

**Mark Preece Family House
Annual Report
2017**

Guests and Guest Services:

- We served 802 new families and had a total of 7,069 nights occupied in 2017.
- Average occupancy rate was 81 per cent.
- We had a second therapy dog, Henry, join us in December.

House Operations:

- Volunteers continue to do deep cleans of the House.
- The roof was damaged due to high winds in April.
- Accessible door openers were installed in the accessible rooms.
- Volunteers from Union Gas planted annuals in the spring.
- Damage to the kitchen ceiling resulted from a leak in the hot water recirculating system.
- Security system problems resulted in the security system being disabled.
- Wall-mounted heaters were installed to try to address complaints about cold rooms.

Sustainability:

- Golf4Life in 2017 suffered a setback due to changes. A survey was done, the committee has been revitalized and a new location was chosen.
- Fall for Beer was a great success.
- A former family is donating printing for materials.
- No Girls' Night Out was scheduled due to volunteer fatigue.

Awareness:

- Excellent media coverage continued.
- Added Instagram in addition to facebook and twitter.
- Help from volunteers with social media for beer event, mailchimp and The Agency.

Human Resources:

Staff:

- Benefits for frontline staff were added in January.
- Staff training was held on Anti-Racism and Anti-Oppression in February.

Volunteers:

- All volunteers participated in informal reviews.
- We are providing a work placement for an Ontario Works recipient who helps in housekeeping.