

# FURNITURE BANK

## IMPACT REPORT

2013-2016



### THANK YOU NOTE

The following report illustrates the profound impact Salesforce volunteers have had on the families we serve. It's also our way of thanking you for your volunteer time and support. Salesforce employees are truly helping create homes and change lives

We look forward to continue embracing and leveraging Salesforce technology to help more families furnish homes. Tens of thousands of Canadians live without furniture...

Together with Salesforce, we can change that. We look forward to seeing you back at

### CORPORATE VOLUNTEERING IN GENERAL

Corporate Volunteering has grown in popularity with various corporations. As a result, Furniture Bank's impact too as grown notably. Here are a few numbers showing the impact all corporate volunteers generated since 2013.

**2,737**  
Corp. Volunteers



**65,575**  
Donated Items



**11,131**  
People Helped



Translated into a daily average, a corporate volunteer works 4 hours during which he or she helps 4 people in need by donating to them 24 furniture items in total.



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## PEOPLE HELPED BY SALESFORCE VOLUNTEERS

(ONLY ON DAYS THAT SALESFORCE EMPLOYEES WERE PRESENTS)

**539**  
PEOPLE HELPED



**194**  
CHILDREN



**106**  
NEWCOMERS & REFUGEES



## NUMBER OF VOLUNTEERS THROUGH TIME (DAYS OF VOLUNTEERING)



*"This has changed my perspective. You never know what other people are dealing with and what their story is. I am so much more thankful for what I have and the opportunities given to me."*

**Tatiana de Abreu**  
Salesforce volunteer  
@Furniture Bank

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DELIVERED GOODS BECAUSE OF SALESFORCE VOLUNTEERS  
(ON SALESFORCE VOLUNTEER DAYS ONLY)



- Dining Chairs 12%
- Picture Frames 7%
- Boxes of Houseware 7%
- End Tables 7%
- Table Lamps 4%
- Armchairs 4%
- Dressers 4%
- Coffee Tables 3%
- Dining tables 3%
- Occasional Chairs 3%

Because of SALESFORCE volunteers  
**162** mattresses were donated  
 to Canadians that were sleeping on  
 the floor.



*"Furniture Bank has helped me understand how trivial my problems really are. Furniture Bank is an understanding organization. I've learned how greatly they are leveraging the Salesforce platform to support their strategic goals and initiatives."*

**Greg McLaren,**  
 Salesforce volunteer  
 @Furniture Bank



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## WHAT USED FURNITURE MEANS TO MOTHERS ESCAPING ABUSE

*Sandra's Story – in her own words*

“I am sure my story is not that uncommon, but at the time I felt very isolated and alone.

As a young mother of a three year old, I separated from my husband of five years. Our relationship had become very abusive and unhealthy, and once I left it became increasingly hostile. Luckily, I was able to receive housing on an expedited basis, but I did not have the financial capacity to buy furniture. I didn't have the work experience to find a job as I had been a stay-at-home mother. And I didn't have any education credentials. I was very vulnerable and I needed help.

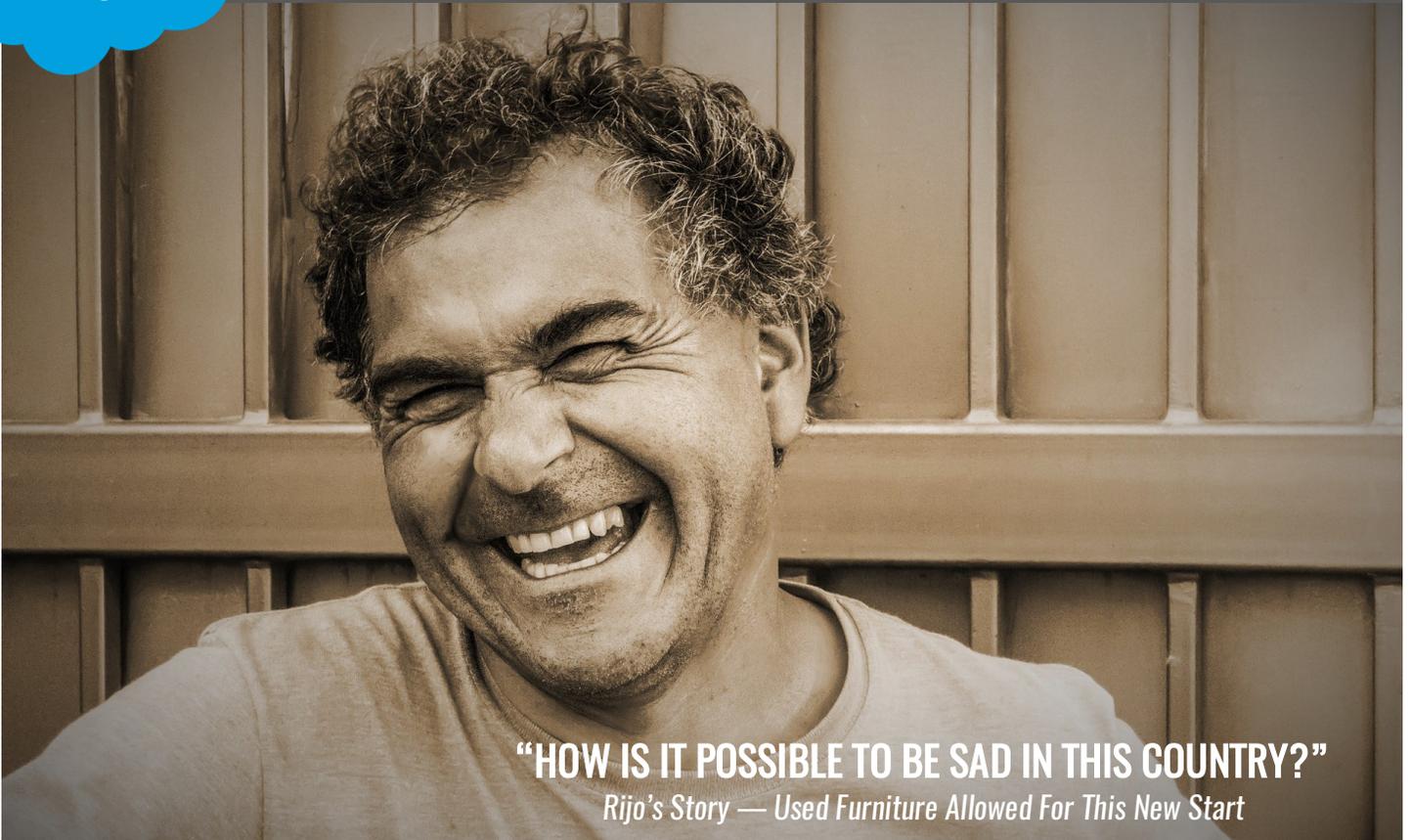
I felt bad about having to access housing and welfare assistance, and I felt like many decisions were being made for me at that time. I was just finishing the Academic Bridging Program at the University of Toronto when all of this was happening.

Because I was leaving a hostile environment and the hostility towards me continued after the separation, having furniture wasn't just a luxury, it was a necessity. I had to prove that I had a home that was suitable for my child and her well being. I needed furniture – and the furniture bank – so that I would be able to have a bed for my child and a dresser drawer to store her clothes.

When your parenting is under scrutiny and when you're trying to provide a stable and warm home for your child, you have to have furniture. It's one of those things we take for granted until we are sitting in an empty room without it. And for me as a university student, I really needed a desk to study at, a place to store my books. It's pretty hard to study on a bare floor and I couldn't just get up and go to the library with a toddler.”

### YEARS LATER...

“It's been several years since I went to Furniture Bank to receive furniture. I graduated with my Honours Bachelor of Arts, started my Masters, and found a meaningful career. Would I have been able to do that without furniture and the Furniture Bank? Maybe, maybe not... But it sure is nice to have support creating your home, having a bed for your daughter, and the dignity in choosing your own furniture to set you up for the future.”



**“HOW IS IT POSSIBLE TO BE SAD IN THIS COUNTRY?”**

*Rijo's Story — Used Furniture Allowed For This New Start*

That dark empty space brightened with each piece of furniture placed. Heavy, solid wood chairs were placed one by one until four were tucked under the newly placed table. Rijo ran his hand across the smooth surface. He closed his eyes and allowed himself to imagine, and to dream, about the reasons and seasons and milestones that would bring his family together around this table.

Opening his eyes, Rijo smiled and delightfully shared, “We now have a gathering place. A sharing place. This is where our new life begins. This table is a symbol of my family’s chance for a happy life.

“Only because of Furniture Bank, when my wife and young son reach Canada this August, they’ll be coming to a home; not to an empty, sorrowful place. This is a table made with love, by hand, a long time ago. Another family lived a life around this fine piece. My family will always know the story of this table and celebrate the kindness of the family who donated it. My heart swells when I think of them, and when I think of Furniture Bank. They’re behind this priceless gift; my precious home. This furniture built our home. It was just a shell until these treasures were placed by these fine delivery people. They took such care with everything. Everyone who got us to this day belongs in our success story.”

**“ THIS FURNITURE BUILT OUR HOME. IT WAS JUST A SHELL UNTIL THESE TREASURES WERE PLACED BY THESE FINE DELIVERY PEOPLE. ”**

**- RIJO**

## Furniture Bank would like to thank the following volunteers.

- Abbas Sherazi
- Adam Gitto
- Adam Weitzman
- Adam Weitzon
- Adrian Cammelli
- Alex Blair
- Alex Royce
- Alton Wong
- Amber Morace
- Ambrish Patel
- Anders Schmidtke
- Andrew Jack
- Arsalan Qadir
- Billy Ormerod
- Bobby Sharma
- Brad Mills
- Cameron Youasn
- Carlee Eusepi
- Carlee Eusepi
- Chima Thekwoaba
- Chris Morra
- Christopher Mercer
- Christopher O'hara
- Christy Willan
- Colleen Laviolette
- Cristina Xy
- Daniel Kornblum
- Daniel Smith
- Deanna Rigonan
- Emir Tahirovic
- Ezgi Ozdemir
- Frances Bourikas
- Geroldine Zhaw
- Greg Adams
- Greg McLaren
- Hailey Einhern
- Harrison Gooinlock
- Ian Wong
- James Roy
- Jamie Wasser
- Jeff Trung
- Jen England
- Jimmy Davis
- John Cardella
- Jordan McDonld
- Jordana Kirsh
- Jordanna Phillips
- Joy Singh
- Katerina Kotsopoulos
- Katie Smith
- Kirsten Craig
- Kyle Milks
- Leighton Powell
- Lily Truong

## VOLUNTEER LIST CONTINUED:

- Lisa Pham
- Maathury Ratneswaran
- Mac Allen
- Marie-Anne LaPlante
- Matt Wong
- Matthew Coupland
- Megan Birtch
- Michael Caccru
- Michael Elaschuk
- Michael Leja
- Micheal Ciotti
- Micheal Nardi
- Mike Broley
- Mulharran Patrawala
- Murtaza Shambhoora
- Nadia Thansing
- Nancy Antonio
- Natalie McCabe
- Natalija Pavic
- Nicholas Lake
- Nick W
- Nicole Martin
- Penny Leung
- Pero Moss
- Peter Reeve
- Philip Struminikovski
- Poonam Gill
- Raza Rehman
- Robert Gale
- Ryan Nahas
- Sara Colbeurn
- Shane Boyd
- Shannon McGovern
- Shirley Wright
- Steve Hopmans
- Steve Raton
- Steven Sazart
- Tatiana de Abreu
- Tia Joseph
- Timothy Calock
- Valentina Bardorf
- Wesley Pritchard

THE WEIGHT OF THE ITEMS DONATED BY SALESFORCE VOLUNTEERS  
EQUALS TO : **21** ELEPHANTS

**FUN  
FACT**



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## In your own words:

“It was incredible to use our technology to help families in need. I learned that we can do a lot more to help you expand.”

- **Chris Morra**

“Today's experience brought light to an issue, and organization I knew very little about. I'm extremely impressed by the fluidity of my experience and more importantly, the client experience. Would definitely come back.”

- **Philip Struminikovski**

“Much more appreciative of what I have. More likely to spread the word about this great opportunity.”

- **Ryan Nahas**

“It was amazing to interact directly with the people you are helping. To give them a place to sleep, a place to eat dinner is life changing.”

- **Natalie McCabe**

“Didn't realize the need for furniture in the GTA was so great. Happy to see you're growing across the country. Would definitely come back to volunteer!”

- **John Cardella**

“It was an awesome volunteer opportunity.”

- **Mac Allen**

“I never know something like this existed. Love the experience.”

- **Maathury Ratneswaran**

“I love the idea that Furniture Bank has brought to the table. I will donate and promote this service in the future!”

- **James Roy**

“Really never thought much about how different it is to transition from the streets to a house and then further struggle to make the place feel dignified.”

- **Micheal Ciotti**

“Made me aware of how many people transition from homelessness. I am happy that the furniture bank assists and does what it does. I learned that the furniture bank definitely makes a difference.”

- **Micheal Nardi**

## In your own words:

“Great organization in the community, will definitely recommend & spread the word.”

- **Megan Birtch**

“Really rewarding, will definitely come back. Really great donation program.”

- **Greg Adams**

“New appreciation for a volunteer initiative taking place in the GTA.”

- **Chima Thekwoaba**

“Glad I know about it.”

- **Mike Broley**

“Really like it. I will definitely donate my old furniture now.”

- **Lisa Pham**

“Opened my eye to the importance and value of recycling!”

- **Steve Raton**

“Excellent organization doing wonderful things for the GTA. An empowering experience.”

- **Matthew Coupland**

“I love the concept, will definitely be bringing in donations. How a social enterprise supports a non-profit.”

- **Poonam Gill**

“It was a good reminder of how good it feels to give back. I am excited to spread awareness of Furniture Bank.”

- **Brad Mills**

“It was extremely gratifying to see and be a part of this cause. I have learned that there are amazing services in the city that help families build their foundation.”

- **Lily Truong**

“An excellent positive experience. I learned that furniture bank is an important service to the GTA.”

- **Abbas Sherazi**

“One man's trash is another's treasure.”

- **Colleen Laviolette**

## In your own words:

"Much more appreciative of what I have. I will also now contact furniture bank if I ever have furniture to get rid of."

- Adam Gitto

"I will surely recommend it to others. I'd like to do it again in the future."

- Adrian Cammelli

"I did not know how much people need furniture. Amazing to see the difference furniture bank is making."

- Raza Rehman

"Great Organization."

- Alex Royce

"10 out of 10 will be back what an amazing initiative."

- Adam Weitzon

"Learned that the donated furniture is extremely helpful to families in needs."

- Nadia Thansing

"Made me thankful for the things I have. I would love to come back!"

- Carlee Eusepi

"Made me appreciate the simple things in life we often take for granted."

- Christopher O'hara

"Making me realize how much I take for granted. How much our "junk" can help make some others life so much better. Also learned to restore furniture."

- Frances Bourikas

"I think it is a great organization and believe it makes a huge difference in someone's life."

- Ambrish Patel

"I feel it's a great cause."

- Jimmy Davis

"10/10"

- Harrison Gooinlock

"Didn't know of this place before but want to get involved further."

- Cristina Xy

## In your own words:

"I feel much more appreciative. I feel that Furniture Bank is very great. I see how a NFP is ran."

- Jeff Trung

"Much more convinced how it helps the community. I will definitely spread the word and encourage people to donate."

- Pero Moss

"Actively keeping eye out and spreading the word. What an awesome organization."

- Sara Colbeurn

"Nice to know I was able to help a family. FB is awesome, your great. Think of how FB uses and how to run business."

- Joy Singh

"Made me thankful for my life in Canada. Great to help those is nice."

- Nick W

"Rewarding experience interacting with families hands on."

- Hailey Einhern

"I feel inspired to help out more anyway I can."

- Geroldine Zhaw

"Instead of putting things in the garbage or to the curb everyone should be donating to groups like yours."

- Jordan McDonald

"Looking forward to coming back to fix more furniture."

- Murtaza Shambhoora

"Furniture Bank has helped me understand how trivial my problems really are. FB is an understanding organization, I've learned how greatly they are leveraging the SF platform to support their strategic goals and initiatives."

- Greg McLaren

"Love the cause. Gives people a chance to have a decent dome when they wouldn't have the resources otherwise."

- Wesley Pritchard

"I love to see that everyone cares or they pick up furniture."

- Steve Hopmans

## In your own words:

“Opportunity the malls thing, getting more perspective on the world, paying it forward with time. Will be back.”

- **Daniel Kornblum**

“Yes, I want to donate and tells other about FB.”

- **Deanna Rigonan**

“I love the idea of the foundation, it is a great to make a positive change in a family’s life.”

- **Matt Wong**

“I will certainly advocate on your behalf.”

- **Valentina Bardorf**

“Really touching. Will definitely tell family and friends.”

- **Jamie Wasser**

“Amazing organization.”

- **Alex Royce**

“I love coming here.”

- **Raza Rehman**

“I haven't much experience working with refugees. It was eye opening to meet people coming to start a life in Canada and being able to help them. Love FB. Would come back.”

- **Christy Willan**

“It has opened my eyes to the needs in our community and the lack of furniture. I will definitely spread the word.”

- **Jordanna Phillips**

“Gives you more perspective on the different situations that people are in the GTA.”

- **Kyle Milks**

“Best volunteering I have done.”

- **Adam Weitzman**

“Furniture Bank is great. I will donate used furniture now.”

- **Katie Smith**

“Very inspiring! I will share the work with family and friends.”

- **Nicole Martin**

## In your own words:

“Second time was just as great as the first.”

- Jimmy Davis

“It was made me appreciate the "little things" in life. It has encouraged me to go through my personal items and donate stuff I no longer have a need for. I have learned there is a need for EVERYTHING.”

- Jordana Kirsh

“Going to clean out my house and ensure that others have the opportunity to enjoy my items as much as I have. I know that they will be so grateful.”

- Shirley Wright

“I definitely want to make sure that I donate all of my unused furniture to this great cause. I had no idea before how many families need and use this service.”

- Ezgi Ozdemir

“I would say so and had an incredibly positive experience.”

- Marie-Anne LaPlante

“The concept of a family is not only 4 walls, that a home is built with what's inside.”

- Alton Wong

“This has changed my perspective. You never know what other people are dealing with and what their story is. I am so much more thankful for what I have and the opportunities given to me.”

- Tatiana de Abreu

“Great to see a local organization impacting our community in so many ways. All trying to back a great cause.”

- Shane Boyd

“It reminded me of my childhood where we took in donated furniture als furniture off the streets. I love seeing that an organization is giving back.”

- Arsalan Qadir

“This experience was enlightening. Seeing the excitement on the people's faces and learning how the furniture will improve their lives was touching. Keep up the great work.”

- Leighton Powell

“It was great to see in person how Salesforce is impacting not for profit businesses like the Furniture Bank. I really enjoyed working with the clients and regular volunteers and they get key pieces that will highly impact their quality of life. I will be back again!”

- Kirsten Craig

## In your own words:

"It was amazing to meet the families that are benefiting from this program. This is an experience I will remember for a long time! I will definitely be back and will share my experience with others. Also, great to see how Salesforce is helping with Furniture Bank's growth."

- Penny Leung

"It was amazing to see all of the behind the scenes effort from volunteers and employees. Thanks for having us!"

- Jen England

"Incredible to see how with such a high level of organization Furniture Bank can help so many families. I'd like to learn more about getting involved and how to donate furniture for a family in need. Great time meeting new people and hearing about what they were looking for today."

- Andrew Jack

"I ran into an old friend from my childhood who I played baseball with. He was helping his sister pick out furniture. It was incredible to see how this organization can help families in need!"

- Daniel Smith

"It opened my eyes to an option poorer families have that I never knew existed. I'm moved by how you help people create homes and get their footing when hope may seem lost. An incredible experience!"

- Nancy Antonio

"It was arguably the greatest volunteering experience that I have had. As difficult as the clients' situations where, they all remained positive the entire time and it inspired me to more optimistic in my day-to-day life. Thank you so much for the opportunity."

- Steven Sazart

"Opened my eyes to the need of an organization like the Furniture Bank and how much impact furniture has to bring a home and family together."

- Cameron Youasn

"It really opened my eyes to how much a furnished house means to people. It's something I take for granted. It's also amazing how it can change someone's life."

- Robert Gale

"Excellent! - Absolute pleasure working with Melanie in the workshop."

- Peter Reeve

## In your own words:

“An amazing experience to spend time with direct recipients.”

- **Amber Morace**

“Great opportunity to connect with the community and give back. Thank you for the great work you do!”

- **Tia Joseph**

“Amazing experience! To be included in such an impactful event for a family/ individual is truly eye opening and special. Thank you so much for welcoming our group! The other volunteers and staff are so great. Noah, thank you so much for all your work coordinating our visit.”

- **Alex Blair**

“I have volunteered here before but was on the floor the first time. This time I was in the back fixing furniture and it was an amazing experience. Would love to do it again.”

- **Carlee Eusepi**

“Very eye opening in terms of what furniture can do for others in the community.”

- **Ian Wong**

“Appreciation of what we have and how grateful we should be.”

- **Mulharran Patrawala**

“I really enjoyed making furniture and interacting with team members.”

- **Nicholas Lake**

## Thank you Salesforce volunteers!