

# IMPACT REPORT

## 2024-25



**RESTORATIONS**  
SECOND STAGE HOMES





# WHO WE ARE

## MISSION

Restorations exists to support survivors of sexual exploitation and human trafficking by providing long-term residential housing and survivor-led peer programming.

## VISION

We will create a thriving, national survivor-led community that empowers survivors of sexual exploitation and trafficking to a life of holistic, self-determined well being, and restoration.

## VALUES

Because of our foundational belief that every person is loved and made perfectly and purposefully by God with the right to live free from exploitation and abuse, and motivated by the example of Jesus, we value:

- DIGNITY
- INCLUSIVITY
- DIVERSITY
- HOLISTIC CARE
- TRAUMA-INFORMED
- SURVIVOR VOICE
- COMMUNITY PARTNERSHIPS

# LETTER FROM THE EXECUTIVE DIRECTOR



Supporting survivors of human trafficking and sexual exploitation is nuanced, deeply relational work. It requires patience, trust, and compassion, unfolding at the pace of each survivor's journey. I am continually inspired by the courage and commitment survivors bring to themselves - and privileged to witness their growth, strength, and moments of hope firsthand.

I am profoundly grateful to our Board of Directors for their thoughtful leadership, to our staff for their dedication and unwavering care, and to our community of supporters and donors for embracing the slow, steady work of building relationships rooted in compassion.

Your support allows us to remain grounded in a survivor-centered approach that honours lived experience while creating space for healing, transformation, and possibility.

This report shares stories of impact and hope - examples of survivors reclaiming their lives, supporters stepping forward in meaningful ways, and a community coming together to create lasting change. Thank you for being part of this story and for making this work possible.

*Jen*

# LETTER FROM THE CHAIR OF THE BOARD

2025 was a year of tremendous growth for us. We expanded our peer advocacy initiatives, strengthened collaboration with community partners, and have grown our volunteer base, all while continuing our commitment to amplify survivor voices in every aspect of our work.

I am so grateful for the caring and competent people who have joined us in our mission, and to you - our donors and volunteers - for your ongoing and increased support. Without you, we simply could not do this important work!



JENNIFER  
POTTER

Together, with you, we are building a stronger network of care - one that creates lasting pathways towards hope and restoration.

With gratitude,

*Jennifer*

# YEAR AT A GLANCE

Nancy's House continues to provide safe, second-stage housing for survivors of human trafficking and sexual exploitation as they continue to move toward stability and independence. Residents receive trauma-informed, strengths-based support from our Program Manager and a team of staff, volunteers, and placement students. Care planning conversations focus on survivors' physical, mental, emotional, social, and spiritual wellbeing, helping each resident identify goals and access the resources and opportunities needed to move toward the life they envision.

Over the past year, we have also deepened our commitment to centering survivor voice and expertise across our work. Through thoughtful conversations with survivors and lived experience consultants, we have continued to refine how we ethically engage with and share lived experience. Survivors' stories belong to them, and we work closely with each individual to determine how their experiences are shared - whether anonymously or by name - in ways that feel safe, meaningful, and empowering.



**Survivors  
Housed**

**8**



**Peer Advocates  
Employed**

**3**



**Survivors Consulted -  
and compensated -  
for Projects**

**9**

# IMPACT STORY

## NANCY'S HOUSE

We first met Athena when she was hospitalized and referred to our Peer Advocacy program in 2021 - before Nancy's House opened. With the support of our community, we provided her with tangible resources as she recovered. Upon discharge, our Peer Advocates walked alongside her as she engaged with first-stage programs in our region, gradually building stability. When Athena was ready for the next step, she applied to Nancy's House in 2023, where she continued developing the skills and confidence to live and thrive independently.

As the end of her two-year stay at Nancy's House approached in 2025, we worked alongside Athena to navigate her next steps. We were thrilled to celebrate with her as she received the exciting news that her spot in affordable housing finally became available.

"I'm going to be living by myself for the first time! I'm excited and a little nervous, but Restorations has been a part of my journey since the very beginning, before the residential program was open. They pretty much laid the foundation for me to rebuild. Since living at Nancy's House, I've finished high school, gone back to my home city to visit friends and family after gaining the confidence not to slip into old ways, and now I'm able to live independently. I never would have seen myself getting this far."

Athena



Celebrating with Athena's support system including Safe Hope Home, EFry Hope and Help for Women, ADAPT Halton, Restorations staff and volunteers, and more!



## Did you know?

When residents move to independent living, we help them take essential items for their new home. Athena was able to take her bedroom furniture from Nancy's House, and thanks to our donors, her room was refreshed for the next resident.

Birthday celebrations



And holiday celebrations



Pledging to build a future free from intimate partner violence



Presenting at a lunch and learn in Toronto



Signatories of the pledge to address the intimate partner violence (IPV) epidemic in Halton, Halton Violence Prevention Council event November 2024

# SNAPSHOTS OF THE YEAR



Facilitator or table conversations at the Burlington Community Foundation's Vital Signs Report event, September, 2025



Athena, graduate of Nancy's House, and Jen speaking about the impact of Burlington Community Foundation's grant, June 2025

Christmas gift from the Central District of the Christian & Missionary Alliance, December 2024



Recipients of the City of Burlington Civic Recognition Award, October 2025



# IMPACT STORY

## PEER ADVOCACY

The Empowered Caregivers Project was born out of the lived experience, insight, and leadership of survivors. In 2023, Restorations Second Stage Homes received funding from Women and Gender Equality Canada to develop a comprehensive, survivor-led resource: the Empowered Caregivers Toolkit. This 29-month (November 2023-March 2026) project highlights the expertise of survivors to equip caregivers - whether family members, community supporters, or professionals in the gender-based violence sector - with practical tools and trauma-informed strategies to provide effective, compassionate care.

**“The most meaningful part of being involved in this project is having my voice heard and knowing others get a chance to be heard as well. I hope that someone coming out of exploitation will see that recovery is possible - we’re not broken.”**

**Lived Experience Consultant,  
The Empowered Caregivers Project**

Significant time over the last year has been spent consulting with a range of survivors to develop the content of the toolkit with work wrapping up by March 2026.

Artwork from The Empowered Caregivers Project



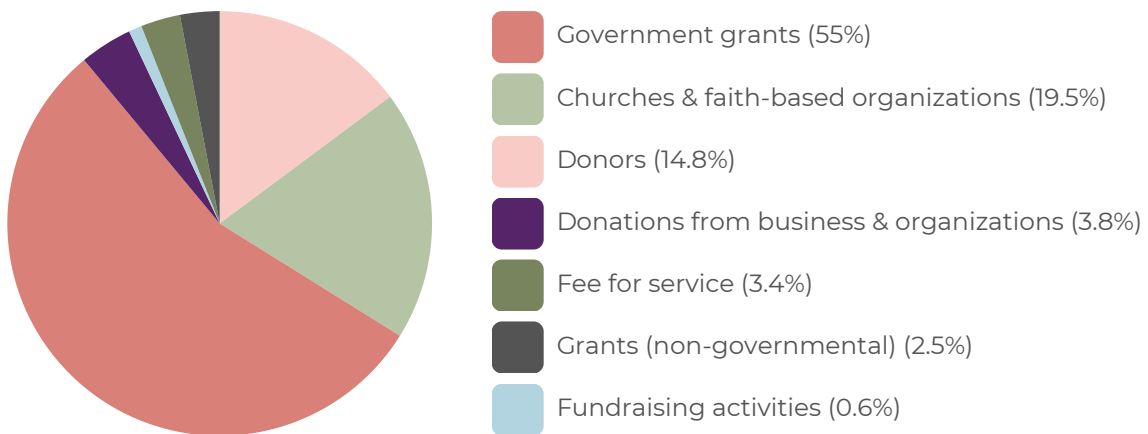
# FINANCIAL OVERVIEW

Provided here is a snapshot of the impact of donations and Restorations' work. The complete audited financial report for Restorations Second Stage Homes' 2024-25 fiscal year [is available here.](#)

Restorations' revenue comes from a diverse range of sources, reflecting strong community support and strategic funding partnerships.

Revenue **\$327,201**

Expenses **\$325,609**



Generous contributions from our community help sustain our work alongside grants from non-governmental sources, fundraising activities, and fee-for-service revenue, including program fees from residents and service fees from staff engagements. This broad financial foundation ensures the stability and sustainability of our programs, enabling us to provide essential support to survivors of human trafficking and sexual exploitation.

Municipal and federal government grants include funding from:

- **Halton Region Community Investment Fund** which has renewed our funding for an additional three years to support our Program Manager position at Nancy's House (June 2025-May 2028).
- **Canada Summer Jobs** to provide additional staffing support during the summer.
- **Women and Gender Equality Canada** to support The Empowered Caregivers Project (November 2023-March 2026)

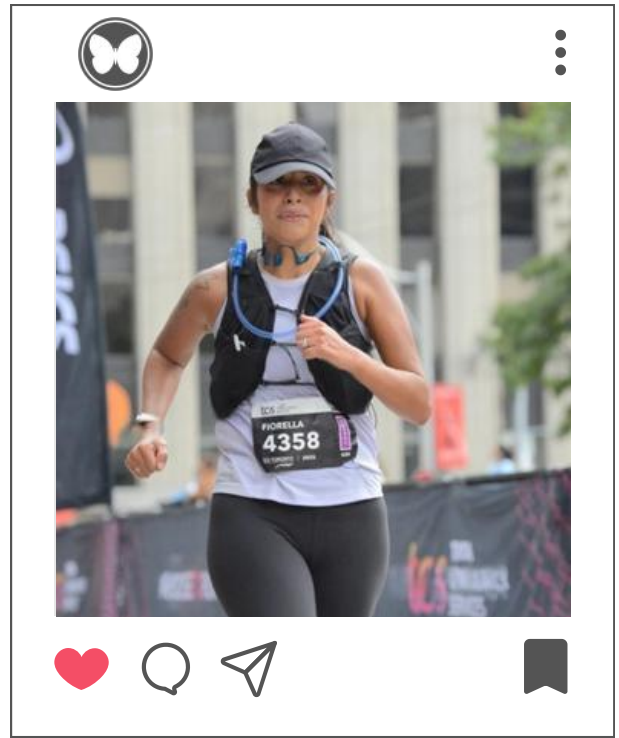
# IMPACT STORIES

## SUPPORTING SURVIVORS

In November 2024, St. John's United Church in Oakville hosted "I Walk Beside You", a benefit concert bringing together musicians and community members to support survivors of human trafficking and exploitation. Through an evening of music and shared learning, the event raised nearly \$3,000 for survivors living at Nancy's House while also creating space for meaningful conversation about survivors' experiences and journeys toward healing.

**"When we journey alongside people, the pace matters. But we don't set the pace. We let survivors set their pace, and we encourage and support along the way."**

Jennifer Lucking,  
*I Walk Beside You*  
benefit concert event



During her time as a Board Director, Fiorella marked her upcoming 40th birthday by running the 2025 Toronto Waterfront Marathon and turning the milestone into an opportunity to give back. By inviting friends and supporters to sponsor her run, she raised more than \$1,800 to support survivors at Restorations and demonstrated how personal goals and passions can be transformed into powerful acts of community support.

## INSPIRED TO HELP?

Creative initiatives from supporters continue to make a meaningful difference for survivors. We invite you to consider how your interests, talents, or community networks might also be used to raise awareness and support.

# STRATEGIC PRIORITIES PROGRESS

Over the past year, we have taken meaningful steps toward achieving our strategic priorities set in our 2024-29 Strategic Plan.

## **A fully functioning, skills-based governance model**

A Board culture survey and retreat helped assess strengths and growth areas. An online onboarding portal was launched, and we welcomed three new Directors while retaining two existing members.

## **Increased and stable funding**

The Fund Development Committee continues to strengthen all revenue streams, while streamlined processes between our Treasurer, Administrative Assistant, and Executive Director ensure timely donation processing and meaningful donor engagement.

## **Increased visibility in our communities**

Website “clicks” rose 160% year-over-year. Our e-newsletter continues to exceed industry engagement rates, and we shared Restorations’ work at over ten public events with more than 700 attendees.

## **Increased people capacity**

Eight new volunteers joined this year, supported by a streamlined onboarding process that equips staff and volunteers with the knowledge, tools, and resources needed to confidently contribute to our mission.

## **A partnership model that facilitates a seamless transition for survivors**

Two MOUs with community partners were established to enhance services at Nancy’s House. We remain actively engaged with the Halton Collaborative Against Human Trafficking to strengthen referral networks and relationships with like-minded organizations.

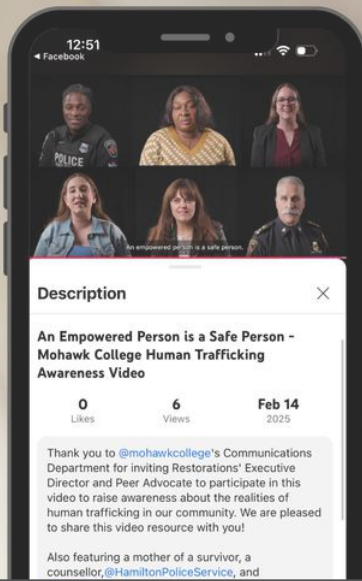
## **LOOKING AHEAD**

While this report reflects work completed through our November 2024-October 2025 fiscal year, we continue building on that momentum this year. We look forward to sharing the completion of our Women and Gender Equality-funded Empowered Caregivers Project and continuing to provide consistent, holistic support to survivors at Nancy’s House. We are also focused on growing our volunteer base - particularly on our Board and committees (Finance, Governance & HR, and Fund Development) - and exploring new opportunities to collaborate across our community, ensuring survivors’ needs remain central to everything we do.

Welcome to our newest  
Board Director



Glendyne Gerrard



# GLIMPSES FROM OUR SOCIAL MEDIA ACCOUNTS



Trauma recovery  
is not a linear  
process, and what  
a survivor needs at  
one stage may  
change over time.

Welcome to our newest  
Board Director



Kirsten Withell

# BE PART OF THE STORY





**RESTORATIONS**  
SECOND STAGE HOMES

Visit  
[www.RestorationsCanada.org](http://www.RestorationsCanada.org)  
to learn how you can volunteer,  
donate, or partner with Restorations  
Second Stage Homes.



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