

Curb Notes

CCLC Award

Mission Services of London was proud to receive the London Cross Cultural Learner Centre (CCLC), Community Champion Award at the 2026 Life As A Refugee (LAAR) event on June 19th.

The award recognizes the critical role MSL's Emergency Voucher Program plays in supporting refugees and newcomers to London and highlights the meaningful difference staff and volunteers continue to make in the lives of individuals and families.

For individuals and families new to Canada, the Emergency Voucher Program offers vital support to help build stability in an unfamiliar environment. Newcomers and refugees can access essential items such as clothing, basic needs items and household goods, easing financial strain during critical transition periods. By addressing immediate needs, the program helps individuals and families establish a foundation for long-term stability while promoting dignity and independence.

Executive Director Ericka Ayala Ronson described the moment as "truly amazing," highlighting it as a testament to the dedication across the organization. She extended sincere gratitude to both staff and volunteers for their commitment, "You are seen and you are appreciated."

"I am very proud of the volunteers and employees and the way each of them support people who are struggling, no matter where they've found themselves," she shared. Whether in participant-facing roles or working behind the scenes, she emphasized that every contribution mattered: "You made hope happen, and I am truly grateful for each of you."



The 2025-2026 Fiscal Year: A Reflection from the Executive Director

Ericka Ayala Ronson, Executive Director



The year 2025–2026 marks an extraordinary milestone for Mission Services of London—our **75th Anniversary**. We are deeply grateful to celebrate 75 years of serving our community and responding to people experiencing need.

Since opening our doors in January 1951, Mission Services has remained rooted in faith and committed to serving London and the surrounding area. Our founding Executive Director, Alvin Roth, often described our work as **“meeting need at the point of need.”** Seventy-five years later, those words continue to guide us.

What began in a small house on Talbot Street—serving lunch to nine men and offering emergency shelter to six—has, through God’s provision and the dedication of many, grown into a network of essential programs. Today, MSL encompasses not only the emergency shelter for men with its transitional housing wing (Men’s Mission), but also the prevention of homelessness and emergency shelter services for families (Rotholme Family Shelter), the addiction treatment centre and its transitional supportive housing for men (Quintin Warner House), the outreach and community-based mental health supports (Community Mental Health Programs) and the social enterprise thrift store with emergency voucher program (Mission Store), which operates next door to the Administration Office.

Today, Mission Services provides emergency shelter and housing supports, family shelter services, addiction treatment and recovery programs, community-based mental health supports, and practical assistance through the Mission Store and emergency voucher program.

This work is made possible by an incredible community of support. During 2025–2026, approximately **165 staff** and **134 volunteers** worked together to serve others, with volunteers contributing more than **26,000** hours of their time. We are profoundly thankful for every donor, funder, partner, volunteer, staff member, and supporter whose generosity makes our mission possible.

Over the past year, we prepared for an upcoming accreditation renewal review and completed an extensive strategic planning process grounded in prayer, reflection, research, and community input. We are pleased to introduce our new **Strategic Action Plan**, which will guide our work over the next three years through three priorities: **Growing Compassion, Building Collaboration, and Strengthening Organizational Health.**

As our community’s needs continue to evolve—and, in some cases, deepen—we remain committed to serving our neighbours with compassion, diligence, integrity, and hope. Our mission continues to inspire us: **“We actively respond to people experiencing need, affirm human dignity, and inspire hope.”**

Thank you for walking alongside us throughout this remarkable 75-year journey. Together, we will continue building on this legacy of service and nurturing hope for the future.

Strategic Plan 2026-2029

Rooted in our faith-based identity and a deepening culture of prayer, our strategic goals are to:

 GROW Compassion	 BUILD Collaboration	 STRENGTHEN Organizational Health
Stakeholders we engage with have increased compassion toward neighbours struggling with homelessness, poverty, addiction and mental illness.	Our collaboration is focused and leads to improved outcomes for the people we serve.	Our organization is healthy so we can experience joy and hope.
- Engage in deliberate advocacy for the benefit of neighbours in need. - Educate stakeholders with an aim to reduce stigma and encourage neighbourly behaviours. - Harness the power of story telling to humanize neighbours in need.	- Offer our unique strengths and expertise to the continuum of care. - Seek out collaboration opportunities that enhance our capacity to serve well without overstretching resources or losing focus.	- Nurture staff and volunteer wellbeing – mind, body and spirit. - Achieve financial stability while maintaining high quality services. - Create or enhance physical environments to better support dignified service delivery with excellence.

Introducing New Members of the Development Team



David Howie

David Howie is the Senior Development Officer Estates & Gift Planning/Major Gifts, where he specializes in legacy giving and donor stewardship. He works closely with individuals and families to help create meaningful planned gifts that provide lasting support for vital community programs. With a thoughtful and relationship-focused approach, David helps donors align their values with impactful giving, ensuring long-term sustainability for services supporting those experiencing homelessness, poverty, and crisis. To connect with David about estate or gift planning, he can be reached at 226-242-4670 or dhowie@missionservices.ca.



Kristina Dubois

Kristina Dubois is a Development Officer, where she focuses on stewarding monthly and regular donors. She is dedicated to building meaningful relationships with donors whose consistent contributions help maintain and strengthen vital programs that support people facing adversity. Kristina's thoughtful and engaging approach ensures donors feel connected to the impact of their contributions, fostering community change. To connect with Kristina, she can be reached at 226-270-3581 or kdubois@missionservices.ca.



Claire Tanner

Claire Tanner is the Donor Relations Assistant, where she supports donor engagement, stewardship, and fundraising initiatives. Claire helps connect supporters with the organization's mission of providing hope, dignity, and practical assistance to people experiencing homelessness, poverty, and addiction in the London community. Claire works closely with colleagues, supporters, and community partners to ensure donors feel informed, valued, and connected to the life-changing work made possible through their generosity. To connect with Claire with any questions about your donations or tax receipts, she can be reached at 226-242-4702 or ctanner@missionservices.ca.

Mission Services of London is a local, not-for-profit, Christian faith-based organization funded through our Government as well as the generosity and support of individuals, churches, businesses, community groups, service organizations, and foundations.

We consider our donors' support a sacred trust. This is why we:

- Are audited annually by an independent chartered accounting firm
- Provide complete audited financial statements upon request
- Comply with all requirements of the Canada Revenue Agency to maintain our charitable status
- Meet the Better Business Bureau standards for charity accountability
- Maintain an Audit Committee as a standing committee of the Board of Directors
- Carefully manage our fundraising and administration expenses
- Publish an Annual Report to the community

Thank you!

The 2025-2026 Annual Report is now available: missionservices.ca/finances

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

Visit missionservices.ca

Find us on Twitter (X), Facebook,
LinkedIn, and Instagram

Newsletter Contact:
jgowers@missionservices.ca

Charitable Registration
#119302578RR0001

Thank you to our
government funders:



Ontario
Health



Mission Services of London Celebrates 75 Years of Compassion and Community

On October 15, 2026, Mission Services of London will proudly mark a remarkable milestone, 75 years of serving individuals and families facing homelessness, poverty, and crisis in the London community. Since its founding in 1951 by Alvin and Madeline Roth, the organization has grown from humble beginnings into a vital network of programs offering shelter, food, healing, and hope to thousands of people each year. This anniversary celebration is not only a moment to reflect on decades of impact, but also an opportunity to honour the dedicated staff, volunteers, donors, and community partners who have made this work possible.

Over the past seven and a half decades, MSL has continually evolved to meet the changing needs of the community. From providing emergency shelter and meals in its early years to offering comprehensive services such as addiction recovery, housing support, and outreach programs today, the organization has remained rooted in faith, compassion and dignity. Generations of Londoners have been touched by its work, whether through receiving care during difficult times or contributing to its mission through generosity and service.

The 75th anniversary event promises to be a meaningful and inspiring evening, bringing together supporters, community leaders, and friends of the organization to celebrate its legacy and future. Guests will hear stories of transformation, reflect on the organization's history, and share in the collective vision for continued impact in the years ahead.

