



COMMUNITY UNITED IN HOPE

ANNUAL REPORT 2023/2024



HOPE
HOUSE
GUELPH

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



MISSION

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



VISION

Supporting our community to achieve their fullest potential.

OUR VALUES

BELONGING

DIGNITY

EMPOWERMENT



PURPOSE

Nourishing hope through community.

MESSAGE FROM JAYA JAMES, Executive Director of Hope House

When I first had kids a friend said to me, “the days are long but the years go fast.” This accurately captures the 2023/24 year at Hope House. Many days were long as this community stepped up to deliver hope to adults, youth and kids made vulnerable by economic, health and social systems. *But wow did the year go fast!*

In these pages you will find ample evidence of a Community United in Hope that the future can be better than today. A community that looks for ways to change broken systems. A community who recognizes the importance of walking in solidarity with those made vulnerable by these systems. A community willing to do the hard work of learning more about the realities faced by those living on low incomes, living with physical and mental disabilities and those whose needs are not considered within our social support systems.

This Community United in Hope is making a difference one action at a time through volunteering, financial support, being an ally and advocating for system wide change. We know that despite the challenges many individuals face, they are working hard to build a brighter future for themselves and their families.

We see this everyday as we welcome newcomers to Canada from different countries who are looking for more opportunities and/or safety for themselves or their kids.

We see this everyday as those who need support step forward to volunteer and help others.

We see this everyday as we witness persistence in the face of societal systems that seem more focused on keeping people out than supporting them in moving forward.

This past summer, our Food Market Coordinator was out west visiting family and was given a squash that was considered extinct but due to the discovery of some seeds at an archaeological site is growing again. You will learn more about this amazing story in the pages that follow. From this story two statements really struck me, “these seeds are more than just potential plants; they are symbols of our shared commitment to sustainability and growth. Each seed represents a promise—the promise of a future harvest and the promise of a community united in hope.” I believe YOU have been planting these seeds in earnest this year, seeds of hope that we can do better as a community. And for that I am eternally grateful.

Warm with gratitude,
Jaya James, Executive Director - Hope House Guelph



MESSAGE FROM THE HOPE HOUSE BOARD

This year has been an exciting year for Hope House with the approval of our new Strategic Plan 2023-2026 and the first year of implementation. Utilizing our mission, purpose, and values, Hope House remains dedicated to collaborating with our partners and community to provide individuals with Dignity, Belonging, and Empowerment.

The Hope House Leadership team has focused on fostering a sense of community and has seen continued growth in use of our Food Market and Hope House Café. The number of individuals and families requiring assistance has significantly increased due to shifts in the demographics accessing essential services, including international students at unprecedented levels.

The Seniors' Community Food Markets, Food Skills, and North Field Food Farm continue to grow and teach essential skills around food health and meal preparation. We have seen increases in requests for support related to System Navigation, the Clothing Market and our Income Tax Program where we have made changes to better meet the needs of our community with expansion of services and increased partnerships and referrals.

Hope House continues to look at the whole person and ensure we are able to support their navigation of an often complex system in Guelph. This work is highly dependent on being a good partner and we have remained focused on our Community Projects which too have seen an increased need in specifically through our Community Backpack Project.

The key to our successes as an organization are dependent on our enablers; our relationships, people, engagement and sustainability. This year, we have seen increased connection within our team creating an environment of open communication, engagement and joy

in work thanks to the dedication and commitment of our Leadership team. Hope House continues to engage with community to build and improve relationships which have led to changes in programming to ensure the community is well supported. Sustainability has always been a core focus for Hope House and this year we continue to see financial stability and a strong base to continue to offer our programs despite inflation and increased demand. We want to thank all of our corporate and individual donors, including all of those who participate in our annual events, Hope in the Street, Coldest Night of the Year and the Joy Home Tour for your continued support. Without you and all that you do, we would not be able to serve our community at this level.

On behalf of the Hope House Board, we would like to thank Jaya and her team for their work and dedication in ***nourishing hope through community*** at Hope House.



COMMUNITY MEMBER TESTIMONIAL

"Because of Hope House, I have received a lot of free and invaluable education in my Ease Into Work Program journey. I do not take any of it for granted."



FOOD PROGRAMS

Goal: Create Community

Key Outcome: Improved Access to Food

Key Measure: Dollar value of food distributed

\$854,740.25

A*

COMMUNITY PROJECTS



Goal: Create Community

Key Outcome: Skill Development

Key Measure: # of participants

2652 participants

B*



HOPE HOUSE SERVICES

Goal: Increase Sustainability

Key Outcome: Increased Opportunity

Key Measure: # participants

670 participants

C*

WELLNESS PROGRAMS



Goal: Increase Access

Key Outcome: Access to counselling,
dental and health care services

Key Measure: \$ value of sessions

\$149,897.37

D*

A* - Food markets food (donated & purchased) + total meals made at \$10/meal = \$690,650.25. 1488 meals for Art Etc, 8352 breakfasts, 5870 Food Market meals, 699 BFC meals shared is a total meal value of \$164,090.00.

B* - 2433 in the Backpack Project and 219 in Art Etc.

C* - 24 individuals in the Ease into Work Program and 646 in the Tax Program.

D* - Dental value - \$2,292.37 (6 sessions), Counselling - \$29,100 (value \$100 per session) Acupuncture, Reiki and Reflexology - \$8,905 (137 sessions @ \$65/session) Hearing - \$108,200 = \$4,200 + \$104,000 (42 hearing tests @ \$100/each and 16 hearing aids at \$6500/each, Dietetic counselling = \$1,400 (14 sessions @ \$100/each)

BIG OLD SQUASH STORY

Our story begins not in Guelph, but on the First Nation's Menominee Reservation in Wisconsin, where an archaeological dig unearthed a clay vessel the size of a tennis ball. This vessel, over 800 years old, held the seeds of a squash species believed to be extinct. A discovery that ignited the curiosity of Canadian students, eager to test the viability of these ancient heirloom seeds that had been buried for centuries.

As reported in a news story, these students successfully cultivated an ancient, extinct squash from the seeds found in that vessel. Named "Gete-okosomin," which translates to "Big Old Squash". It symbolizes a time when food was a right of citizenship and serves as a reminder that the vegetables we see in our grocery stores today are just a fraction of the diverse plant varieties that have existed.

Now, fast forward to our very own Hope House Food Market Supervisor Susan, who brought a Gete-okosomin squash from Manitoba to Guelph by train. We want to celebrate the journey of a squash but the stories

embedded within its seeds, a squash that traveled through time to remind us that our commitment to sustainability and heritage echoes the wisdom of those who came before us.

Once at Hope House the squash made its way into our commercial kitchen and a new chapter began — the creation of a soup that would not only warm our bodies but also our spirits. The vibrant colours and rich flavours of the soup mirrored the diversity and richness of our Hope House community.

But the story doesn't end there. The seeds of this ancient squash, carefully collected and preserved, were shared with members of our community. Our Community Farmer Pam also saved some to grow at our North Field Food Farm in the hopes of sharing another community meal. These seeds are more than just potential plants; they are symbols of our shared commitment to sustainability and growth. Each seed represents a promise—the promise of a future harvest and **the promise of a community united in hope.**



FRIENDS WITH BIG HEARTS

Meet Mohammed and Mardokay. They are best friends on a mission to help families like their own. These young men have been best friends for a couple years and part of the reason is shared life experience. Both of their families have been helped by Hope House. They mentioned they know how hard it is to be surrounded with new languages.

When they heard they could volunteer at Hope House to get their high school required volunteer hours they jumped at the opportunity. They spent last summer giving of their time doing odd jobs around Hope House and jumping in as translators. Together they speak: English, Kurdish, Arabic, Tigrinya, Tigre and Amharic.

We asked Jenn our Intake Worker about these young men and she said, "They have been hard working and friendly. Both have helped with interpreting to help communicate with Community Members on how to access our services and answer questions. Community Members become much more relaxed when they realized that Mohammed and Mardokay could speak their first language."

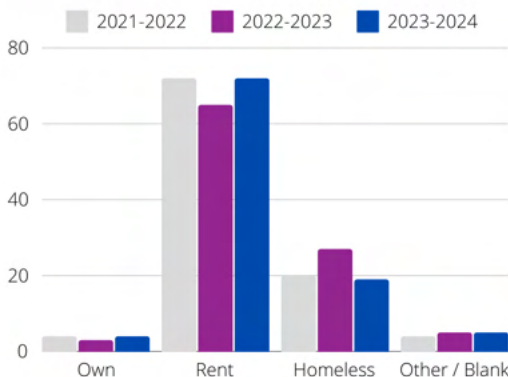


We asked the friends what they enjoy about volunteering here they said that they loved helping people, the friendly staff and the cool snacks. They said, most of all they liked being able to help give food and clothing to families that need it. They said they know what it is to have needs and the best feeling ever is to help people make their needs go away by finding the right items.

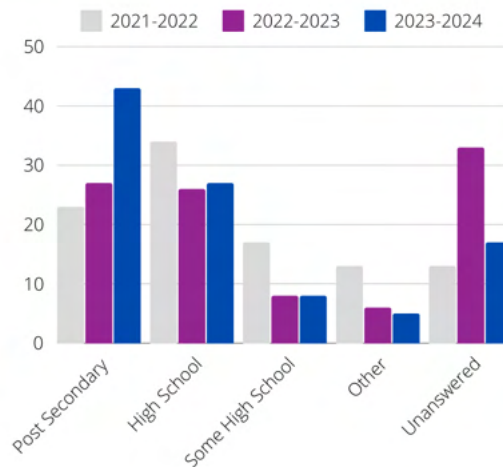
Hope House Community Member Profile

(BASED ON INTAKE DATA)

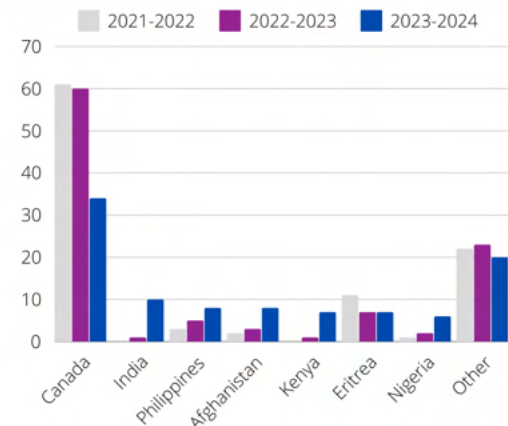
HOUSING



EDUCATION



COUNTRY OF ORIGIN



HOPE HOUSE PROGRAMS

Acupuncture, Reflexology & Reiki - Thanks to a collaboration with Pathways Healing, we are pleased to offer all three.

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. Art supplies are provided at no cost. Artists can also bring their own supplies and share in a warm meal.

Better Food Co. - Hope House created The Better Food Co, a social enterprise where 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.

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

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.

Food Market - The Hope House Food Market is here to ensure that everyone in Guelph can provide their family with nutritious meals and household necessities.

Food Skills Class - Participants will take home critical knowledge about healthy food preparation and valuable technical cooking skills.



Better Food Co.

Purchase a meal at www.betterfoods.ca and support the food programming at Hope House while enjoying a delicious meal.



Art Etc.

HOPE HOUSE PROGRAMS



Seniors' Community Food Markets



Therapeutic Horticulture Program



North Field Food Farm

Guelph Community Backpack Project – Partnering with the Guelph Neighbourhood Support Coalition, The Salvation Army, The Children's Foundation of Guelph and Wellington, and the YMCA, Hope House coordinates the collection, packing and distribution of 2,433 backpacks and necessary school supplies for children and youth in Guelph.

Hope Smiles – Community members who participate in Ease into Work or volunteers 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.

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

Seniors' Community Food Markets – A weekly “farmers-market” at 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.

Therapeutic Horticulture Program – Designed to promote holistic health and wellness by harnessing the proven benefits of interacting with plants and engaging in plant-related activities.

GUELPH SCHOOLS UNITED IN HOPE

Throughout the past year, schools across Guelph have exemplified the power of unity and compassion by joining forces to uplift the well-being of vulnerable individuals within our community. Their concerted efforts have encompassed a range of initiatives aimed at supporting adults, youth, and children facing various challenges.

From organizing clothing and food drives to collecting donations and facilitating hygiene events, these schools have been proactive in addressing the needs of their fellow community members.

John Collins, the Community Engagement Manager at Hope House, expressed his admiration for the collective efforts of Guelph's youth, stating, "It's truly remarkable witnessing the younger members of our community come together with a shared objective of ensuring everyone in Guelph has access to resources such as food and clothing." Beyond simply offering assistance, students have also volunteered their time and energy at various community events such as Hope in the Street and Coldest Night of the Year. Whether it's packaging food or essential supplies like toilet paper, their dedication to service has been nothing short of inspiring.

As we reflect on the past year, let us celebrate the remarkable efforts of Guelph's schools and their invaluable contributions to the betterment of our community. May their example encourage us all to continue supporting one another and work towards building a more inclusive society.



HOPE HOUSE FACTS

April 1, 2023
to March 31, 2024



There were **8,955 pounds** of produce harvested from our **North Field Food Farm**.

219 people attended Art Etc. to enjoy art sessions and a warm meal with friends for a total of **1698 meals**.



Thank you to the teachers, parents and students from these schools (& other schools we might have missed!) who invested in the community members at Hope House!

- Centennial Collegiate Institute
- College Heights Secondary School
- Fred A. Hamilton Public School
- Guelph Collegiate Vocational Institute
- Guelph Community Christian School
- John F. Ross Collegiate Vocational Institute
- John McCrae Public School
- Montessori Academy Learning Centre
- Priory Park PS
- St. James Catholic High School
- St. René-Goupil Elementary School
- Sir Isaac Brock Public School
- Willow Road Public School



There were **9,572** visits to the clothing market with **51,656** pieces of clothing given out.



1551 Income Tax Returns prepared by our Tax Program volunteers.



16,475 meals made in Hope House distributed to community members.

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 20th, 2024.

The event runs 5-11PM. Entry is by donation.

Lots of music, food & fun while supporting Hope House. See you there!

www.hopeinthestreet.ca

COLDEST NIGHT OF THE YEAR

A fun-filled, family-friendly fundraiser for the hungry, homeless and hurting in Guelph. Come walk with us on February 22, 2025 and show care for your community. Last year we raised just over \$200,000. Will you join us?

In memory of Michael Nichols of Compass Private Wealth the Lead Sponsor for the event.

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

JOY HOME TOUR - 20TH YEAR EXPERIENCE



For 20 years the Christmas Joy Home Tour has been inviting people into various homes around Guelph to see stunning Christmas decor and floral creations. This year there will be some amazing new additions as we celebrate 20 years. Stay tuned as the details will be announced late summer!

The tour runs on November 15 & 16, 2024.

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

www.joyhometour.com

HOPE HOUSE BOARD

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.



Kim Robinson
Chair



Danielle Sanagan
Vice Chair



Liz O'Donnell
Secretary



Dustin Cleghorn
Treasurer



Jide Atilola
Director



Marian Boyd
Director



Eman Refaeh
Director



Yvette Prince
Director



Yinan Li
Director



Dhruv Shah
Director

NOMINATING & RECRUITMENT COMMITTEE

Eman Refaeh, Marian Boyd, Yvette Prince, Liz O'Donnell, Kim Robinson

STRATEGIC PLANNING COMMITTEE

Danielle Sanagan, Kim Robinson, Liz O'Donnell, Marian Boyd, Tara Hoyte, Jaya James

FUNDRAISING COMMITTEE

Jide Atilola, Gord Barr, John Collins, Jaya James, Brett Robinson, Dhruv Shah

HOPE HOUSE TEAM

Our team is greatly supported by over 180 volunteers, who play a crucial role in bringing our programs, administrative functions, and successful events to life.



Jaya James
Executive Director



Gillian Cornell
Programs Director



John Collins
Community Engagement Manager



Mark Filo
Facility Manager



Tara Hoyte
Communications Manager



Meg Ryan
Executive Assistant



Nicole Barrette
Volunteer & Placement
Coordinator



Susan Tough
Food Market Supervisor



Brady Finn
Ongoing Support Worker



Jennifer Jolley
Intake Support Worker



Rainbow Chow
Tax & Benefit Coordinator



Brian Baker
Food Production Lead



Molly Roberts
Community Dietitian



Pam Harrison
Community Farmer



Jason Schwartzenruber
Custodian

A GIFT IN YOUR WILL REFLECTS YOUR VALUES - FAR INTO THE FUTURE

Creating a gift in your will doesn't affect your current financial security, it's a commitment that will provide dignity and empowerment to your community in the future. *"I invite you to take the opportunity to reflect on your values and leave a gift that will make a difference to the world when you're gone."* ~ Susan Tough

A LEGACY GIFT IS SIMPLE

It's as easy as giving instructions to your lawyer, or making us a beneficiary of your RRSP, RRIF, TFSA or a life insurance policy.

CONVENIENT

You can create it at any time, for any amount. It can be in the form of cash, securities, real estate, or other assets.

COST EFFECTIVE

There are minimal out of pocket costs and your present income does not decrease.

TAX EFFECTIVE

Legacy gifts can reduce estate taxes for your family.

FLEXIBLE

You can change your beneficiary at any time.



WE'RE HERE TO HELP

We can answer any questions you may have. We can provide you with sample wording for your will.

Our legal name is "Lakeside Hope House, operating as Hope House Guelph". Our charitable registration number is: 827120908 RR 0001

If you feel comfortable, please let us know about your legacy gift plans, so that we are able to thank you and make sure we can honour your intentions.

Your legacy can nourish and support hope. Every gift, no matter its size, ensures our sustainability and will allow us to nourish and support hope through community, far into the future.

COMMUNITY UNITED IN HOPE

Impact Highlights covering April 1, 2023 - March 31, 2024



844 new households registered representing 1,799 individuals, including 563 children to access food, clothing, and ongoing support services



Hope House has directly supported **5,913 individuals, including 2,433 kids**



Volunteers provided **18,357 hours**, representing a value of **\$366,222.00**



\$878,312.00 worth of groceries and meals were distributed to community members in need

DONATE: give@hopehouseguelph.ca | **VOLUNTEER:** volunteers@hopehouseguelph.ca

CONTACT INFORMATION:

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Join the conversation by following us on social media [@hopehouseguelph](https://www.instagram.com/hopehouseguelph) and subscribe for updates at www.hopehouseguelph.ca

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