

ALL ARE WELCOME AT THE TABLE

2025 Impact Report



Helping Hands
STREET MISSION

2025 was an incredible year.

At the end of 2024, God had convicted the board that it was time to move and that 669 Barton Street East was the one we'd be moving into. It was a safe place for everyone to belong through larger, more accessible space. What has been a surprise to everyone, however, is the way this new home has galvanized our community and offered belonging to all beyond the receiving of services and support. We bought a building that needed work. We moved in while it still needed work. And the community has pulled together in incredible ways. Today, if you come in to Helping Hands Street Mission for a cup of coffee, you will have difficulty identifying who is staff, who is a volunteer, who is being served, because Helping Hands has become a place where every hand can help and everyone has some kind of ownership of this place we together call home.

A friend living in a tent teaches a staff person how to put together shelves;

A friend with a history in sex work shows a new volunteer where to find the blankets and pillows;

A friend who raised her children within an environment of extreme poverty is working at the board level on our next Strategic Plan...

We feel the favour of the Lord upon us. He is establishing the work of our hands—yes, establishing the work of our hands (Psalm 90).

Alice Plug-Buist

Executive Director



Our Mission

Reaching out together, with love and respect, in Jesus' name.

Our Vision

Through friendship-based support we will seek opportunities for every person dealing with social, financial and spiritual poverty to develop relationships, share in resources and feel welcomed into God's family.

Our Values

As a Christian organization we believe:

- That each person is made in God's image, and as such has intrinsic value and dignity
- That each person has something to contribute and is needed in community
- That God cares equally for all people and wants to welcome each person into relationship



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Our Staff



Alice Plug-Buist
Executive Director



Carl Henderson
Operations Director



Kristina Ivanovic
Storefront Manager



Lauren Galenkamp
Volunteer and Programs
Manager



Lisette Sayes
Community Engagement
Manager and
Project Hope Lead

Volunteer Staff



Erika Boyd
Administrative
Assistant



Glenn Yates
Chaplain and Sunday
Worship Lead



Jeanette Hunter
Friday Night Café Lead

Volunteering at Helping Hands

70+

Active
volunteers

11

Student
Placements

3

New
Volunteer
Staff

23

Low-Barrier
Volunteer
Positions filled

12

Friends in Active
Volunteer Roles



In addition to our volunteers, we were grateful to have been given four Canada Summer Jobs grants.

We are so grateful to Ueato, Karolyn, Sasha and Kenzie for the ways that they put so much passion and intentionality into their roles here this past summer.

Between our regular programs, moving, volunteer work days, and all of the construction projects, we estimate that we had close to **10,000 hours of volunteering in 2025!** No matter the role or the hours invested, thank you to every volunteer who joined us this year.





Greg's Story

1

Greg recently lost his housing and realized that not having access to laundry has meant that he needs to find some new clothes.



Greg heard about Helping Hands from other people living on the street. Greg was **grateful to get deodorant, a new toothbrush, toothpaste and some new clothes.** While in the *store*, Greg was invited to grab a coffee in the *café*.

2



Total donations shared: **25,308**

3



In the *café*, Greg quickly found people willing to listen and sit with him over a cup of coffee. **One of the volunteers invited him to *Men's Group* the next day.**



Total coffees served this year: **18,194**



4

On Tuesday, Greg showed up to Helping Hands for *Men's Group* and was **greeted by fresh coffee, stew, buns and even cherry pie (his favourite)**. The volunteers and other friends invited him to stay for *Bible Study*. Greg wasn't sure at first but gave it a try.



Greg **soon became a regular** in the store and café as well as the *Men's Group* and sometimes stayed for *Bible Study*.

5

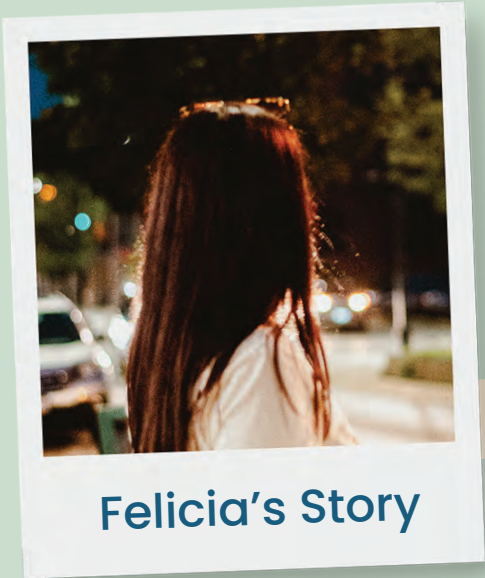


6

One day, he walked by on a Sunday and his friends invited him to stay. Once again, he was greeted by coffee, a hot meal, and friendship. **Greg has never wondered if he belongs here, he knows that he can find hope and community at Helping Hands.**



We are so grateful for all the different ways local churches support us. We have over 12 churches who either financially donate, help with Sunday Worship or run donation drives for us during the year!



Felicia's Story

1

Felicia found Helping Hands while working on Barton Street in the middle of the night. She saw a sign and the lights on in the building and saw other women go in.



Visits from women to our night time support: 350

She quickly learned that she could get essentials like sandwiches, condoms, and other hygiene products. Most important, she could just sit and rest.



Essentials given out this year through Project Hope: 337



2



3

Another night when Felicia was working earlier on a Friday evening, she saw the lights on. This time, she was greeted by people singing karaoke and playing games. She was quickly invited to enjoy a piece of banana bread and join the fun.



Hours caring for women through Project Hope: 200+



4

Slowly, Felicia became more of a regular at *Project Hope* and *Friday Night Café*. **The volunteers knew her by name and her coffee order.** At *Project Hope*, she became known for her creativity, specifically her nail art.



One night at *Project Hope*, she was invited to the *Women's Group* on Thursdays. It took a few weeks of working up the courage, but one day Felicia **attended Women's Group and Women's Bible Study**. She enjoyed the *Bible Study* more than she expected.

5



6



After many years on the street, Felicia was able to make her way out of sex work and she she wanted to give back. **After years of healing, friendship, and consistency Felicia became a Project Hope volunteer herself.** Her perspective and ideas make our programs better.

We currently have 10 friends placed in volunteer roles and many others helping unofficially. Our aim is always to make low-barrier volunteer opportunities available for our friends so that they can contribute in meaningful ways.

1

January 21

Announcement that we are officially moving!

The down payment for 669 Barton was made at the end of 2024 through the generosity of multiple major donors.

3

February 28

Coldest Night of the Year

We were so grateful to show **218** of you our new building for the first time at Coldest Night of the Year. We also raised **\$71,503**.

4

March 14

End of an Era Party

Before we moved, we had a very special goodbye party. Matthew Green even joined us to present us with a King's Coronation Medal for "Exemplary Public Service".

2

February 14

Got the keys to the new building! (and the renovations begin!)

2025 at a Glance



Renovations!

8

September 28

Team Rubicon begins the basement renovation

Our Café and Store basement renovations were made possible entirely through Team Rubicon and their contribution of materials and volunteers.

9

September/October Re-Launch of Programs

In the fall, we were finally ready to relaunch all of our programs. Friday Night Café, Sunday Worship, Project Hope, and Bible Study and Social Groups were finally all up and running!

10

October 10

In October, a generous donor offered Helping Hands Street Mission a **\$100,000 matching grant**. Because of you, we didn't just meet the goal, we exceeded it, strengthening our shared work of creating a place where everyone belongs and every hand can help.

5

April

Soft Opening

Though our renovations were far from being finished, we opened so that our friends could get their essentials. We also knocked down the walls between our store and café (a dream come true!).

6

July 15

We were gifted a brand-new washer and dryer donated by Anderson Therapy!

7

September 9

Grand Opening

It was a full house at Helping Hands for our Grand Opening. We cut the ribbon all together as a community, a symbol of us all contributing to the incredible new beginning for Helping Hands.



Gather for Good



Thank you Team Rubicon!



Grand Opening

11

October 17

First ever Friendsgiving

(over 80 friends came for a meal together!)

12

November 15

Gather for Good

At our Gather for Good event this year we invited our shared community to help us build towards our future and you showed up! **Together, you raised \$32,000**, a tangible expression of what we believe at our core: every neighbour matters!

13

December 25

Christmas at Helping Hands

Every Christmas Day, we celebrate with gifts, turkey dinners, carols and Santa Claus! This year we gave out close to 150 gift bags and turkey dinners to friends (our highest ever!).

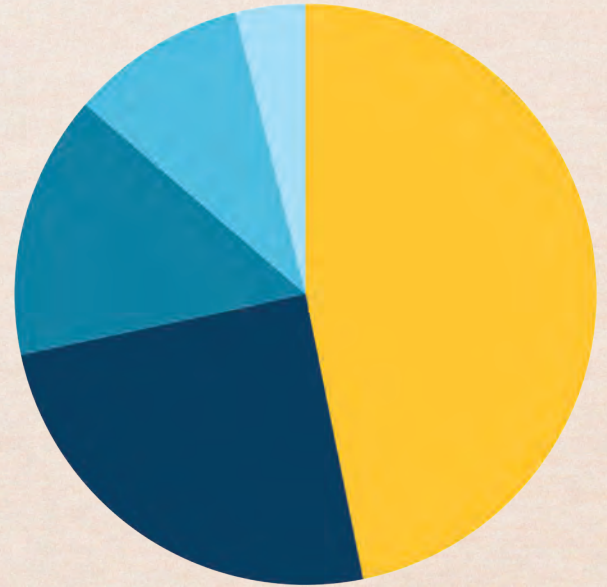
2025 Financial Report

Ministry Operations

\$546,953

Income

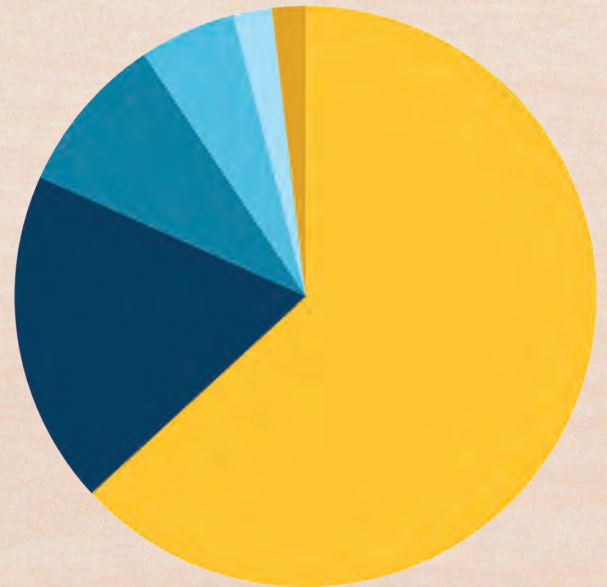
	\$256,131	Donations
	\$135,854	Building Income
	\$80,214	Fundraising
	\$53,475	Grants
	\$21,279	Government Support



\$448,500

Expenses

	\$283,260	Staff & Volunteer Costs
	\$83,208	Facility Costs
	\$39,989	Administration
	\$24,032	Storytelling
	\$9,733	Fundraising
	\$8,279	Program Purchases



394 Total Donors

83

Monthly Donors

14

New Monthly Donors this year

2

Major Fundraising Events



Moving ahead with the Capital Campaign is a nerve-wracking proposition. Would we be able to raise the funds needed above and beyond our regular operations?

In *1 Chronicles 29*, King David says to the people who have donated toward the building of the temple: Because of your devotion to God, you have given of your own treasures to help with the building. And many have followed your example and given offerings to the Lord for this building.

At Helping Hands Street Mission we witnessed the same abundance this year. Paraphrasing some more of the same Bible story: For the new home for Helping Hands Street Mission they gave over \$1,000,000 in gold and silver. They also contributed over \$100,000 worth of in-kind labour and supplies toward renovations and improvements of the building. This was all in addition to amply supplying \$450,000 for 2025 ministry operating costs.

God was faithful through his people in biblical times, and he is faithful through his people now. Thank you. Together with King David: We give praise to the Lord our God for you, and we are filled with joy.



Our New Building

Purchased a building that cost \$2.75M

Raised \$750,000 before February 13

Since then, with building income and donor support...

the mortgage is already down to \$1,680,000!

Clothes, Coffee, C...

With the support of trades and volunteers, we have been able to make over...

\$100,000 worth of renovations & upgrades!

God is so good, through our incredibly generous community.



HelpingHands STREET MISSION

FICES
GREAT TOP!
YOU GOT THIS
COLD OUT HERE!
ASOC THE CLIDE
the cafe
the store

Unit A
DONATIONS

SECOND LEVEL APARTMENTS
SUITES C & C1
PRIVATE ACCESS ONLY

HELLO! SMILE HERE!

DONATING?
monday, wednesday, friday
COME THROUGH THIS DOOR, THANKS!
PLEASE DO NOT LEAN ON GLASS

"THE STORE"
want to donate?
monday 10-4
wednesday 10-4
thursday 10-4
friday 10-4
when you arrive call 905-522-4263

YAO V...
our biggest needs:
-diapers
-underwear
-shampoo
-conditioner
-body wash
-tents
-sleeping bags

Welcome to OPEN

Looking Ahead

The future is bright and filled with excitement as we continue to grow into our new space. Our friends, volunteers and staff have so many dreams!

An outdoor space to sit with friends in the back.

The Shalom Project: an end-of-life care program to dignify and provide hope.

More collaborations with our neighbours.

An accessibility-friendly front door.

A fully accessible washroom.

Bringing the Barton Barber back!
(free haircuts)

More friends finding belonging and care here.

More friends finding their place to contribute.
(low-barrier volunteerism)

New floors.


Want to connect with us?


Reach out and let us know:

info@hsmhamilton.com or (905) 522-4263

hsmhamilton.com

669 Barton St E Units E & D, Hamilton, ON L8L 3A3

 hsm_hamilton

 Helping Hands Street Mission



At Helping Hands, we believe that everyone is needed and has something to contribute to community.

Here are some examples of ways that you can contribute to community:





hsmhamilton.com/donate/

 Donate financially

 Become a monthly donor

 Contribute to our Capital Campaign

 Donate gently used clothes

 Give us a gift off our Amazon Wish List

 Become a volunteer

 Connect us with your church, business or social group

 Run a donation drive for needed items for our programs

 Run a fundraiser for us or for one of our programs