



Celebrating
40
Years of Caring

PORT CARES IMPACT REPORT 2025/26

LEADERSHIP MESSAGE

There is a word that keeps coming back to us as we reflect on 2025/26: together.

Together, we showed up for our neighbours in their most vulnerable moments. Together, we built programs that didn't just respond to need, they helped prevent it. And together, we reminded every person who walked through our doors that they are not invisible, not forgotten, and never alone.

This past year was not an easy one. Rising costs, housing instability, and food insecurity continued to grow across South Niagara and the ripple effects were felt deeply. And yet, this community showed up. Donors gave. Volunteers came. Partners leaned in. And every single person on our team poured themselves into the work with a dedication that humbles us every day.

The impact in these pages is not ours. It is yours. Every dollar, every hour, every food item dropped off, it all adds up to real change in real lives, right here at home. Behind every number is a person who felt seen and supported because you chose to be part of something bigger than yourself.

The work is not finished. The urgency has never been greater but - neither has our resolve.

Thank you for showing up, giving, caring, and for reminding us that when neighbours look out for neighbours, extraordinary things happen.

With gratitude,

Chandra Hardeen
Executive Director



Midge Butson
Board Chair



Mission

Helping people in our community overcome barriers to build better lives.

Vision

A community where everyone has help, hope and opportunity.

Values



We provide help without judgement

Port Cares helps people regardless of who they are and what their circumstances might be.



We are all accountable to one another

Accountability is something we all share, to each other and our community, as an organization, as staff, as volunteers and as clients.



We treat everyone with respect

As an organization, we treat those we serve respectfully as well as our stakeholders and one another.



We work collaboratively together

We work hand-in-hand to deliver effective services to our clients and to build strong, productive relationships with our partners.



We evolve by striving for excellence

We embrace challenges using creativity and courage to pursue excellence in everything we do.

LAND ACKNOWLEDGEMENT

We recognize that our services are delivered on the traditional territory of the Haudenosaunee, Anishinaabe, and Neutrals, many of whom continue to live, work, and thrive here today. This land is covered by the Upper Canada Treaties and is within the territory protected by the "Dish With One Spoon" Wampum agreement, a covenant to peaceably share and care for the resources around the Great Lakes.

Today, this region is a vibrant gathering place for many First Nations, Métis, and Inuit peoples. As an organization dedicated to removing barriers and building a culture of belonging, we recognize the systemic inequities created by colonial history. We commit to using our resources and platform to foster equitable partnerships, support Indigenous self-determination, and work toward true reconciliation as we build a stronger, more inclusive community together.

BOARD OF DIRECTORS [2025-2026]

Chair	Midge Butson
Vice Chair	Stephanie Babin
Treasurer	Sharon Letwin
Corporate Secretary	Curt Benson
Board Member	Scott Luey
Board Member	Cathy Boggio
Board Member	Mike Cooper
Board Member	Melanie Slater
Board Member	Amy Lloyd
Board Member	Brennon Zwingli

PROGRAMS & SERVICES

Reach Out Centre

Community Food Hub providing food programs and support services for residents of Port Colborne and Wainfleet.

Employment Services

PCWorks offers FREE employment and learning services to connect you to skills and resources to secure a job.

EarlyON Child & Family Centres

Offers FREE programs for parents/caregivers and children from birth to 6 years old, to play, learn and connect.

THRIVE Family Development

A FREE multi-week program that helps parents gain job skills while their preschool-aged children receive safe, quality care onsite.

Eviction Prevention & Crisis Support

Helps individuals and families stay housed by providing timely personalized support during urgent housing challenges.

Chestnut Place

Offers safe, stable, and affordable housing units that help seniors and single-parent led families build a stronger, more secure future.



THE HEART BEHIND THE WORK



Port Cares runs on community and nowhere is that more visible than with ***our volunteers.***



By the Numbers

4 programs supported
57 volunteers in 2025/26
250 days of service a year
1,750 hours of time donated

Where They Show Up

- Food bank sorting and distribution
- Hot meal program
- Senior food delivery
- Children's school lunch kits
- Community events & fundraising



What They Make Possible

Every volunteer hour means more food on a family's table. Every shift covered helps a neighbour feel seen. Every helping hand shows that our community takes care of their own.

A NOTE OF GRATITUDE

To our volunteers, you are not just filling a role. You are the reason this works. Thank you for showing up, season after season, because you believe that no one should face hardship alone. We appreciate you!

REACH OUT CENTRE

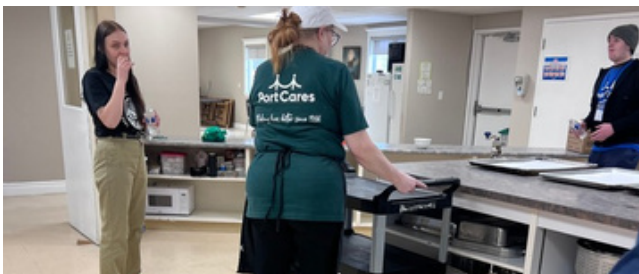
Built on care and powered by community

- 1,759 Unique Individuals Served
- 51% of those were Children or Seniors
- 876 Households in South Niagara Accessed Services
- 328 Hampers Delivered to Seniors
- 9,195 School Lunches Provided
- 189,027 lbs of Food Distributed
- 16,510 Hot Meals Served

For more than a decade, the Reach Out Centre has been the heart of Port Cares, where neighbours facing difficult circumstances find food, support, and connection. Every program we offer, from the food bank and hot meals to senior hampers and school lunch kits, is rooted in the belief that everyone deserves to be treated with care and respect. Thanks to the support of amazing community partners like Olymel and ADM Milling, we are able to provide hot fresh meals to our neighbours.



In 2025/26, Port Cares invested in the Reach Out Centre itself, improving accessibility, flow, and the overall experience for clients, volunteers, and staff. These updates are more than physical improvements. They reflect our commitment to ensuring every person who walks through our doors feels welcomed, valued, and supported.



“

Not only are our clients a blessing to work for, but the people that I work with are incredible. I have volunteered in many different ways over the years but I have never worked with a group of people like the ones that I work with at Port Cares. Each one of you brings your own special style of love and compassion to the job.

- Anonymous Volunteer

”

PC WORKS EMPLOYMENT



In 2025/26, PC Works served 665 individuals with employment services and supported 236 participants in securing employment. They also hosted 4 job fairs, including leading and organizing Niagara's Largest Job Fair in partnership with multiple agencies across the region, drawing a combined attendance of 2,500 job seekers and 90 employers. The program also celebrated 45 Power of Possible graduates and delivered workplace trainings to 114 individuals through Get SET. In recognition of this work, PC Works received the Employment Services Delivery Innovation Award through Fedcap Canada.

By providing barrier-free, client-centered support, PC Works empowers job seekers to build confidence, develop in-demand skills, and access meaningful employment opportunities.



2025/26 AT A GLANCE

665

Individuals Served

236

Job Placements

2,500

Job Fair Attendees

90

Job Fair Employers

45

Power of Possible
Graduates

114

Learners Served
through Get SET

4 JOB FAIRS HOSTED

Including leading and organizing Niagara's Largest Job Fair in partnership with multiple agencies across the region.

Employment Services Delivery Innovation Award

Awarded by **FEDCAP**

Client Success Story: Stephane came to us looking for a fresh start and a stable career path. Through the Better Jobs Ontario program, he successfully completed his AZ driver training and earned his commercial licence. Shortly after finishing the program, Stephane secured employment with Zavcor as an AZ Driver. His hard work, determination, and commitment to learning helped him turn a career goal into a reality, and we are proud to celebrate his success.

EARLYON CHILD & FAMILY CENTRES

EarlyON

Child and Family Centre

In 2025/26, EarlyON welcomed 7,015 children and 5,812 parents/caregivers, delivering numerous programs and facilitating 52,033 visits across all locations. From first friendships and developmental milestones to meaningful intergenerational collaborations and family engagement opportunities, EarlyON continues to help families build confidence, connection, and a strong foundation for lifelong learning.

 **7,015**
Children Welcomed

 **5,812**
Caregivers Welcomed

 **7**
Locations

 **52,033**
Total Visits Across All Locations



“

I have been bringing my kids to EarlyON since they were babies. They are now 4 & 7 years old. We love EarlyON because it is such a safe, positive and welcoming environment with so many different ways to help children learn as they grow. They were able to socialize with other children at a young age. There is also so many activities available that helped their motor skills, problem solving, etc. The staff is absolutely incredible! - Natalie

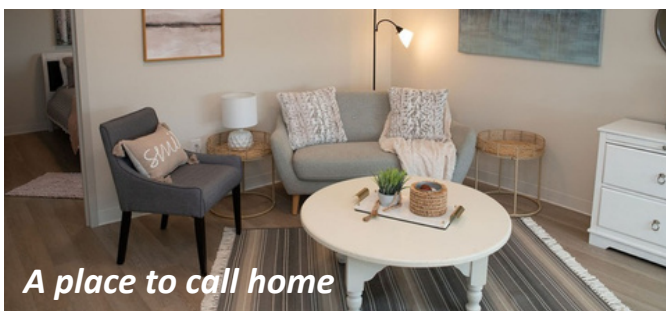
”

AFFORDABLE HOUSING UNIT



For too many people across South Niagara, safe and affordable housing has felt out of reach. Seniors on fixed incomes. Single mothers navigating impossible odds. Families facing rising rents and shrinking options. Chestnut Place was built for them.

On February 28, 2025, Port Cares opened the doors of Chestnut Place, a five-storey, 41-unit affordable housing residence that marked one of the most significant milestones in our 40-year history. After years of planning, partnership, and community investment, what began as a vision to address Niagara's growing affordable housing crisis became something real: 41 households with a safe, stable, affordable place to call home.



A place to call home



Who We Serve

Chestnut Place welcomes low-income seniors aged 55 and older and single-parent led families from across South Niagara, two of the most vulnerable and underserved groups in our region's housing landscape. For many residents, Chestnut Place is not just a new address. It is a new beginning.



More Than Four Walls

While affordable housing is the foundation, we know that a home is about more than just shelter. At Chestnut Place, residents have access to the broader network of Port Cares programs and supports, creating a continuum of care that addresses not just where people live, but how they live. From food security to employment services to community connection, residents of Chestnut Place are surrounded by the resources they need to thrive.

GENEROSITY IN ACTION

Because of you, no one faces it alone.

Time and again, our community shows what it means to care for one another.

Every dollar donated and every pound of food contributed supports Port Cares programs, from the food bank and senior food delivery to weekly lunch kits for children.



The impact highlighted in this report is only possible because of the generosity of our community. Individual donors supported Port Cares through one-time gifts, monthly contributions, and everyday acts of giving, while local businesses and organizations partnered with us to strengthen our programs and expand our reach.



Together, they represent something that cannot be measured in numbers, a community that does not look the other way. A community that sees a neighbour in need and chooses, without hesitation, to show up. That spirit is what has sustained Port Cares for 40 years, and it is what will carry us forward for 40 more.



“

Thank you for believing in this community enough to invest in it. Every gift you gave became someone's relief, someone's meal, someone's hope.

- Chandra Hardeen, Executive Director

”

YOUR IMPACT IN ACTION

This year, Port Cares didn't work alone. We worked with our community, through partnerships and initiatives that brought people together for a shared purpose.

Port Cares in partnership with the Port Colborne Lions Club, this annual food drive brought together volunteers and donors from across the community to help stock our shelves heading into a critical time of year. The generosity shown through this partnership continues to be a cornerstone of our food security efforts.

50/50 raffles hosted throughout the year give our community a fun and easy way to support Port Cares while having a chance to win big. These fundraisers brought in vital, flexible funding that helped us respond quickly to emerging needs and reminded us that giving back can be exciting, too!

When facing Back-to-School season each September, families across Port Colborne and Wainfleet are reminded that with a new school year comes new costs. Through our Back-to-School Drive, we were able to lessen this pressure by providing backpacks, supplies, and essentials to children heading into the classroom. Every child deserves to start the year feeling ready and confident.



2025/26 AT A GLANCE



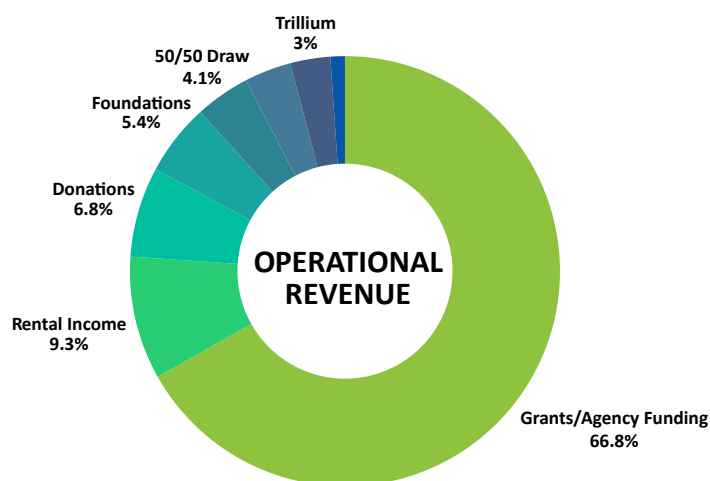
2025/26 AT A GLANCE



FINANCIAL STATEMENT

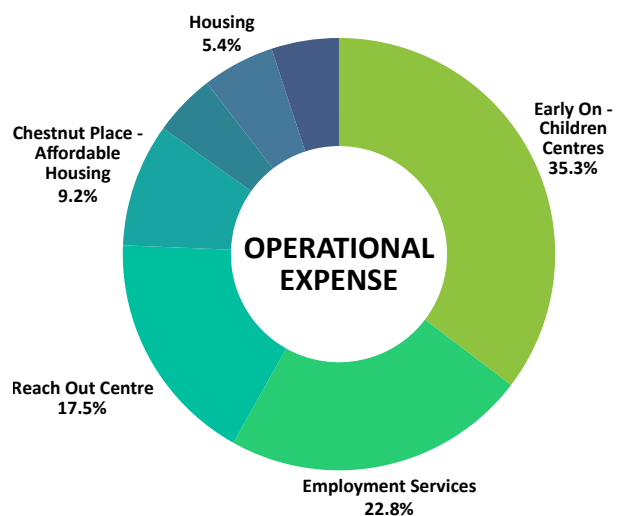
OPERATIONAL REVENUE

Grants/Agency Funding	3,224,027
Rental Income	446,254
Donations	326,796
Foundations	260,548
50/50 Draws	198,950
Other Income	170,082
Trillium	145,100
United Way - Niagara	52,500
	4,824,257



OPERATIONAL EXPENSE

EarlyON - Children Centres	1,664,523
Employment Services	1,072,460
Reach Out Centre	825,546
Chestnut Place - Affordable Housing	435,392
Operation & Admin	218,154
Housing	255,225
Get Set- Literacy Skills	237,787
	4,709,087



To view our full 2025-2026 audited statements, please visit portcares.ca

2025/26 IMPACT

REACH OUT CENTRE

 1,759 Unique Individuals Served

 876 Households Served

 16,510 Hot Meals Served

 328 Hampers Delivered to Seniors

 9,195 School Lunches Provided

 189,027 Pounds of Food Distributed

EMPLOYMENT SERVICES

 665 Individuals Supported

 2,500 Job Fair Attendees

 90 Job Fair Employers

 236 Job Placements

 114 Learners Served through Get SET

 45 Power of Possible Graduates

EARLYON SERVICES

 7,015 Children Welcomed

 5,812 Caregivers Welcomed

 52,033 Total Visits across All Locations

 7 Locations across Niagara Region

EVICTON PREVENTION & CRISIS SUPPORT

 82.4% success rate of housing loss prevention

 41 units of affordable housing at Chestnut Place

The Reach Out Centre is fully funded by our community and receives no government program funding

COMMUNITY HUB

On-site service partners

PARTNERS AT HEAD OFFICE

Alheimers Society of Niagara

Birchway Niagara

Canadian Mental Health Association

Centre de Santé

Downtown BIA

Niagara Community Legal Clinic

Niagara Sexual Assault Centre

Ontario Disability Support Program (ODSP)

Ontario Works (OW)

Probation & Parole

Service Canada

PARTNERS AT THE REACH OUT CENTRE

Bridges Community Health Centre

John Howard Society

Jump Start

Niagara's Mobile Closet

Ontario Works

REACH Health Bus

Ontario Disability Support Program (ODSP)

Niagara Assertive Street Outreach (NASO)

Public Health

Public Health Men's Clinic

PARTNERS WITH EARLYON CENTRES

Bridges Community Health Clinic

Niagara Children's Centre

Niagara College



LOOKING TO THE FUTURE

The need in our community is not slowing down and neither are we.

Over the past year, we've watched the number of people turning to Port Cares grow steadily, month after month. Behind every one of those numbers is a person, a parent making impossible choices, a senior on a fixed income, a young person trying to find their footing. These are our neighbours, and they are telling us, clearly, that the need is real and it is growing.

As we look ahead, our focus is on making sure Port Cares can meet that growing need, not just today, but for years to come. That means building stronger, more sustainable programs that don't just respond to crisis, but help prevent it before it takes hold. It means deepening our partnerships with local organizations, schools, and businesses who share our vision for a stronger, more connected community. And it means continuing to listen, to our neighbours, our volunteers, and our donors, so that what we offer reflects what is truly needed, not just what has always been done.

We are also exploring new ways to expand our reach, including new programs designed to address gaps we've identified in our community, and stronger collaborations with partner agencies to ensure no one falls through the cracks. Whether that means rethinking how we deliver services or building new relationships across the region, our goal remains the same, to be there for the people who need us, in the ways they need us most.

None of this is possible without you. The challenges ahead are real. But so is the strength of this community, and that strength has carried Port Cares for 40 years, through every kind of hardship and every kind of season. We are confident it will carry us through whatever comes next, too.

Thank you for believing that a stronger, more caring community is not just possible, it's something we can build, together, one step at a time.

WAYS TO SUPPORT

Corporate Sponsorships

Partner with us to support large-scale initiatives, from events to campaigns to capital projects like our new greenhouse or even a community meal.

Volunteer Your Time

Join our team on the ground, from the food bank to community events. Visit portcares.ca to get involved

Legacy Giving

Include Port Cares in your will or estate planning to create lasting change for generations to come.

In-Kind Contributions

Donate food and essential items, including hygiene products, pet food, and infant formula & diapers. Drop donations off at the Reach Out Centre located at 61 Nickel Street, Port Colborne

Monetary Donations

Donate online at portcares.ca OR by mail to:
92 Charlotte St,
Port Colborne, ON L3K 3E1

Host a Fundraising Event

Rally your workplace, school, or community group around a cause that matters. From bake sales to bottle drives, every event makes a difference.



THANK YOU TO OUR PROGRAM FUNDERS



HEAD OFFICE

92 Charlotte Street, Port Colborne

REACH OUT CENTRE

61 Nickel Street, Port Colborne

CONTACT US

(905) 834-3629

portcares@portcares.ca

www.portcares.ca

Port Colborne Community Association for Resource Extension (Port Cares) is an independent charity that serves South Niagara communities.

Charitable registration number #119096493RR0001