story:

Margaret had a long professional experience in teaching and in working with children with emotional and behavioural problems and their families. After she retired, for ten years she volunteered with homeless people many of whom had associated alcohol, drug and mental health issues.

When Margaret arrived in Toronto last year she wanted to contribute her skills in her new community … she said, “As a new Canadian I find volunteering at Sojourn House fulfilling and rewarding in that I am able to use my skills to contribute to a hugely worthwhile organization that reflects my views and values and enables me to be a small part of making a difference”.

The skills our volunteers brought were vital to help make the 30th Anniversary Event a success and are valued in our Food Service and Shelter and Housing programs.

We thank all the Sojourn House volunteers who helped make a difference in 2017.

WOMEN’S EMPOWERMENT PROGRAM

This year, women made up 69% of our adult resident population. Many experience their migration journeys as single mothers and therefore, need supports much further than housing.

The Women’s Empowerment Program is offered at Sojourn House to provide women with various trainings, social experiences and much needed breaks.

Women have the opportunity to join together in a safe place to chat, learn together and avoid isolation. Trainings that have taken place are First Aid & CPR, Self-Defense, Stretching & Relaxation, Computer Lessons and Food Handling.

Many thanks to the Ministry of Citizenship and Immigration Ontario, Multicultural Community Grant Program.
SKILLS FOR LIFE PROGRAM

The Skills for Life program was created for youth aged 16-24, who fled to Canada with no family or support. The program provides experiential life skills through the employment of a Youth Social Worker and Youth Worker who in collaboration organize weekly activities and workshops. The aim of these programs is to provide settlement support with the goal of empowering youth through self-efficacy in reaching their goals while preparing them for independent living. There were 136 workshops and programs delivered this year for a total youth attendance of 1228. Workshops covered various topics such as mental health, cooking, student loans, credit cards and banking. In addition, there were 1420 individual appointments made by youth to meet with their social worker or youth worker. Issues ranged from counseling, academic planning, advocacy, immigration support and homework help.

• In 2017 the Skills for Life program served 65 youth, youth included those in transitional housing, our shelter and those staying in youth shelters across the GTA. As the demand for beds in youth shelters had grown for separated refugee youth, the Skills for Life program has seen an increase in referrals made by community agencies to assist in supporting their clients with a variety of services including immigration support, work and study permits and access to our youth programming. Of the 65 youth served in 2017, 28 were living in our transitional housing. Of the 28, 10 youth successfully moved out into market rent apartments, 1 was enrolled in post-secondary education, 5 were working full-time and 1 was on their last year of high school.

• Outreach continued to be an important service for youth who have exited the program, youth return for follow up support once living in the community. Services include, community mapping, housing, education planning and mental health support.

• In 2017 Sojourn House in collaboration with the Sherbourne Health Centre created an experiential week cooking program for youth that focused on meal planning on a budget, healthy food awareness and food preparation. In addition, Sojourn House in concert with the TYPE (The Toronto Youth Partnership and Employment) program offered employment supports for the youth such as resume development, job searching and interview supports.
On November 22 Sojourn House hosted and celebrated our 30th Anniversary of welcoming refugees at the Berkeley Church event venue.

The evening was a wonderful occasion of reunions of current and former Board members, staff, clients, volunteers, funders and community partners hosted by Master of Ceremonies the Juno award winning artist, Shad.

Attendees enjoyed wonderful music, yummy finger foods and entertainment by the Regent Park School of Music (Sojourn House kids), dance by former residents Aliya and Alim and songstress Rukhsana.

Key Note speaker Alex Neve, Secretary General for Amnesty International Canada, a former staff and Board member of Sojourn House reminisced about the beginnings and connected the important work that we do to current global situations and the unprecedented migrations of people. In his words, “If ever there was a time for a world full of Sojourn Houses; offering safety and support, community and new beginnings, this is it”.

Board chair, Jessica Roher spoke about her experience having been involved with Sojourn House as a volunteer, her role as a Board member and how the agency had grown since her involvement. She complimented and thanked the exceptional commitment of the Executive Director, management team and staff who make Sojourn House a home for refugees.

Debbie Hill-Corrigan, Executive Director spoke about the privilege of walking with refugees in their journey to a new life in Canada, the courage and resourcefulness of refugees, the many successes of those who had resided at Sojourn House over the years and thanked everyone for joining us to celebrate such a wonderful organization that will continue to support refugees in the years to come.

On behalf of Sojourn House she accepted a Certificate of Appreciation from Rana Khan, Legal Officer for the UNHCR in Canada in honour of the 30th Anniversary.

Many thanks to our sponsors and donors; Berkely Events, Steam Whistle Brewery, Le Dolci Cupcakes and Cakes, Wakefield Wines, Maison Pierre Sparr Successeurs and Couronne Boutique. Special thanks to Shad and photographer Dengfu Au.
THANK YOU TO OUR 2017 DONORS!

The following individuals and organizations made contributions to Sojourn House in 2017. To all of our supporters, we express our sincere gratitude. With your assistance we have been able to care for those refugees who rely on our services!

Core funder
City of Toronto

Government of Ontario
Ministry of Citizenship and Immigration - Newcomer Settlement Program and Multi-Cultural Capacity Grant Program

City of Toronto
Homelessness Partnering Strategy
Shelter Support and Housing Administration

Organizations
Alliance Data
Centennial College – Not-So-Trivial Trivia
DonateWell
LoyaltyOne, Co.
Market Square Social Club
St. Marcellinus Secondary School
Techtronic Industries Canada Inc.

Foundations
LoyaltyOne - Chimp Charitable Impact Foundation (Canada)

Community Partners
Brands Canada
Daily Bread Food Bank
Kids Up Front Foundation
Parents for Better Beginnings
Regent Park Community Health Centre
Regent Park School of Music
Second Harvest
Sherbourne Community Health Centre
The Create Institute (Art Therapy Education)
The Furniture Bank
TYPE (Toronto Youth Partnership and Employment)
Women’s College Hospital

In-Kind Donations
Hire Power Inc.
Sashar Dance Company
Sourced Group
St. Marcellinus School
Toronto Police Service Auxiliary 51 Division
UnstoppableME
York Heritage Quilting Guild

Individuals
Alicja Wincinski
Alisa Gayle
Amanda Baskwill
Behnaz & Majid Shams
Blanche Simmons

Blandford Gates
Celia Chandler
Colin Johnson
David Dufoe
David Walker
Debbie Hill-Corrigan
Edith Sinclair
Elizabeth Nieves
Marquez and Victor
Manuel Castro
Elizabeth Roher
Farnaz Shahi
Fred and Bonnie Martin
Gloria Nafziger
Gordon Muschett
Helena Skonieczna
Janis Alton
John Fraser
Jonathan Ganesh
K. Rajah
Karina Vigil
Laura Satin

Lauren Leinburd
Lindsay McIver
Mark Nelson
Mark Rosenblatt
Maya Jacobson
Maziar Amiri
Michelle Roxanna & P. Warncke
Mohdeh Shams
Richard Sims
Sahar Rouhani
Sally Bockler
Sarah Power
Setareh Shams
Simone Jessica Roher
Sophia Webber
Stephen Allen
Teonest Kabanda
Titania Plant
Vanessa Redditt
Virginia and James Redditt
Wendy Horning
# FINANCIAL STATEMENT 2017

## STATEMENT OF FINANCIAL POSITION

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>2017</th>
<th>2016</th>
</tr>
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<tbody>
<tr>
<td>Current Assets:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash</td>
<td>$739,995</td>
<td>$500,964</td>
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<tr>
<td>Designated Cash (Note 10)</td>
<td>$194,220</td>
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<td>Guaranteed Investment Certificates (Note 2)</td>
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<td>Designated Guaranteed Investment Certificates</td>
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<td>HST Recoverable</td>
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<td>Capital Assets: (Note 4)</td>
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<td><strong>Total Current and Fixed Assets</strong></td>
<td><strong>$12,402,569</strong></td>
<td><strong>$12,140,271</strong></td>
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## LIABILITIES AND NET ASSETS

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<thead>
<tr>
<th>Liabilities and Net Assets</th>
<th>2017</th>
<th>2016</th>
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<tbody>
<tr>
<td>Current Liabilities:</td>
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<td>Accounts Payable and Accrued Liabilities</td>
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<td>Due to City of Toronto</td>
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<td>$8,557</td>
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<td>Current Portion of Mortgages Payable (Note 5)</td>
<td>$156,471</td>
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<td>Deferred Contributions (Note 7)</td>
<td>$68,475</td>
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<td><strong>Total Current Liabilities</strong></td>
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<td>Long-Term Liabilities:</td>
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<td>Long-Term Portion of Mortgages Payable (Note 5)</td>
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<td>Deferred Capital Grant (Note 7)</td>
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<td>Deferred Capital Donations</td>
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<td>Deferred City of Toronto (HPS) (Note 6)</td>
<td>$323,368</td>
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<td><strong>Total Long-Term Liabilities</strong></td>
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<td>Net Assets:</td>
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<td>Designated</td>
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<td>Contingency (Note 9)</td>
<td>$353,056</td>
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<td>Internally Restricted Reserve (Note 10)</td>
<td>$1,148,274</td>
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<td>Invested in Capital Assets (Note 11)</td>
<td>$530,425</td>
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<td>Unrestricted</td>
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<td><strong>Total Net Assets</strong></td>
<td><strong>$2,695,424</strong></td>
<td><strong>$2,155,056</strong></td>
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<tr>
<td><strong>TOTAL LIABILITIES AND NET ASSETS:</strong></td>
<td><strong>$12,402,569</strong></td>
<td><strong>$12,140,271</strong></td>
</tr>
</tbody>
</table>

Full Audited Financial Statements Prepared by Pennylegion | Chung LLP
Chartered Accountants are available from Sojourn House
### STATEMENT OF OPERATIONS

#### REVENUE:
- Government Funding (Note 12)  
  - 2017: $4,026,335  
  - 2016: $3,086,344
- Donations to General Operations and Other Revenue (Note 13)  
  - 2017: $335,576  
  - 2016: $329,832
- Total Revenues  
  - 2017: $4,361,911  
  - 2016: $3,416,176

#### EXPENSES:
- Programs  
  - 2017: $2,336,318  
  - 2016: $1,989,022
- Building  
  - 2017: $571,017  
  - 2016: $816,634
- Administration  
  - 2017: $752,068  
  - 2016: $266,877
- Total Expenses  
  - 2017: $3,659,403  
  - 2016: $3,072,533

#### Excess of revenue over expenses before non-operating revenues and expenses  
- 2017: $702,508  
- 2016: $343,643

#### Non-operating revenues and expenses:
- SCPI capital grant recognized (Note 7)  
  - 2017: $89,000  
  - 2016: $89,000
- Investment income  
  - 2017: $34,754  
  - 2016: $18,493
- Amortization  
  - 2017: $(285,894)  
  - 2016: $(277,468)

#### EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR  
- 2017: $540,368  
- 2016: $173,668

### TOTAL EXPENSES
- Programs - 64%
- Building - 16%
- Administrative - 20%

### Programs Expenses
- Salaries and Benefits - 91%
- Food - 5%
- Refugee Support - 3%
- Transportation - 1%

### Building Expenses
- Interest and Bank Charges - 36%
- Repairs and Maintenance - 34%
- Utilities - 30%
- Mortgage Renewal Fee - 0%

### Administrative Expenses
- Office and General - 71%
- Consultants - 16%
- Rent - 7%
- Telephone - 4%
- Professional Fees - 2%
Getting involved

Sojourn House believes in the power of the community, we believe in working together with partners, volunteers and friends to build an inclusive community where we can all thrive together. If you would like more information about how you can get involved with us contact Sojourn House at info@sojournhouse.org or visit our website.