



# BETTER TOGETHER



ANNUAL REPORT 2022/2023

[www.hopehouseguelph.ca](http://www.hopehouseguelph.ca)

# LAND ACKNOWLEDGEMENT

The land on which Hope House operates has been the site of human activity for thousands of years. It is the Treaty Lands and Territory of the Mississaugas of the Credit First Nation. It is also the traditional territory of the Huron-Wendat and the Haudenosaunee. We recognize this gathering place where we work and learn is home to many past, present, and future First Nations, Inuit, and Métis peoples from across Turtle Island, which is currently known as North America. They continue to mobilize, live and care for these lands and its inhabitants.

Land is something sacred to all of us, whether we consciously appreciate it or not — it is the space upon which we play, live, eat, find love, and experience life. The land is constantly changing and shifting, giving us – and other creatures – an infinite number of gifts and lessons.

Our acknowledgement of the land is our declaration of our collective responsibility to this place and its peoples' histories, rights, and presence.

As we take steps towards reconciliation, our actions are rooted in: giving back, sharing, action and learning.

We offer our sincere respect to the First Nations, Métis and Inuit peoples who now reside on these lands and we commit to continued sharing, action and learning so that we are able to act as good neighbours on the lands where we are nurtured.

~ On behalf of the Hope House Board of Directors, Staff & Volunteers





A message from  
**Jaya James**  
Executive Director

Hope House is on a journey of transformation and growth directed by the needs of this community. We have seen your needs change over the years. Last year was no different as we continued to feel the impact of the COVID-19 pandemic on mental and physical health and the rising cost of living on individuals and families. Whether it was food, housing or transportation all saw marked increases in 2022. So it is no wonder that 85% of working Canadians noted inflation and increasing living cost as their top economic concern.

This means that more people are struggling to meet their basic needs in Guelph. Hope House experienced a 51% increase in the number of people seeking support in March 2023 versus April 2022. This has pushed us to look for more ways to meet this demand. Thanks to you, Hope House has been there to help by offering a welcoming space for people to come, gather and access basic resources such as food & clothing while also being supported in reaching their fullest potential through skill development & therapy.

## INFLATION IN 2022

**Overall 6.3%,**

**Transportation 10.3%,**

**Food 10.8%**

**1 bedroom rental in Guelph 22.4%**

(making it the 8th most expensive community in Canada)

***"I love the Hope House Food Market, I get to eat more often and have more access to fresh food."***

*~Hope House Community Member*

We truly are Better Together. Whether it has been financial donations, product donations and/or donations of time, this community has stepped up to the challenge. We truly are grateful. This annual report celebrates what we have accomplished together.

So thank you for your support. But more importantly, thank you for demonstrating what can be accomplished when we work collectively towards the common good.

**Yes, we are Better Together.**

# A message from the Hope House Board of Directors

It is in response to the changing and evolving needs of this community that Hope House embarked on a journey to review and update our strategic plan. Since the creation of our last strategic plan, Hope House has completed many important projects and created financial stability to ensure a bright future for our organization. The purchase of our building and the improvements made thanks to financial contributions of individual donors, organizations, private foundations and the Provincial and Federal government has created a stable foundation from which we are able to grow.



In this annual report we are releasing key components of the 2023-2026 strategic plan as it is a pivotal time for our organization. This year we became a member of the Community Food Centres of Canada to ensure we continue to implement best practices in our food programs. You will be hearing more about that over the coming months.



Millions of Canadians experience food insecurity. Food insecurity makes people sick, breaks down relationships, makes it harder to find work, and to fully participate in society.

We're working to change that.

Learn more at:

**[www.cfccanada.com](http://www.cfccanada.com)**

We are excited to embark on this next phase of our journey together with you, our community. May we never forget the lessons that we learned over years of what can be accomplished when we work together and may those lessons spur us on to even greater things in the year ahead.



## VISION

Supporting our community to achieve their fullest potential.



## MISSION

We increase the well-being of vulnerable adults, youth and children through the provision of immediate relief and ongoing support.



Hope House has directly supported **4,080 individuals, including 1,500 kids**

## PURPOSE

To nourish and support hope through community.



**\$667,000** worth of groceries and meals were distributed to community members in need



# OUR VALUES



## BELONGING

We offer spaces and a community where people feel welcomed, encouraged, safe and supported.

The Hope House space has become a community unto itself within the broader community that we serve. We aim to ensure that this space remains welcoming and safe, where anyone who enters feels they belong and that this is a place to learn and grow.

## DIGNITY

We believe every person matters.

Each person who enters our space is afforded agency, respect and is held accountable for their actions. Regardless of whether this is a person seeking our services, a volunteer or a member of our team, we expect their behaviours to support the dignity of all people.

## EMPOWERMENT

We support community members in developing their voice and skills so that they are able to find the resources they need.

We support individuals to grow by gaining new skills, building connection, and developing confidence. We provide ongoing support services so individuals can move forward with their lives. We strive to build and strengthen this community.



# HOPE HOUSE PROGRAMS

**Affordable Gift Market** - The Affordable Gift Market provides individuals the opportunity to select holiday gifts for family and friends at pay-what-you-can prices including free.

**Art Etc.** - Art Etc. is a drop-in program for all ages that meets every Saturday from 2pm-4pm. A variety of art supplies are provided at no cost. Artists can bring in their own supplies as well.

**Better Food Co.** - Hope House created The Better Food Co, a social enterprise where 100% of proceeds support our community food work. Our goal with The Better Food Co is to sell healthy meals so we can grow Hope House's community food work. Our vision is to build a Better Food System where food is healthy, accessible, and shared.

**Café** - Our café is a welcoming place where our community can enjoy a warm beverage and build healthy relationships with others.

**Clothing Market** - A free clothing bureau operated by volunteers, offering a wide selection of new and gently-used clothing for everyone in all sizes and styles.

**Counseling** - Thanks to a partnership with Five Star Relationships, community members have access to in-person, virtual and phone counseling to support addiction-recovery, healthy relationships, coping skills and cultural security.

**Community Breakfast** - Through the support of volunteers, we prepare a breakfast served 6 days a week at Royal City Mission.

**Ease into Work** - A program for people who are interested in gaining work experience and developing skills in a supportive environment. The program includes an assessment, development of an individualized work plan and skill development opportunities.

**Eggpreneur** - Working in Kenyan communities, Eggpreneur is a social enterprise project of Hope House to build sustainable egg farming ventures that help end the cycles of poverty.

**Food Market** - A welcoming, choice-based pantry open to both working and non-working individuals and other families who need a helping hand.

**Food Skills Class** - Classes are offered by Community Chef Kay. Participants will take home critical knowledge about healthy food preparation and valuable technical cooking skills.

**Guelph Community Backpack Project** - Partnering with the Guelph Neighbourhood Support Coalition & The Salvation Army, Hope House coordinates the collection, packing and distribution of 1,500 backpacks and necessary school supplies for children and youth in Guelph.

**Hope in Motion** - We bring large quantities of food and daily necessities into Hope House for our community members. We also help deliver hope to other service providers by sharing any overflow.

**Hope Smiles** - Community members who participate in Ease into Work or volunteers in need are eligible to receive up to \$1,000 in free dental care each year.

**Hope Stylin'** - A minimum cost hair salon operated by volunteer salon professionals helping everyone to look their best.

**Horticultural Therapy** - A registered horticultural therapist leads educational kitchen workshops that use local organic vegetables grown at our North Field Food Farm.

**North Field Food Farm** - Located at Ignatius Jesuit Centre and run by our Community Farmer and Farm Assistant. Supported by volunteers and community members, we plant, weed, and harvest fresh produce for our Food Market and for distribution to other food security agencies across Guelph.

**Seniors' Community Food Markets** - A weekly "farmers-market" style market at six to eight subsidized housing locations across Guelph, totalling more than 80 markets, annually. The project aims to increase food access to 300 vulnerable seniors by distributing fresh produce, pantry and hygiene items and providing age-specific education.

**System Navigation Support Services** - Our staff help community members navigate their way through the support system. They also help with crisis prevention and intervention, referrals, and healthy living education. A community phone is available in the café for those who need to connect with other individuals or agencies.

**Tax Program** - Hope House offers a free tax clinic to support individuals with completing their annual income tax return and allowing them to receive the refunds and tax credits they are entitled to.

# BETTER TOGETHER

**Nothing demonstrates this phrase better than the volunteers of Hope House.**

At an event four years ago I learned about Hope House and was drawn to its mission of helping those in need through services and building community. After the pandemic hit, I felt there was a higher need than ever to uplift people living in poverty, as well as anyone else who is in need of help.

I really love that Hope House embodies its goal of serving the vulnerable through fostering connection. I've had a lot of meaningful interactions with fellow volunteers, community members, and staff as well, which really makes me feel like a part of the community! I'm privileged to be able to contribute to such a great environment while making an impact on other people's lives.

Personally, volunteering at Hope House has helped me to be more social, empathetic, and further developed my leadership skills. I've seen people's faces brighten up at receiving things like baby formula and menstrual products, and it makes me happy to know that we've been able to provide something people need. ~ Volunteer Atiya



Volunteers are often the glue that holds a community together. I wanted to spend my time with an organization that connected me to my community to make a positive impact – Hope House does that! As the front desk receptionist, I get to hear the positive feedback and gratitude from community members who access our Hope House services.

For example: It's the relief of a single mother's face when they know they will have access to groceries for her children or a simple "thank-you" from a struggling couple who have fallen on hard times. It's someone telling me they found the perfect gift for a loved one at the Affordable Gift Market or picked up a warm winter jacket from the Clothing Market.

For every story I see or hear, I know there are countless other silent wins. Progress that is only made possible through the mutual respect, collaboration and partnership between staff, volunteers and community members. ~ Volunteer Kendra



In the past I had struggles with taking care of my finances. I let myself get into a position where I did not file my returns promptly and let them slide even for a few years. I sought professional help and was so relieved once they were completed. The following year a good friend of mine took time to sit with me and help me understand the tax process and helped me file my first return with his help. The second year I required less help but just having someone be there beside me to encourage me and not judge me, meant so much. This happened many years ago and it had such an impact on me and my situation that I never forgot about it. And when I saw the post where Hope House needed help in Income Tax preparations, I knew right away that it was something I just needed to do. ~ Volunteer Rocco



There were **962 Income Tax Returns** prepared by the Tax Program Volunteers.



There is absolutely so much to like about volunteering at Hope House and it has been such a wonderful experience! To start, the staff and volunteers are absolutely wonderful and so dedicated. Their kindness, patience, and willingness to go above and beyond to ensure everyone feels welcome and supported is truly inspiring. Thus, what we truly love most is the warm and welcoming atmosphere. Whether it's the friendly smiles from everyone, the sense of community, or the respectful treatment, we always leave feeling uplifted and having made a positive impact. We are so grateful to be a part of this wonderful organization and the amazing work they do to support the people of Guelph.

In our time at Hope House, we have seen just how much the organization makes an impact by providing a sense of belonging and community to those who may feel isolated. Services such as the food market and free clothing shops not only allow people to meet their basic day-to-day needs, but it fosters an uplifting outlook that allows them to feel cared-for and valued. We have seen so many individuals get back on their feet after a personal crisis simply because of the help Hope House is able to provide them. Seeing the positive changes in people's lives is truly heartwarming, and we hope to continue helping Hope House make an impact.

~ Volunteers Omar, Aly and Yara



There were **6,541 visits** to the clothing market with **35,826 pieces** of clothing given out.

I came to Hope House because it was the place offering the tax program. I had heard about the program and always wanted to join as a volunteer, and when I found myself retired, early, I had the time to investigate. I'd heard lots of good things about Hope House, by word of mouth, and in local news. Initially, when the pandemic pushed us off-site, I missed interacting with people, more than expected. Still at home due to mobility issues, I've come to appreciate small interactions with strangers by email or telephone. This camaraderie has helped me transition to retirement. What I'm doing as part of the tax program seems more meaningful, more useful to society than any previous job.

~ Volunteer Jane



Volunteers provided **10,571 hours**  
representing **\$210,891**



I would say if you want to do some good in the world that there is no better place to do it. It is a pretty cool experience. You get to know people from all walks of life and bring that human connection to those you interact with. Dignity is so important and helping others feel good about their time at Hope House is something I love to do. What are you waiting for? Come volunteer, you get to make your own and others lives brighter and better.

~ Volunteer Richard



**1227** people attended Art Etc. to enjoy art sessions and a cooked meal with friends.

I value the opportunity to be part of an organization that makes such a difference to so many individuals in our community. Hope House is such a cohesive, safe and welcoming environment. Everyone is treated with respect and dignity. It's a pleasure and a privilege to spend time at Hope House! I have seen lives changed due to the many valuable, enriching programs and resources offered to community members. It's been especially rewarding to see community members flourish through the Ease Into Work Program.

~ Volunteer Sherri



# FUNDRAISING EVENTS



## HOPE IN THE STREET

A community-based event that brings music, local food and children's activities to Guelph in a fun, exciting and inclusive way. See you at Spring Mill Distillery on Friday, September 15th, 2023. The event runs 5-11PM.

Entry is by donation. (Cash, credit & debit accepted.)

Lots of music, food & fun while supporting Hope House.

[www.hopeinthestreet.ca](http://www.hopeinthestreet.ca)

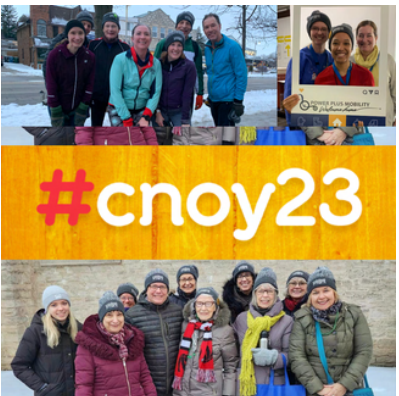


## CHRISTMAS JOY HOME TOUR

A self guided tour of some of the most beautiful homes in Guelph decorated for the holiday season. The tour will run on November 17 & 18, 2023.

Visit the website to see last years photos or purchase tickets.

[www.joyhometour.com](http://www.joyhometour.com)



## COLDEST NIGHT OF THE YEAR

A fun-filled, family-friendly fundraiser for the hungry, homeless and hurting in Guelph. Come take a walk with us on February 24, 2024 and show care for your community. Last year we raised \$181,943 beating our goal of \$148,000. Will you join us?

<https://cnoy.org/location/guelph>

# FINANCIALS

LAKESIDE HOPE HOUSE O/A HOPE HOUSE GUELPH  
STATEMENT OF OPERATIONS FOR THE YEAR ENDED MARCH 31, 2023

	2023	2022
<b>REVENUES</b>		
Amortization of deferred capital donations and grants	\$ 23,895	\$ 14,715
Donations	643,599	690,684
Fundraising	276,664	221,370
Grants	298,905	135,577
Program-specific contributions	294,178	313,630
Rental and other income	147,452	122,749
	<u>1,684,693</u>	<u>1,498,725</u>
<b>EXPENSES</b>		
Administration	18,443	7,105
Amortization	49,380	26,675
Bank charges	15,389	20,625
Capital campaign	22	7,320
Fundraising costs	58,991	34,738
Insurance	17,775	18,161
Interest on loan payable	15,544	29,501
Occupancy costs	74,227	90,382
Office	47,791	29,402
Professional fees	11,205	5,850
Programs	540,995	500,593
Repairs and maintenance	43,557	32,224
Salaries and benefits	631,270	532,193
Vehicle	7,340	6,384
	<u>1,531,929</u>	<u>1,341,153</u>
<b>EXCESS OF REVENUES OVER EXPENSES</b>	<u>\$ 152,764</u>	<u>\$ 157,572</u>

Financial sustainability is a key pillar to support our current services and our growth into the future.

Our financial plan is reviewed annually to ensure opportunities for investment are maximized.

The complete audited financial statement can be found on the Hope House website under "About Us".

[www.hopehouseguelph.ca](http://www.hopehouseguelph.ca)

# BOARD OF DIRECTORS

The Board of Directors are the legal authority for Hope House. A Director acts in a position of trust for Hope House's community members, staff, volunteers and is responsible for the direction in policy and effective governance of Hope House.

To contact the board email: [board@hopehouseguelph.ca](mailto:board@hopehouseguelph.ca)



**Eleanor Davidson**  
Board Chair



**Kim Robison**  
Vice Chair



**Dustin Cleghorn**  
Treasurer



**Liz O'Donnell**  
Secretary



**Marian Boyd**  
Director



**Jide Atilola**  
Director



**Danielle Sanagan**  
Director



**Eman Refaeh**  
Director



**Yvette Prince**  
Director

## STRATEGIC PLANNING COMMITTEE

Danielle Sanagan, Eleanor Davidson, Kim Robison, Liz O'Donnell, Marian Boyd, Tara Hoyte, Jaya James

## NOMINATING & RECRUITMENT COMMITTEE

Eman Refaeh, Marian Boyd, Eleanor Davidson, Yvette Prince, Liz O'Donnell, Kim Robison

## FUNDRAISING COMMITTEE

Gord Barr, Jide Atilola, John Collins, Jaya James, Brett Robison, Michele MacTaggart



## FRIEND OF HOPE HOUSE

# testimonial

"Our family is honoured to be a Friend of Hope House and provide monthly support to the various initiatives and programs offered through Hope House.

I recently had the privilege to tour Hope House and see firsthand the services, volunteers, staff and hope they provide to the most vulnerable in our community.

Everyone needs help from time to time and our family's hope is to leave a better community behind for our two daughters and the next generation."

~ Stefani

## WOULD YOU CONSIDER BECOMING A "FRIEND OF HOPE HOUSE" MONTHLY DONOR?

100% of our funding comes from individuals, businesses and organizations like you. For as little as a few dollars a month you can help the growing number of people in our community who need help. A regular monthly donation makes a massive difference in helping us provide important community services.

You can register on the website under donate.

[www.hopehouseguelph.ca/donate](http://www.hopehouseguelph.ca/donate)



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# HOPE HOUSE TEAM

Learn more about the team on our website: [www.hopehouseguelph.ca](http://www.hopehouseguelph.ca)



**Jaya James**  
Executive Director



**Gillian Cornell**  
Programs Director



**John Collins**  
Community Engagement Manager



**Tara Hoyte**  
Communications Manager



**Mark Filo**  
Facility Manager



**Meg Ryan**  
Executive Assistant



**Brady Finn**  
Ongoing Support Worker



**Jennifer Jolley**  
Intake Support Worker



**Nicole Barrette**  
Volunteer & Placement Coordinator



**Kay Miller**  
Community Chef



**Susan Tough**  
Food Market Coordinator



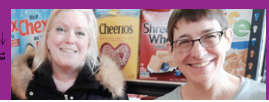
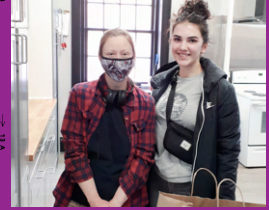
**Molly Roberts**  
Community Dietitian



**Pam Harrison**  
Community Farmer



**Alyssa Robinson**  
Farm Assistant



# BETTER TOGETHER

You can make lasting change in your community.

Impact Highlights covering April 1, 2022 - March 31, 2023



**499** new households registered representing **1,118 individuals**, including **378 kids** to access food, clothing, and ongoing support services



Hope House has directly supported **4,080 individuals**, including **1,500 kids**



Volunteers provided **10,571 hours** representing **\$210,891**



**\$667,000** worth of groceries and meals were distributed to community members in need

**DONATE:** [give@hopehouseguelph.ca](mailto:give@hopehouseguelph.ca) | **VOLUNTEER:** [volunteers@hopehouseguelph.ca](mailto:volunteers@hopehouseguelph.ca)



## CONTACT INFORMATION:

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Email: [info@hopehouseguelph.ca](mailto:info@hopehouseguelph.ca)

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[www.hopehouseguelph.ca](http://www.hopehouseguelph.ca)

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