



THE GRIND PEMBROKE

2019 Annual Report

Who We Are

About Us

The Grind Pembroke is a volunteer-driven, incorporated charitable organization (CRA Registration # 763530896RR0001) serving marginalized, low- to no-income community members in Renfrew County through outreach activities located in downtown Pembroke, Ontario.

The Grind Pembroke provides a safe environment in which clients can receive available services in a dignified and confidential manner, and who can socialize and participate in support programs on their journey towards becoming more self-sufficient and fully integrated into community life. We are a Christian-focused organization that is non-denominational, inclusive and respectful of those who come from different traditions.

The Grind Pembroke strives to be agents of change in the community through its Coffee House, Outreach Programs, Shelter Services (including Transitional Housing), Client Services Office, and Youth Programs.

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Serving the community one cup at a time.

Grind Programs

Coffee House

The Grind Coffee House opened in October 2015 to provide a safe, non-judgmental environment for at-risk adults to relax and socialize. It provides an entry-point for people seeing help with their issues. Such requests are referred to the Grind's Client Services Office.

- **In 2019, the Coffee House served 12,105 patrons, and increase over the previous two years (2017 – 10,894; 2018 – 10,448).**

Community Kitchen

At the end of March, 2019, the Salvation Army closed its operations in Pembroke, including its soup kitchen. The Grind agreed to fill this service gap temporarily while a Community Task Force searched for a suitable location that had or could accommodate an appropriate commercial kitchen. The Grind created a food preparation and serving space at the rear of the Coffee House to accommodate this new service.

- **Between the end of March and December 31, 7,155 lunches were served to the community's marginalized population, thanks to the generosity of contributing churches, organizations and restaurants which cooked food off-site.**



Providing assistance to at-risk adults who seek it.

Client Services Office

At the beginning of 2017, it became apparent that space separate from the Coffee House was needed to house The Grind Pembroke's administrative functions, and to provide a confidential environment within which client issues could be discussed and addressed. Such space became available and by the Summer of that year, the Client Services Office was opened with working space for a Facility Administrator (note: position eliminated for financial reasons in 2018), volunteers assistants and embedded students from Algonquin College's Social Service Worker Program.

- In 2019, The Grind signed an agreement with Family & Children's Services of Renfrew County, and Mental Health Services of Renfrew County to embed their social services professional staff in the Client Services Office to provide system navigation support to the Algonquin College students as part of The Grind's goal of directing willing clients to appropriate community services for case management of their identified issue(s).

- In 2019, the Client Services Office provided assistance to 723 clients, a sharp increase over the previous two years (2017 - 236; 2018 - 294).

“Without a roof over their heads and food in their stomachs, the homeless cannot focus on and overcome their issues.”

Shelter Services – Emergency Beds

Soon after the opening of the Grind Coffee House, homeless community members began to show up seeking help in finding shelter. With no shelters available in Renfrew County, The Grind Pembroke decided to fill a service gap by constructing a small self-contained emergency refuge within available space at the rear of the Coffee House. This facility, consisting of three bedrooms and other amenities, was opened prior to Christmas, 2016. It operated until it was closed for financial reasons at the beginning of September, 2018. The Grind continued to provide emergency shelter at local motels.

- In 2019, sheltering the homeless at local motels benefitted 35 adults, a significant drop in numbers from the two previous years (2017 - 82; 2018 - 118).



The Grind's Emergency Refuge filled a critical service gap.

The drop in the numbers of homeless clients being serviced is thought to be the direct result of a request from Ontario Works that required the Grind to refer homeless clients presenting themselves at the Client Services Office during weekday business hours directly to Ontario Works, where, due to budget restraints they would be offered at most a night motel's stay and a bus ticket to a larger community (e.g. Ottawa) with more services.

The Grind staked out a continuing role in arranging shelter for the homeless after business hours when Ontario Works offices were closed. This was expedited via a crisis line manned six hours per night, seven nights per week.

- During 2019, The Grind Pembroke signed an agreement with the Developmental Services Division of Family & Children's Services of Renfrew County for their exclusive use of the Emergency Refuge for their adult clients, as well as for homeless youth serviced through the Renfrew County Safe Shelter for Youth initiative.