

#SUSTAINHOPE

Annual Report 2019/2020



#SUSTAINHOPE

A note from our Executive Director

The 2019/20 fiscal year seems a lifetime away. Since our year-end on March 31st HOPE House was able to:

- Pivot to become a full-on food distribution centre, offering free delivery;
- Offer free online and over the phone counselling support in partnership with Five Star Relationships;
- Support individuals and families in crisis through our system navigation as one of the only service providers whose doors were open during the initial months of COVID-19;
- Provide space to the Children's Foundation of Guelph and Wellington to pack their food kits for distribution to children in need; and
- Continue offering free income tax filing.

Despite this strange world we live in, it is still important to celebrate what has been accomplished in 2019/20. Without our volunteers, we wouldn't be able to run HOPE House's programs and services. They truly are the fuel that sustains this organization.

The theme of this year's annual report is sustain hope. As we reflect on all that you helped accomplish over the last year we know that the hardest work is yet to come.

It's going to take time for all of us to recover from the effects of COVID-19 and it is imperative that immediate poverty relief and ongoing support efforts continue. Long-term community needs are expected to grow. We are inviting the community to join our #SustainHope campaign as a monthly donor to commit your support to poverty relief in our community – today and into the future.



Jaya James
Executive Director, Lakeside HOPE House



Vision: A community supporting people living in poverty to discover their purpose and develop their full potential.

Mission: With the goal of a greater level of independence for every person living in poverty, we provide tangible, compassionate assistance and care to those in Guelph and abroad through immediate relief and ongoing support.

Your Community Impact

Through your generosity and compassion we have strengthened local individuals and families living in poverty. Together, from April 1, 2019 to March 31, 2020 we were able to provide support to over 1,000 households in the Guelph community.



\$345,148 of groceries were distributed



477 low-cost haircuts



6,171 children and adults clothed



19,749 volunteer hours contributed (value of \$333,758)

Our community has shared some of the ways HOPE House has impacted their lives:

“I like the dignity you offer by having people choose their own items.” ~Dominique

“In my life HOPE House has helped me so I’m not sitting at home alone and depressed. When I need someone to talk to there is always someone there. I have also gained my self esteem back and I feel good about myself.” ~Jeanne

“I feel confident. The HOPE House people make me feel like I’m included.” ~Whitney

“My support circle has gotten bigger and stronger.” ~Gabrielle

Core Values – Dignity, Belonging and Advocacy

- **Dignity** – We believe that every person matters.
- **Belonging** – We offer a community that welcomes and encourages people where they can receive immediate relief and ongoing support.
- **Advocacy** – We advocate with and amplify the voices of people living in poverty.



Guelph Community Backpack Market

Abi and Stella are no strangers to HOPE House. Now 14 years old, the twins' mom, Bree, has been accessing our services for a number of years and the three of them have come through our doors once more; this time though, they arrive with a desire to give back.

They're here, they proudly announce, to sign up to volunteer for the *Guelph Community Backpack Market*. Partnering with the Guelph Neighbourhood Support Coalition, HOPE House coordinates the collection of school supplies to provide every child in need with a brand new, fully stocked backpack.

1,032 children and youth received a fully stocked backpack for the 2019/2020 school year.

The Guelph Community Backpack Project is an accessible and dignified way for kids to get the school supplies they need at pay-what-you-can prices (including free).

Bree is a single parent with three children, two with disabilities. She got sick eight years ago,



Core Value – Dignity

We believe that every person matters.

and for quite some time things were pretty tight. Bree used the Backpack Program as soon as it began, seven years ago, when the twins were just seven years old.

“When we were little we had a bit less than we do now,” explains Stella. “We didn’t have enough money to get backpacks and supplies for school, but we had the opportunity to come here and get some and now we’ve come to give back because you gave so much to us”.

Bree shares that the market approach was a good fit for her family because it gave her the freedom to “put my money other places that we really, really need... This is a one-stop shop [where] we face less stigma.” Keeping dignity at the forefront of our services is key, and Bree expressed how happy she was that HOPE House honoured her request to not identify the gender of her children “so I didn’t have children wearing rainbows and ponies when they really wouldn’t feel uncomfortable with that. I think that’s wonderful”.

Volunteering is a win-win for this family and for HOPE House. Not only do we benefit from Abi, Stella, and Bree’s help, but in return, the twins get valuable hours needed to graduate, and acquire skills that transfer to employment opportunities later on down the road. As Stella shares, “I wanted to come and volunteer, not only to give back and to help people who maybe have less or just need help, but also because I really need some volunteer hours”. “It also grows our confidence,” Abi adds.

Supporting children and youth to be successful at school is one way you are sustaining hope in your community and allowing children and youth to feel their worth. You can help **#SustainHOPE** by becoming a monthly donor, a **Friend of HOPE House**. Sign today up by email give@lakesidehopehouse.ca or online at lakesidehopehouse.ca/donate-now/friends-of-hope-house/



Immediate Relief Programs



The Food Market – At HOPE House we believe in both the power of food and the power of choice. Our Food Market allows community members the dignity of choosing their groceries through our innovative bucks system. Much like going to the grocery store with a budget, community members walk through the aisles selecting the food and hygiene items which appeal to their needs.



Hope Stylin' – This program encompasses a free clothing market and a minimum-cost hair salon operated by volunteer salon professionals. Hope Stylin' is able to offer our community members a pride in their appearance that may have previously been unavailable. Knowing the confidence that comes when people feel good about their appearance, this program allows our community members to empower themselves and feel great about how they look.

Café – Our daily café is a welcoming place that offers a light selection of food to provide nutrition and warmth for those in need. Hot coffee, tea and water are always available in the café for anyone who would like to drop in—come in and see us anytime.

Community Breakfast – Every Wednesday morning, volunteers led by Community Living prepare a breakfast of scrambled eggs, toast, sausages and pancakes for approximately 80-120 people.

HOPE in Motion – We bring large quantities of food and daily necessities into HOPE House for our community members using our cargo van and cube truck. We also help deliver HOPE to other service providers by sharing any overflow we have. It's all about partnering with others so that HOPE can be multiplied throughout the city.

Did you know... 776 new individuals registered to access programs and services in 2019/2020.





Ongoing Support Programs

Social Support Work Services – Our social support workers respond to the needs of HOPE House community members on a daily basis. They offer a variety of services including system navigation, crisis prevention and intervention, referrals, and healthy living education.

Healthy Living Club – One club, four areas of concern: Edu-Kitchen (i.e., healthy eating); living on less (i.e., budgeting); entertainment (e.g., movies/TedTalks); and advocacy (e.g., writing letters to local government together targeting issues that directly affect community members).

Circles® – A program designed to help families living in poverty set goals and move toward independence. Through intentional, reciprocal relationships formed between low-income and middle-income families, we create a “circle” of support so that families looking to lead themselves out of poverty have the social and educational resources available to make this a reality.

Creative Outlets – We offer a number of arts-based programs for community members to express themselves, develop self advocacy, build community, and learn new skills.

- **Krafty Korner** gives participants the opportunity to learn the art and therapeutic benefits of crochet and other needle crafts.
- **Creative Connections** offers non-structured, art-based activities in a welcoming and mutually supportive environment.
- **Chords of HOPE** is our in-house rhythm band. Community members reap the many benefits of music as they gather together in song.



Community Projects



Harvest of HOPE – Our volunteer-driven community garden helps families escape food insecurity through important initiatives such as HOPE House Food Market, Edu-Kitchen Workshops, and HOPE in Motion. We harvest an incredible 50,000 lbs of fresh produce each year to put food on people's plates across the City of Guelph.

The Guelph Community Backpack Project – Partnering with the Guelph Neighbourhood Support Coalition and the Salvation Army, HOPE House coordinated the collection, packing and distribution of over 1,000 backpacks and necessary school supplies for children and youth throughout the city.

HOPE for the Holidays – We believe that each person deserves a holiday filled with HOPE. That's why we aim to not only provide Christmas Hampers to those families in need, but also several other holiday programs such as a Christmas brunch, cookie exchange, photos with Santa, and an affordable Christmas market to create new holiday traditions with our community.



HOPE Smiles – HOPE Smiles is a program created through the partnership of Dr. Yabut Dentistry and HOPE House. Community members that volunteer or participate in Circles® are given the chance to receive up to \$1,000 in free dental care each year allowing them to maintain good oral health.

Eggpreneur – Eggpreneur is a social enterprise project of HOPE House working in Kenyan communities to build sustainable egg farming ventures that help end the cycles of poverty.

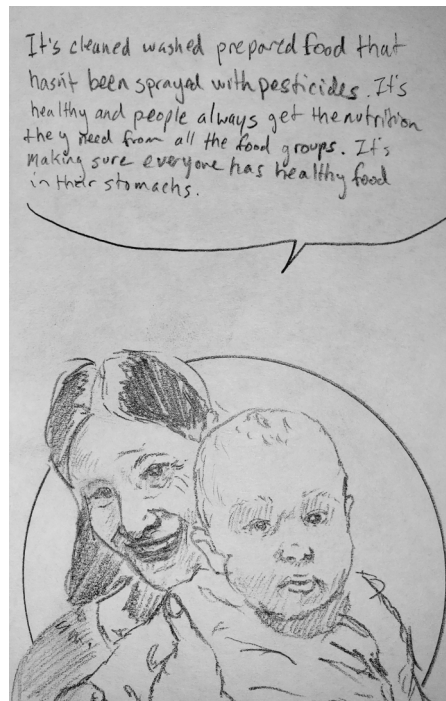
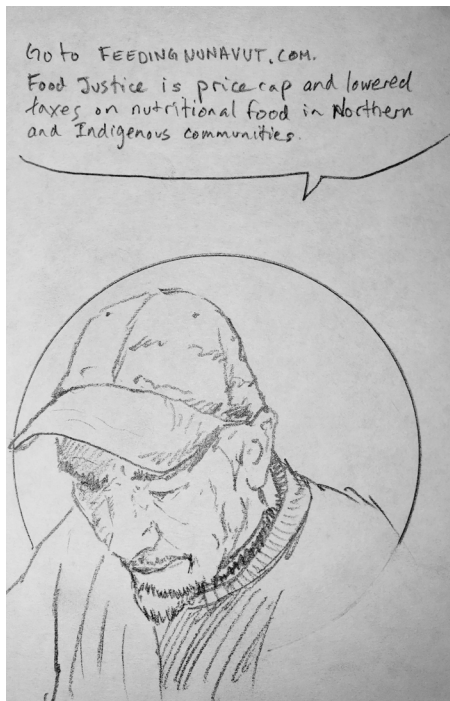
"The holiday pay-what-you-can market allowed my children to have lovely gifts for their siblings and grandparents." ~Martha



Food Justice

According to the Food and Agriculture Organization of the United Nations, the Food Justice movement is concerned with equity in food systems, from farm to fork. It covers access to healthy foods, participation in decisions about food, and acknowledges the disparities built into food systems at large. The right to adequate, nourishing, and culturally relevant food is universal.

The HOPE House community welcomes and encourages people to get the immediate relief and ongoing support they need. When *The Peak Magazine* approached us and asked us to

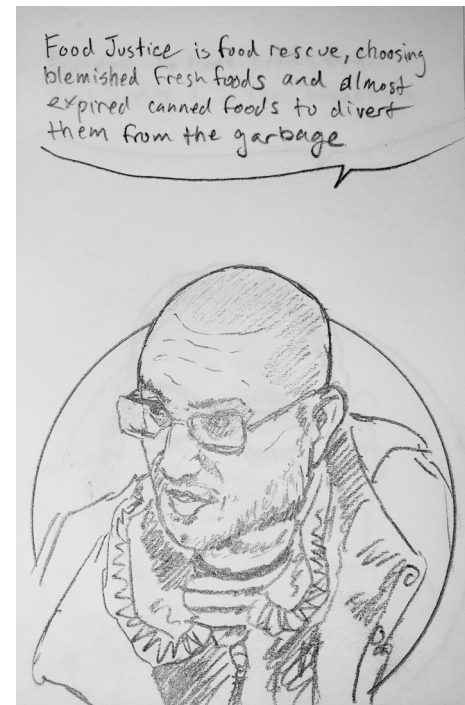
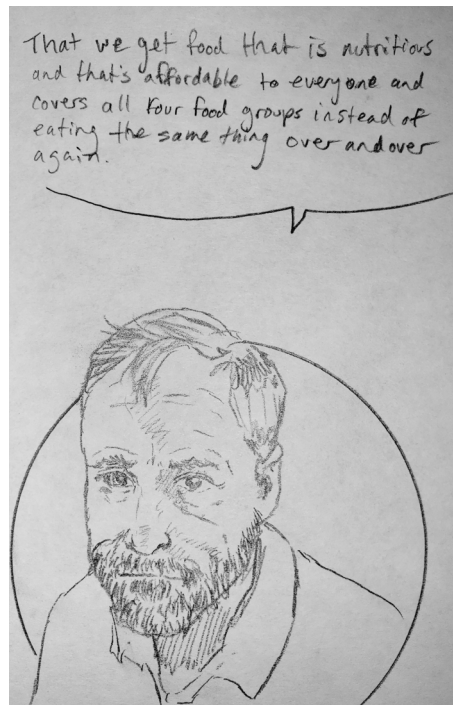


Belonging

We offer a community that welcomes and encourages people where they can receive immediate relief and ongoing support.

write about Food Justice it was important for us to include the insights of community members experiencing poverty.

In order to foster belonging and dignity within the HOPE House community, we prioritize accessibility. We wondered if the term “food justice” was an accessible concept for all, and so we sat with community members to talk about what food justice means to them. We asked their permission to record their responses to the question, “What does food justice mean to you?” and to photograph their headshots to be rendered into pencil portraits by our artistic team member, Bang Ly.





Pancakes & Politics

When HOPE House community members reported that they felt like they were powerless to do anything, in terms of being heard and having any weight, we decided to host a Federal Election Meet-The-Candidates event. We put together a forum where our community members could address the issues that most affect them, so that their voices could be amplified and heard, because we take advocacy seriously.

On Wednesday, August 28th 2019, HOPE House invited all of the local federal candidates to our Community Breakfast so our community members could ask questions, get informed and be heard, all on their own turf. Joining our family-style breakfast were about 80 Guelph community members, and federal candidates Aisha Jahangir (NDP), Ashish Sachan (Conservative Party), Lloyd Longfield (Liberal Party), Steve Dyck (Green Party), Juanita Gale Burnett (Communist Party), and Mark Paralovos (People's Party of Canada).

Our goal was to have HOPE House act as “an equalizer”; a space where candidates and constituents can talk over pancakes and sausages as equals. Panel-style debates often come with a power imbalance, and standing to ask a question can be too much like public speaking for some folks. We wanted to remove barriers to having a voice and being heard. It also helps chip away at the stigma many people feel about accessing services at downtown agencies — folks facing poverty can often feel like they don't have value or that their voice doesn't matter.

In the two months leading up to this event, we canvassed our community members about what federal jurisdiction issues look like, and how they're affected by them. As a result, community



Federal Candidates Breakfast

Wednesday, August 28th, 2019

- **Meet the candidates**
- **Ask questions**
- **Get informed**
- **Oh, and enjoy a delicious, hot breakfast**



Advocacy

We advocate with and amplify the voices of people living in poverty.

members put together a list of six questions that we gave to the candidates in preparation for the event and placed on each table to help guide discussions. The six questions included:

- Can you explain why water companies have priority over indigenous people's access to potable water?
- What is the purpose of having to renew my indigenous status card every four years, while also having to provide the same documentation every single time when nothing has changed?
- Why are people with mental health conditions getting arrested instead of getting the proper support they need?
- Do you consider substance dependency a mental health condition or a criminal offence?
- Our elder community members feel shame when having to ask for financial help, especially from their family, what will you do about increasing Old Age Security to match the cost of living?
- What is being done to keep people safe from financial identity theft on a federal level?

As part of an initiative by Elections Canada, the Ryerson University Leadership Lab, and the Canadian Federation of University Women to build a “voting culture”, the event also had a practice voting booth set up where people could learn how to cast a ballot in preparation for the upcoming election. Instead of candidates, the ballots listed pressing local issues such as affordable housing, public transit and access to food.

Support for advocacy efforts that allow marginalized individuals to be heard is just one way that you are helping to **#SustainHOPE** in our community. You can help sustain hope by becoming a monthly donor, a **Friend of HOPE House**, today.



HOPE House Projects and Upcoming Events



Guelph Community Backpack Project - In partnership with the Guelph Neighbourhood Support Coalition, HOPE House coordinates the collection of school supplies to provide every child in need with a brand new, fully stocked backpack. Through an affordable pay-what-you-can market, kids can pick the supplies they need to feel confident going into a new school year.

Thank you to our partner and sponsors:



Sutherland
INSURANCE



HOPE for the Holidays - We believe that each person deserves a holiday filled with HOPE and dignity. Holiday hampers provide a traditional meal, presents for children, care packages for adults and extra grocery items needed over the holiday. And the pay-what-you-can market means our community members can go shopping with dignity. Over the holiday season we also join together for brunch, caroling, photos with Santa and lots of merry-making.

Thank you to our sponsor:



Hope in the Street

September 25, 2020

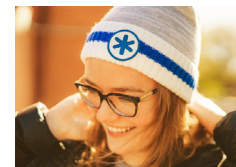
A virtual, community-based event with a focus on bringing music and the taste of Guelph to the community in a fun, exciting and inclusive event.



Joy Home Tour

November 20 to December 1, 2020

Snuggle up with a cup of hot cocoa in the comfort of your own home, and join us on a virtual self-guided tour of some of the most beautiful homes in Guelph.

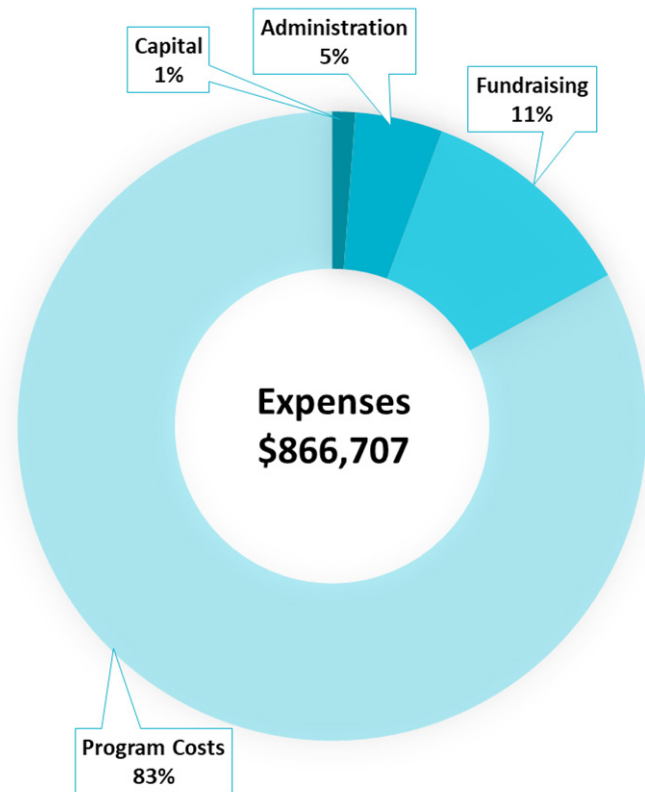
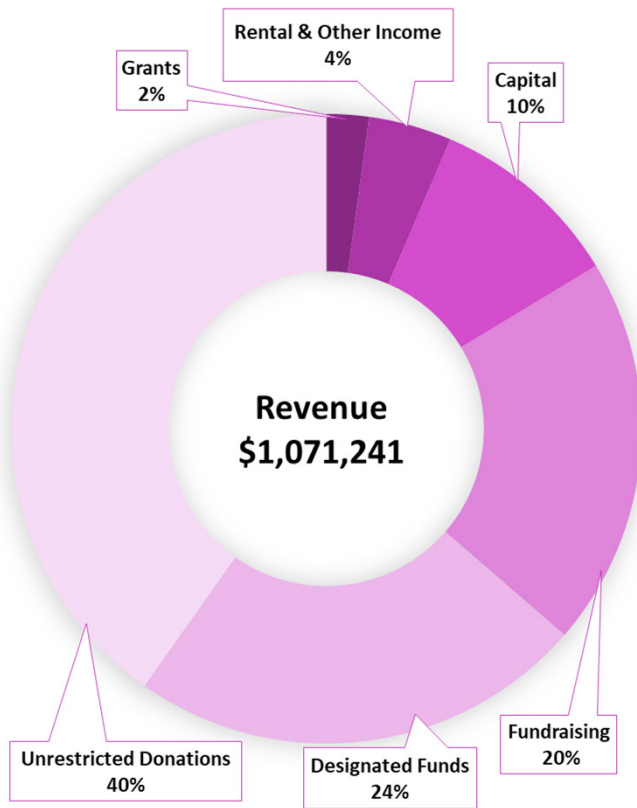


Coldest Night of the Year

February 20, 2021

A fun-filled, family-friendly fundraiser for hungry, homeless, and hurting individuals and families across Canada.

Financials



100% of our revenue comes from the Community through private individuals, organizations, grant bodies, foundations, and businesses.



Our Staff



Jaya James | Executive Director
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Bill Landsborough | Finance Manager
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Gillian Cornell | Immediate Relief
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Mary Jackson | Community Engagement
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Ali McDonald | Communications
and Events
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Jackie Keenan | Gift in Kind
Coordinator
donations@lakesidehopehouse.ca



Stacy Bailey | COVID-19 Volunteer
Coordinator
volunteers@lakesidehopehouse.ca

Our Leadership Team

Capital Campaign Cabinet

The Sustain HOPE Capital Campaign started to take shape in 2020 with the recruitment of an outstanding leadership cabinet. The campaign will launch to our community in 2021. When we are successful, this \$2 Million fundraising campaign will allow HOPE House to pay off the mortgage on our downtown Guelph building and complete essential renovations to create a welcoming, safe community space for anyone who needs it. This will reduce operating costs, allowing more budget to be directed to our core services. With a permanent home, HOPE House can also confidently explore new and expanded innovative programming to continue helping people not just to cope, but to thrive and discover the opportunity and purpose that awaits them.

Marissa Teeter, Chair
Jason Ashdown
Ariana Christie
Michael Christie
Eve Claxton
Karla Diaz
Tessa Kampus
Lisa Mapplebeck
Tracey McGrath-Curtis
Matt Nelson
Brett Robinson

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, and volunteers, and is responsible for the direction in policy and effective governance of HOPE House.

Eleanor Davidson,
Board Chair

Vincent Rogers,
Vice Chair

Dustin Cleghorn,
Treasurer

Gord Barr,
Director

Jeff Groenewald,
Director

Paul Mahony,
Director

Liz O'Donnell,
Director

Frank Valeriotte,
Director

To contact our Board, please email
board@lakesidehopehouse.ca



JOIN US in Making Lasting Change

At HOPE House we create a fun, seamless environment for your company or group to connect with our community.

HOPE House offers a variety of corporate and group volunteering options such as...

- Volunteering in any one of our events as a group
- Weeding and harvesting our vegetable gardens
- Cooking, serving, and cleaning up for our Wednesday morning breakfast for 80-120 people, or for a lunch Monday – Thursday for 30-50 people
- Chopping and bagging veggies to store in our freezer for a meal
- Putting together a team to fundraise and walk in the Coldest Night of the Year the fourth Saturday of February
- Mass cleaning and reorganizing of Food Market and storage rooms

Facts and stats about HOPE House throughout the COVID-19 pandemic:

- Within 1 week (beginning March 16th) HOPE House lost 70% of its volunteers due to the COVID-19 pandemic protocols
- Within 2 weeks HOPE House had switched its Food Market programming to delivery, with the help of new volunteers and drivers from Linamar
- In 3 months (April 10th - July 17th, 2020) HOPE House had 791 visits, even though all programming except the Food Market and Counselling was closed. For the entire 2019/2020 fiscal year, HOPE House had 1,341 visits. This means that we served approximately 60% of our previous annual client volume in these three months alone
- In the midst of COVID-19, HOPE House started a brand new program for fresh produce production, The Northfield Food Farm, with the help of 12 volunteers

If you're interested in joining the HOPE House community,
contact us today for a tour of our facility by staff.

#SustainHOPE

Every gift to HOPE House provides increased access to immediate relief and ongoing support in a manner that maintains dignity, builds community and supports individuals and families with achieving a greater level of independence.

A **Donor** is someone who supports HOPE House's mission financially.

A **Friend of HOPE** House is someone who supports HOPE House's mission through monthly donations. Friends of HOPE House choose monthly increments that work for their budget starting at as little as \$5/month.

A **Giver of HOPE** is someone/an organization who supports HOPE House's mission through monthly donations of much needed items.

Sponsors are corporations and businesses who partner with HOPE House to support our events and special projects.

Volunteering – It is said that one of the greatest gifts you can give is your time. Here at HOPE House we strive to work with our community in providing the basic needs that allow our members to live lives of dignity and encourage them to lead their families out of poverty. Without our volunteers, this would not be possible. We rely on the helping hands of others to continue our work in alleviating poverty.

To become a Monthly Donor email: mjackson@lakesidehopehouse.ca

To volunteer, email: programs@lakesidehopehouse.ca

To learn more visit lakesidehopehouse.ca

Lakeside HOPE House uses the power of community to overcome poverty by delivering front-line services and support that allow all Guelph residents living in poverty to maintain their dignity and choice. By working with the community, HOPE House provides choice-based Food and Clothing Markets, the HOPE Stylin' Haircuts, the Guelph Community Backpack Project, a daily Cafe, and other poverty relief programs.



Contact information

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