

Pathways into Quintin Warner House

Curb Notes

Pathways into Quintin Warner House

Jessica Gowers, Communications & PR Coordinator

Quintin Warner House (QWH) is Mission Services of London's (MSL) four-month, live-in addiction treatment program for men aged 18 and older.

Seeking Addiction Treatment:

Because addiction recovery is a journey that can involve progress, challenges, and beginning again, it isn't uncommon for the men who come into QWH's program to have already sought support in the past, in a variety of different ways.

"QWH receives referrals from many different sources," says Rita Lepore, Program Supervisor. "Some come from within MSL's other programs, such as Men's Mission, Rotholme Family Shelter, or Community Mental Health Programs, when a man identifies addiction treatment as a goal. Referrals can also come from other agencies in the community, including hospitals, doctors' offices, emergency shelters, withdrawal management centres, correctional agencies, and mental health or outreach organizations. Men can even self-refer simply by calling or emailing us."

"The reality is that four months of live-in treatment is a significant commitment, and many of the men who come to QWH have experienced addiction in very serious ways," Rita explains.

"However," she adds, "treatment at QWH doesn't begin or end with the four-month program. In many ways, it starts earlier — when a man first connects with our Intake & Addiction Counsellor."



Rita Lepore
Program Supervisor

"Beginning treatment can mean facing challenges that would feel intimidating even in the best of circumstances. Each participant is committing to living in a new place for four months, 24/7, with staff and participants they don't know, potentially reshaping deeply meaningful relationships, stepping away from work or household responsibilities, letting go of coping mechanisms that once felt like the only safe option, and learning to trust QWH's care team as they go through counseling. It truly is a very big deal."
— Rita Lepore

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When QWH's Addiction Treatment Program Begins:

Alexis Zulauf, QWH's Intake and Addiction Counsellor, is typically the first point of contact in their journey with QWH. "When men reach out to join the program, they may be in crisis. Life has usually been difficult for quite some time," Alexis shares.

One of Alexis's first interactions with a potential participant is the assessment interview, which helps her get to know each individual and determine whether QWH is the right fit. "We talk about a range of factors that help us assess readiness," Alexis explains, "including abstinence from substances, any complex medical needs, past or current addiction treatment experiences, and why they are seeking long-term treatment at this point in their lives. We want to be sure that the program at QWH can truly be helpful for them, and, if it's determined that it can be, we want to know that they have what they need to start the program on the right foot."

Like most addiction treatment programs, QWH also has a waitlist, which can serve as valuable time for a man to prepare for treatment. "If someone needs to see a doctor, this gives them the opportunity to do so," Rita explains. "It allows men to complete withdrawal management or the required period of abstinence from substances, get their finances and medications in order, and mentally prepare for four months of living somewhere new while participating in an intensive program. The wait period is also a time to step away from current relationships and focus fully on their own recovery, which can be challenging since QWH serves men from across Ontario, and many may be leaving their hometowns and families."

During the wait period, each man continues to meet weekly with Alexis for check-ins. "Whenever possible, we meet in person," Alexis says. "These conversations allow me to understand how they're doing, offer encouragement, and help them stay focused and supported as they prepare to begin treatment."

"That's why we say QWH's addiction treatment program actually begins with the first phone call, not the first day a man walks through the door," Rita explains. "In many cases, men are already receiving support from Alexis and taking important steps in their recovery for days or weeks before their first day here."

"Committing to four months of live-in addiction treatment is a big, difficult step," Alexis says. "We recognize that each man is trusting us to help him, that he is coming from an authentic place of needing support, and that, even in his moments of vulnerability, he is willing to let go, relearn, and rebuild. We want to honour this important choice by making sure every man is fully supported and set up to achieve his goals from the moment he walks through the door."



After completing QWH's four-month, live-in addiction treatment program, some men may choose to stay at one of QWH's annexes for additional support. Addiction Counsellors at the Annexes offer assistance with job searches, budgeting, cooking, returning to school, finding housing, and building healthy relationships, as the graduate transitions back into the community.

All graduates, whether or not they stay in an annex, are encouraged to remain connected with QWH and take part in Aftercare programming, which includes weekly relapse prevention groups, volunteering, site visits with current participants, staff, and alumni, and special events such as Sunday or holiday dinners.

NATIONAL VOLUNTEER WEEK

This year from April 19-25 Mission Services of London celebrates National Volunteer Week and we would like to say a heartfelt thank you to our faithful volunteers. Every day at Mission Services of London, our volunteers play a vital role in our organization.

Their efforts embody the spirit of community and remind us that lasting change is built through kindness, collaboration, and shared purpose.

Mission Services of London extends its deepest appreciation for the profound difference that our volunteers make and for the value they bring. As we gather to celebrate, we want our volunteers to know that their impact is real, their compassion is felt, and that their service matters. We feel these efforts demonstrate the values of Mission Services of London: Compassion, Hope, Integrity, and Diligence.



Coldest Night of the Year 2026!

Saturday, February 28, 2026

Mission Services of London would like to thank everyone who participated in our 15th annual Coldest Night of the Year walk! This year more than 400 walkers bundled up and braved the cold on Saturday, February 28th. Walkers participated in either a 2.5K walk or a 5K walk in sub-zero weather.



Walkers enjoyed a hot apple cider and snacks at our lead sponsor, Lewkowitz Financial's offices, before heading back to H. B. Beal Secondary School to enjoy some hot chili and cornbread muffins, proudly prepared by the food services team of Men's Mission.

This year more than \$120,000 was raised thanks to everyone involved. The donations portal will remain active until March 31st, 2026. Mission Services of London would like to thank all of the walkers, staff, volunteers, and all of our sponsors who have come alongside their neighbours in need to offer support as they journey towards a different tomorrow. Thank you for the warmth, enthusiasm, and community pride that you brought to this successful event. We can't wait to see you next year!

Nourishing the Mind, Body, and Soul

Whether your heart is for supporting mental health or providing nourishing meals, your online donation will support men, women, and children receiving care through Mission Services of London. **Thank you for helping provide both physical nourishment and support for mental wellness.**



[missionservices.ca/
nourishmentandmentalwellness](https://missionservices.ca/nourishmentandmentalwellness)

Impacting LIVES through sites and programs:

Men's Mission

459 York Street
519-672-8500

Rotholme Family Shelter

42 Stanley Street
519-673-4114

Quintin Warner House

457 York Street
519-434-8041

Community Mental Health Programs

4-797 York Street
519-439-7700 (Streetscape)

Mission Store

4-797 York Street
519-438-3056

Mission Services of London Foundation

4-797 York Street
519-433-2807

Administration Office

4-797 York Street
519-433-2807

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Newsletter Contact:

lsimpson@missionservices.ca

Charitable Registration

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Thank you to our
government funders:



London
CANADA

Donor Highlights: New Refrigerated Van

Mission Services of London is grateful to Lewkowitz Financial for its generous donation of a 2025 refrigerated van.

This van will play an important role in supporting our three kitchens at Men's Mission, Quintin Warner House, and Rotholme Family Shelter. Across these sites, nearly 500 nutritious meals are served each day, totalling 184,420 meals and snacks during the 2024–2025 fiscal year.

Leonard Devost, Food Services Supervisor (Shelters) remarked, "The sponsorship of this refrigerated van ensures that fresh product, meat products, and other perishable items can be transported safely and efficiently to our kitchens, sustaining Mission Services of London's commitment to steward donated food responsibly."

This new refrigerated van represents far more than a simple donation. "As a local business leader, I believe strongly in investing in practical solutions that strengthen the wellbeing of our community," says Robert Lewkowitz, president of Lewkowitz Financial. "When I saw how essential a refrigerated van is to safely deliver the fresh food that supports nearly 500 meals a day, I knew this was an opportunity to make a meaningful impact. Supporting Mission Services of London in this way is not just charitable, it's an investment in a healthier, more resilient London."



Getting ready to head out



Our teams at Lewkowitz Financial