



# Annual Report

2024



# Dear Friends,

Ten years ago, a dream of hospitality, dignity, and inclusion rooted in God's love and compassion was born on Barton Street.

It's been a decade of embracing hospitality, community, belonging, and advocacy.

In the past year we've made some important changes, all aimed at ensuring we're here for the community for many more years to come. This annual report will share the beautiful impact you've had on our neighbourhood. You've been such an important part of this journey.

In this report, you'll find a look back at the last 10 years. It will also include stories of the remarkable things that you've made possible. You and your generosity continue to make 541 a space where everyone is welcome around the table.

Looking ahead, we're excited to work alongside you to build a community rooted in hospitality and belonging. You help advocate for a more inclusive and compassionate world. You are helping to make 541 Eatery & Exchange the best spot in Hamilton to connect, eat, work, and volunteer.

Thank you for being someone who cares so deeply for our community.

With gratitude,

**Justin Eisinga**  
Executive Director  
541 Eatery & Exchange



# Retrospective

“ The hope from the beginning is that people that struggle with poverty, mental health, or substance use, are not treated poorly and given the scraps. The hope here was, no, they will be treated the same way or better than anyone else. To be a place where people are known for who they are and not all those external things.

**Miranda, Founding Team Member**

“ This unicorn of a place still existing is a sign of a huge amount of generosity, a giant amount of grace from people on both sides – and when I say generosity I mean the money, but also the people volunteering, the community input, a willingness from all sorts of people to let the other person in, to be changed.

**Jenn, Founding Team Member**



**2011-2012**



## In the beginning.

The concept forms at the Ellis Ave. location of Compass Point Bible Church. The founding team, Miranda, Kyle, Jenn, Sue, Sam, James & Michael dreamed of what 541 could look like and was driven by The Hamilton Spectator Code Red series.

**2013**



## Renovations.

Renovations to convert the space to a restaurant are completed by volunteers and generous tradespeople.

**2014**



## 541 Eatery & Exchange opens our doors for the first time!

The space quickly becomes a hub for fundraisers, music, events, and churches.

**2014**



## Our partnership with Detour Coffee begins.

Chosen for their local roots and commitment to social causes, we wanted the coffee we served to be something we'd drink ourselves.

**2016**



## Youth programming begins.

Initially 2 volunteers ran a homework club in collaboration with the library.

**2016-2019**



## Community garden in our back lot.

We used the fresh produce in our dishes and used the garden as a teaching opportunity within our community.

**2017**



## Youth programming expands.

Throughout 2017 and 2018 there was a group of kids grade 5-7 that came directly from Cathy Weaver and would hang out in the backroom for games, a snack, and homework. The group of 8-10 kids grew to 15-20 kids.

**2020**



## COVID and the pandemic.

We never stopped serving meals.

**2022-2023**



## New Executive Director

Sue Carr, our founding Executive Director retires and hands over the reins to Justin Eisinga.

**2024**



## 10 years of 541!

We celebrated our 10 year anniversary with a summer block party!

# 2024 Impact



**Briann**

**Youth**

I came to 541 through youth programming, went on to volunteer for two years and now have been an employee for five. **My connection and sense of community at 541 has provided me with stability and confidence, as well as security and hope for the future.** I am getting ready to go on maternity leave soon, and my only concern is being away from this very special place!



**Patti**

**Volunteer**

I came through the doors as a way of paying it forward. I love volunteering at 541 because of the people I work with, the people who I see whenever I am here, and the atmosphere of community. **You just come as you are and you are not judged - there is a sense of belonging here.** This place has had a tremendous impact on my life - even though I have survived tragedy, knowing that I can come here and help others the way I have been helped is so empowering.



**Alberto**

**Guest**

I left the shelter in February and started to try to live on my own. I was hungry when I met my neighbor. She invited me to 541 and introduced me to the staff. They know my name and they greet me so warmly! They make me feel like it is all going to work out. **I don't know what I would have done without the community at 541.**

**12,935 cups of coffee served**

*from Dec 2023–Sept 2024*

**128,000 buttons used**

*from Dec 2023–Sept 2024*

**17,533 meals paid forward**

*from Dec 2023–Sept 2024*

**40+ catering clients**

**3,500 meals provided to  
the CMHA Street Team to  
feed encampment residents**

**56 volunteers**

*Approximate*

**5,460 volunteer hours**

*Approximate; Volunteer hours valued at \$90,363  
(based on Ontario minimum wage)*



# Financial Report

## 2024 Operating

<b>Total Income</b>	<b>\$630,570</b>
Donations	\$398,914
Food Sales	\$104,895
Cafe Button Sales	\$126,761
<b>Total Expenses</b>	<b>\$720,394</b>

*\*Data from July 2023 to June 2024, external audit pending. Cafe closed from July - November, 2023.*

## Expenses by Strategic Focus

### Human Resources (51%)

### Beautiful Exchanges (27%)

- Cafe Buttons Used
- Cafe Supplies
- Community Partnerships
- Youth Programming

### Operations (14%)

- Maintenance
- Rent
- Insurance

### Organizational Wellness (5%)

- Finance, Outsourcing, Audit & Legal

### Perpetuating Abundance (3%)

- Fundraising Activities
- Branding & Marketing



# Partner Recognition

## \$10,000+

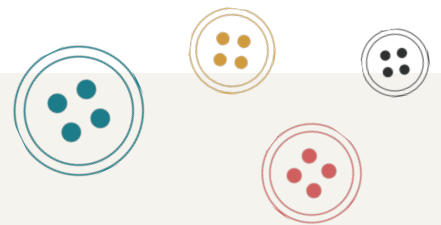
- Hamilton Community Foundation
- City of Hamilton
- Hoogland Family Foundation
- Kiwanis Club of Hamilton East
- Ted & Erica Warkentin
- Bill & Marta Vandermarel
- Sylvia Jay

## \$2,000+

- Hodgson-Henderson Fund
- Eucharist Church
- Meadowlands Christian Reformed Church
- re-Source Thrift Shop
- Hamilton Mennonite Church
- Calvary Christian Reformed Church Flamborough
- Adam & Alyssa Peters
- Judith Mercer
- Stephen Edwards

## \$1,000-\$1,999

- My Gem Power Ltd.
- Hamilton Family Health Team
- Calvin Christian Reformed Church Dundas
- Homeless Cars
- Westover Baptist Church
- Flourish Foundation
- Caleb Burse
- John Hilborn
- Arnold Wouda
- Laurie Scott
- Doug & Valerie Kloet
- Sarah Snider



# Strategic Plan (2024-2027)

## Our Core Commitments



### Organizational Wellness

Everything we do operates within a network of services that needs care, growth, and guidance. We want everyone who is a part of our team to feel a sense of purpose, care, and fulfillment, and to experience a shared space where we can all be more human together.



### Beautiful Exchanges

We want to be a place where everyone can both give and receive, depending on what they need or can offer today. We will work hard to create a welcoming and inclusive space, so that equity, belonging, and being good neighbours are the norm, not the exception.



### Perpetuating Abundance

Generosity is all around us. We want to inspire people to share it through great food, meaningful giving, and community connections. Everyone at 541 has something to offer—whether it's donating money, volunteering time, or simply sharing kindness and warmth.

#### Objectives

- Improve our people functions
- Establish good policies and procedures
- Enhance learning opportunities
- Develop an independence transition plan from Compass Point Bible Church
- Inspire team participation in the mission, vision, & values

#### Objectives

- Clarify "Exchange"
- Build a culture of hospitality
- Cultivate opportunities for reciprocity
- Create a culture of celebration

#### Objectives

- Develop a responsible annual budget & corresponding appropriate annual surplus
- Cultivate deeper supporter relationships
- Improve supporter engagement mechanisms
- Provide a high-quality cafe experience

# Everyone Needs to Belong Somewhere

## How Your Gift Helps

Our friends are struggling with homelessness, food insecurity, and loneliness. Other organizations are no longer offering the meals they provided to our friends for many years, and the need is greater than ever. Your generous donations help us provide not only warm meals, but community and a sense of belonging.

Your generosity empowers folks like Alberto as they navigate precarious housing situations. He is learning how to make every dollar count with new friends at 541 who remember his name and greet him warmly. Without your support, friends like Alberto might feel increasingly lonely and isolated.

By becoming a recurring donor, you help ensure our work continues to make a lasting impact. A monthly gift of \$30 will provide lunch for Alberto for one week. A quarterly gift of \$250 supports a youth like Brianna with a meal and after school programming for a month. Every dollar makes a difference in someone's life.

For 10 years now, we have been supported by a generous community and that includes you! We have worked hard to craft a vision so that we can continue to honour your generosity. The next 10 years will be filled with growth as we follow that plan. Will you partner with us to make that possible?



## Ways to Give



### Donate monthly.

Visit [fivefortyone.ca/donate](https://fivefortyone.ca/donate) to set up a recurring donation.



### Donate securities or create a legacy gift.

Contact **Ameriga Alonzo** at [fundraising@fivefortyone.ca](mailto:fundraising@fivefortyone.ca)



### Donate by cheque.

Mail or drop a cheque to:  
541 Barton Street East  
Hamilton, ON L8L 2Z2