



## A Lifeline of Positivity

Feature Story by Glen Cuthbert

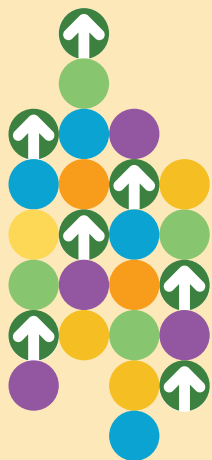
*Frank (right) credits the kindness of his caseworker Kailey (left) with helping motivate him to keep going.*

The hot, sunny day he returns to be interviewed is a stark contrast to the day Frank first arrived at Mission Services' Men's Shelter. He remembers that January day well— cold, windy, and lonely. While the weather may have changed, the warm welcome that he receives from the staff is still the same as that cold day he walked through the front door.

"The people were so kind to me, even the kitchen and cleaning staff. Some of them are people of few words, but they'd always say 'Good Morning' to me."

Frank arrived at the Men's Shelter in January 2025. Laid off from his construction job during the pandemic, his arthritic hands kept him from being able to find work again. Eventually, his savings ran out. Unable to pay his rent, he had to give up his apartment, and with it, the warmth and safety of a place to call home.

**Continued Inside...**



**Act Justly. Show Compassion. Offer Hope.**

Mission Services of Hamilton is located on the traditional territories of the Erie, Neutral, Huron-Wendat, Haudenosaunee, and Mississaugas.

#### MISSION

Restoring hope and empowering people to find their way forward.

#### VISION

We envision a resilient and healthy community that is compassionate, equitable and hopeful.

#### VALUES

We are dedicated to and guided by these core values:

- Dignity
- Innovation
- Compassion
- Excellence

"I walked the streets for three months," he said. "I didn't have much food to eat, and I was walking up to 35 kilometres per day just to stay warm."

The combination of not having much food and so much exercise meant that Frank began to lose weight. In the three months that he was on the street, he lost more than 30 pounds.

**"I was falling apart," he said, "but this place saved my life."**

"I was getting very weak from losing so much weight. One day, my phone actually froze, and I decided then that it was time to come inside. The shelter was a completely different world than I was used to, but I was thankful that I could come here."

Once at the shelter, Frank met his caseworker, Kailey. She says that letting the men know that they have a support system is important to help keep their spirits up during a difficult time in their lives.

"When the guys come in, it's very important to treat them as people."

"A lot of times, they don't really have anyone on their side, so if they can have one person cheering them on, that's helpful."

Frank remembers how encouraging those interactions were, and the positive impact they had on his mental health.

"Kailey was a good source of strength for me. She listened to me, and made me feel like a human being. I really needed that sort of thing to help me keep going."

Now housed, Frank expressed how thankful he is that the staff at the Men's Shelter were welcoming and helped him find his way forward on his journey.

"I used them as a lifeline to keep me positive, to keep my sense of humour and to keep me motivated. They helped me get to where I am now, connecting me with the apartment I ended up renting."

Frank now lives with two other former clients that he met during his time in shelter at Mission Services, one of whom he met on his very first night.



Frank now lives with two former clients he met at Mission Services

He looks back on his time being unhoused as a learning experience and a motivation for the future.

"It made me more appreciative of the smaller things," Frank said. "I've had rough times in my life, just as anyone has, but looking back keeps me grounded and focused. Now, I'm looking towards the future, and everything is a stepping stone on the way to something greater."

As for that future, Frank sees himself volunteering in Mission Services' Good Food Centre, something he sees as a fitting way to help out the people who helped him find his way forward on his journey. 📍

**Give a hot meal and life changing hope for a person in need...**

**Donate Today**

[mission-services.com/donate](https://mission-services.com/donate)

for just  
**\$4.15**

**HOPE**  
served here





## A Healthy Serving of Compassion

As the final client passes through the dinner line, Jerry hangs up his apron and joins the men in the dining hall. Serving dinner isn't the only reason he's at the Men's Shelter tonight. He's there to make a difference in the lives of the men staying there, too.

Every Wednesday evening, Jerry sits down and talks with the men as they finish up their meals. After nearly a decade of service on Mission Services' board of directors, he has found a way to continue serving people who are struggling in his community.

"I've been involved with Mission Services in various capacities for about nine years. Through that time, I've heard stories of the people that we serve, and it stood out to me that some of the people are on their own, and that can be very lonely."

"I'll talk with the individual guys and try to make them feel at home. I let them know that things are going to be okay for them. You hear some very real stories, and some hard things as well, but you can encourage them and say, 'Guys, it's going to get better.'"

Sometimes his role is to be a companion or a confidant, but other times it's just to be compassionate. No matter what it looks like from week-to-week, the important part is being present and showing that someone cares.

"People have always told me that I'm an empathetic person. I figured that I can help the men here a little bit just by listening to them. Some of the men have no one else to talk to, so they like it when someone takes an interest in their life. I may not be able to solve their problems, but I can be there to support them." ↻

**You can show the men in our Men's Emergency Shelter that you care by sponsoring a meal for them this Thanksgiving. Visit [mission-services.com/donate](https://mission-services.com/donate) or call 905-528-4211 ext. 3113**

# Your Gifts at Work 2025 to Date



**82,069**

MEALS  
SERVED



**11,277**

HOUSEHOLDS  
ACCESSING  
GROCERY  
ASSISTANCE



**14,101**

WILLOW'S  
PLACE  
VISITS



**35,824**

OVERNIGHT  
SHELTER  
STAYS



**1,071**

ADDICTION  
SERVICES  
INTERACTIONS

## Changing Times and Changing Costs



For more than 15 years, the cost of a hot, nutritious meal at Mission Services has stayed the same: \$3.69. During that time, we've seen grocery prices climb, some even doubling or tripling. We've faced a global pandemic, rising tariffs, and the soaring cost-of-living that has made it harder for many of our neighbours to make ends meet.

Through it all, we've worked tirelessly to stretch every donation — providing healthy meals and a warm welcome to those struggling with food insecurity. We've been able to do this because of you.

But as prices continue to rise at unprecedented rates, the reality is that \$3.69 no longer covers the true cost of a meal that's nourishing, filling, and served with dignity. To continue offering meals that support health and hope, we're updating the cost to \$4.15.

Each \$4.15 you give still goes much further here than at the grocery store. It helps ensure that everyone who walks through our doors receives more than a plate of food — they receive a moment of hope, a step toward a brighter future.

Thank you for standing with us, meal after meal, year after year. 



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**Central Administration**

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Charitable No. 11904 3206 RR0001

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