



A Place to Dream

Annual Report 2017/18

A Place to Dream

A note from our Executive Director

Poverty has a way of smothering dreams. When you don't have the financial, physical, emotional, or spiritual resources you need to make it through today, it is difficult to find the strength to plan for tomorrow.

At HOPE House we believe in the power of community to help people achieve their dreams for a better, brighter and more secure future. We strive to create a community that is welcoming and safe for everyone, a community based on our core values of dignity, compassion and encouragement.

As My Community Anthem says:

I believe in my community:

- That everyone has something to contribute
- That everyone deserves respect
- That everyone's potential can be realized
- That diversity is vital
- That every person has value
- That everyone needs help and everyone can offer help
- That a safe, supportive community is everyone's responsibility

You can help people realize their dreams by supporting HOPE House. Contact us to see how you can volunteer, donate or participate in our programs and services.

We are stronger together.



Jaya James

Executive Director, Lakeside HOPE House



Our Mission:

Providing tangible, compassionate assistance and care to those in the Guelph community and abroad through immediate relief and ongoing support with the goal of a greater level of independence.

Your Gifts in Action

From April 1, 2017 to March 31, 2018 you have strengthened local individuals and families living in poverty with your generosity and compassion.



4,352 visits for food



10,368 adult visits to HOPE House



4,657 child visits to HOPE House



143,708 lbs of groceries distributed



2,182 visits for clothing



1096 backpacks given out



50 dental procedures covered



488 low cost haircuts



13,000 volunteer hours contributed
(value of \$214,500)

Core Values - Dignity, Compassion and Encouragement

- Dignity – We acknowledge the inherent dignity and worth of every human being.
- Compassion – We treat everyone in a compassionate, dignified manner, no matter their current challenges and needs.
- Encouragement – We encourage individuals and families to grow in a safe and caring environment by recognizing their inherent dignity and worth.



Our 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 based 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 bureau and a low cost hair salon operated by volunteer salon professionals three days a week. 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!

Harvest of HOPE In partnership with Bayer Crop Science we grow produce on 4 acres of land. This crop is used to supply the Food Market with fresh produce throughout the summer and fall. Each year, we harvest more than 50,000 lbs of fresh produce with surplus donated and delivered to other local service providers through our HOPE in Motion delivery vehicles.

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 surplus we have. It's all about partnering with others so that HOPE can be multiplied throughout the city.

Ongoing Support Programs

Social Work Services Our social workers respond to 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.

Edu-Kitchen Edu-Kitchen is a food focused grassroots program that has four components that contributes to the personal development of our community members.

- *HOPE Around the Table* supports vulnerable individuals in accessing food and the space to prepare and serve a healthy meal for the HOPE House community using ingredients found in our Food Market.
- *Peer Led Kitchen* expands everyone's culinary skills through the preparation of low cost, nutritious and delicious meals facilitated by community members using their recipes whilst supported by a professional social worker.
- *Container Gardening*, delivered by the Julien Project, provides education on urban and container gardening. Each participant prepares and receives a fully stocked produce garden that they are able to take home providing them with increased access to healthy and nutritious food.
- *Adult Educational Workshops* give community members access to the most up to date information topics such as the link between nutrition and mental health, cooking for diabetes, and healthy eating.

Circles®

Circles® is 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 them to make this a reality.



Special Projects

Eggpreneur Eggpreneur is a social enterprise working in remote Kenyan rural communities to build sustainable egg farming ventures that help families end the cycles of poverty.

The Community Backpack Project We know when children are confident and prepared they go to school with a greater ability to learn thus helping them break the cycle of poverty. Partnering with the Guelph Neighbourhood Support Coalition and the Salvation Army, HOPE House coordinated the collection of school supplies, packing and distribution of about 1,100 backpacks 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, at HOPE House, we aim to not only provide Christmas Hampers to those families in need, but also provide 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.



Community Backpack Project

HOPE House Project Sponsors



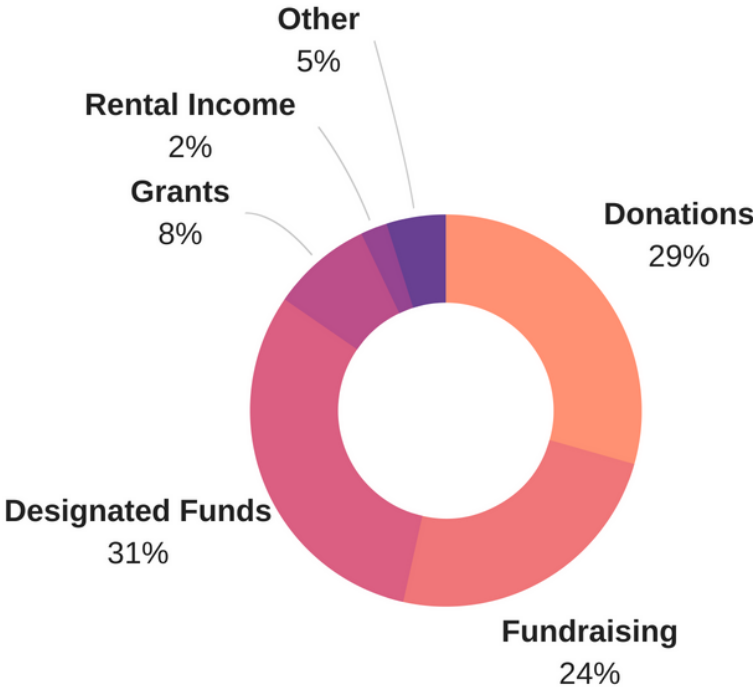
RAYMOND JAMES

HOPE for the Holidays

Financials

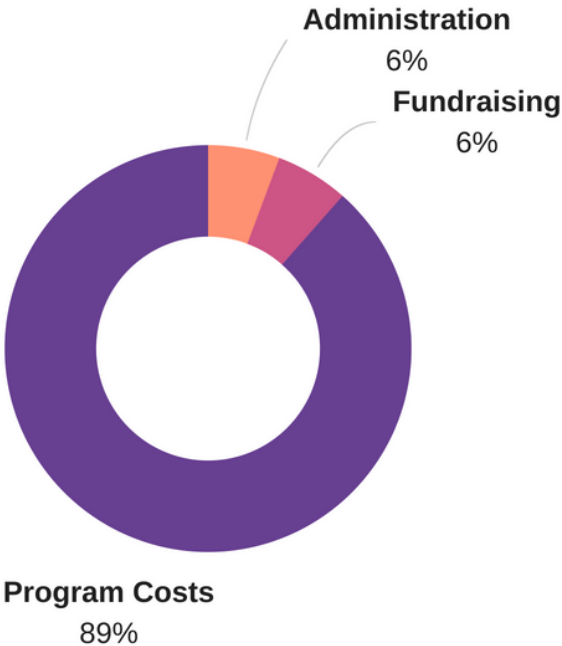
REVENUE

\$815,185.00



EXPENSES

\$736,093.28





HOPE SMILES

(Dr. Reymarie & Community Member)



Oral Health Care Facts for Ontario

- 1 in 5 Ontarians do not visit the dentist due to cost
- 49% of children in Guelph-Wellington-Dufferin experience tooth decay before they are 2
- Less than a third of Guelph-Wellington-Dufferin seniors have oral health care

Dignity

Taking steps to break the cycle of poverty takes courage and confidence. 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 them to make this a reality. With the compassion of Dr. Yabut dental office, HOPE Smiles provides Circles® Leaders (community members leading themselves and their families out of poverty) and volunteers with assistance in attaining their goals by providing them with dental care they could not otherwise afford. **During the pilot which ran from April 1, 2017 to March 31, 2018 Dr. Yabut’s office provided over 50 dental procedures free of charge to HOPE House community members.**

Airin says, “I hadn’t had a cleaning since I was a child. The last time I was able to see a dentist was to have teeth pulled because they were causing me pain. I believed seeing the dentist for cleanings was a luxury I would never be able to afford, then, amazing people created the funding so that I could access dental care. If I had not had the cleanings provided by this program I would have lost my teeth due to plaque build up. I’m fortunate to not have cavities, but my gums were in poor condition.”

The immediate impact of inaccessibility to dental care is pain and suffering. The long-term impact is often much greater as a lack of access to dental care can limit employment opportunities due to poor physical appearance from missing or discoloured teeth. In maintaining a healthy smile, Circles® Leaders are provided with the sense of dignity they need in order to move forward in their search for jobs or continued education.

“Having my teeth cleaned felt so good! My teeth felt clean and it gave me the confidence to smile and face the world.”

You can increase access to dental care by donating to HOPE House
by cheque or online at www.lakesidehopehouse.ca/donate



HOPE for the Holidays

We believe that each person deserves a holiday filled with HOPE. That's why, at HOPE House, we aim to not only provide Christmas Hampers to families in need, but, starting in 2017, added 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.

This new approach allowed community members to purchase new goods such as toys, books, clothing and jewelry for a very reasonable cost through a pay-what-you-can Christmas market. In this way HOPE House ensures a dignified exchange of goods by offering a hand up, not a hand out.

"The entire holiday season was engaging and people had fun caroling and spending time together," says community member, Paul.

Our festive Christmas Brunch, prepared and served by volunteers, offered unique and delicious dishes including gingerbread oatmeal, a variety of quiches, hashbrown casserole, fruit salad, eggnog french toast and bacon. Jolly Ole' Santa made a grand entrance while everyone feasted and sat for pictures with many of the 150 attendees for pictures afterward! Photos were saved to USB keys donated by generous members of the community to be taken home and shared immediately.

Community member and volunteer, Martha, enjoyed the market with her children, "The holiday pay-what-you-can market allowed my children to have lovely gifts for their siblings and grandparents," she shared. The Gift Wrapping Party held at the end of the Christmas market and sponsored by Royal City Tree Care provided participants with festive paper, bags, ribbon, tape, scissors...everything they needed to make that present pretty for under the tree!

Martha was happy with all of the choices at the market as it gave her children the opportunity and independence to make their own reasonable decisions.

Paul reminisces about the treasured and unique gifts that he got. "A lot of love was given and received," he recalls.

Compassion



- December 2017: • 260 hampers delivered
- Over 150 holiday brunch attendees
 - 690 gifts purchased at pay-what-you-can prices



Harvest of HOPE - Encouragement



2017/18:

- Over 50,000 lbs fresh produce harvested
- Over 700 hours contributed

Harvest of Hope Story - Bayer Group

Food security is a basic human right. Guelph has the means to ensure that everyone has access to healthy food for their families; however, people in our community are having to choose between feeding their family healthy food or more cost-effective food that does not necessarily provide the nutritional benefits that are needed in order to fuel their bodies and minds.

Led by Allan Kaastra, Harvest of HOPE is a 4 acre garden used to supply fresh produce to our Food Market throughout the summer and fall months. The market allows for members of the community experiencing poverty to shop on a bucks-based, choice-based system set up much like a low-cost grocery store.

As an employee in Bayer's Crop Science division, Allan saw an opportunity to use some fallow land on the research farm in an innovative way. Utilizing the experience and expertise of his colleagues, he has been able to establish a range of vegetable crops for the program which has evolved over the last four years.

"We started with a crop of sweet corn, and are now providing summer and winter squash, beets, beans, potatoes, peppers and pumpkins," he shares.

Each year, volunteers harvest more than 50,000 lbs of fresh produce, and because we cannot use it all, the surplus is donated and delivered to other local service providers through our HOPE in Motion delivery vehicles. This ensures that people accessing different service points throughout the city can get good-quality, farm fresh produce.

Volunteers with the program range from Bayer Group employees, local community members, corporate groups, and those who wish to give back based on their positive experiences as members of the HOPE House community.

"Being involved with this project and watching it grow has been an incredibly rewarding experience," says Allan.

Harvest of HOPE is a program made possible thanks to the Bayer Group and their support of employee-led volunteer projects that make significant contributions to their communities.



Supporting the Dream

Volunteers 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 to provide basic needs that allow people to live lives of dignity and support them in leading their families out of poverty. Without our volunteers, this would not be possible.

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

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

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

Sponsors Corporations and businesses who graciously support HOPE House's day to day operations through events and special project sponsorship opportunities.

To volunteer email: programs@lakesidehopehouse.ca

To become a Friend of HOPE House or Giver of HOPE email: info@lakesidehopehouse.ca

To sponsor a HOPE House event or special project email: operations@lakesidehopehouse.ca.

To learn more visit www.lakesidehopehouse.ca

Volunteer Story: Kawkaba



With a smile of pride and happiness lighting up her face, Kawkaba graciously hands over a donation her family put together in benefit of Ramadan. With her daughter in law Abida on the phone to ensure we're understanding each other, she explains that she is Muslim and that she makes this donation to the Food Market to ensure food security for others. Ramadan, Kawkaba and Abida explain, is a month of giving to the poor or to people in need of help. Giving back is part of Kawkaba's culture and nature. It is also why she volunteers at HOPE House.

Kawkaba is a newcomer to Guelph from Afghanistan. She came to HOPE House in 2015 as advised by her community health centre in order to access our monthly shopping program in the Food Market.

"When I first come to Canada I am poor, not have money. I see everyone who comes to HOPE House is poor and needs help - food, clothes...for everything they need. I like HOPE House. I get help and now I want to help others".

It was through accessing the Food Market that Kawkaba met Bob, our In Kind Gift Coordinator at the time. Bob encouraged Kawkaba to volunteer, ensuring her that she would be welcome. Kawkaba chose to volunteer in our Food Market, a perfect fit for both her and HOPE House. Not only has it helped Kawkaba to learn and practice English language skills, but her warmth and understanding of multiple languages makes her an integral part of helping other newcomers feel welcome here at HOPE House.

"I like HOPE House because different people from different countries come. Maybe they speak Dari or Urdu and I understand them. I talk for them and help them feel welcome to HOPE House. I talk with everybody. It's good for me because I come to Canada not understand English. Wednesday I am free so I come here and it helps me practice English. Everybody is my friend here. I help everybody".

Practicing English at HOPE House has helped Kawkaba secure work.



HOPE House Events

HOPE in the Street is an exciting summer gastropub street festival that takes place annually on the Friday of Father's Day weekend! Taking place on Cork Street East and the MacDonnell parking lot in gorgeous downtown Guelph, this event is an amazing night of local food, beverages, and live music!

HOPE House Birthday Party is an opportunity to bring together and celebrate our volunteers, donors, sponsors, community members, Board of Directors and staff during the month of September. Our 5th Birthday theme was "Strengthening Together" and featured a group art installation, live music, a photo booth, beautiful decorations, cupcakes and community.



HOPE House Events

JOY Home Tour is a self-guided tour of carefully selected homes in Guelph occurring every November. Local homes are professionally decorated by many generous local businesses through sponsorship and by adding beautiful, seasonal décor or providing delicious gourmet food for sampling.

Coldest Night of the Year is a fun-filled, family-friendly fundraiser for hungry, homeless, and hurting individuals and families across Canada. The walk is held the last Saturday in February and provides each participant with the opportunity to walk two, five, or ten kilometres, fundraise for HOPE House, and feel a hint of the challenge faced by those experiencing homelessness during winter.

Save these dates in your calendar and keep your eye on our social media feeds to learn more. We post information within plenty of time for you to attend or volunteer.

- September 25, 2018 - HOPE House's 6th birthday
- November 15, 16 & 17 of 2018 - JOY Home Tour
- February 23, 2019 - Coldest Night of the Year walk-a-thon
- June 14, 2019 - HOPE in the Street



Lead Event Sponsors



HOPE in the Street



JOY Home Tour



Coldest Night of the Year

Lakeside Church's Dream

It started with a few food vouchers, a closet, and a whole lot of faith.

In a small kitchen at Lakeside Church, a little food pantry was born.

Lakeside Church was getting multiple calls from agencies such as the Drop-In Centre, Wyndham House, and Michael House, asking for help. In response, Lakeside Church began offering a “bridge amount” of food to those in need, in partnership with the Food Bank. As the need grew, so did the amount of food that was collected, and the little closet pantry moved to the basement of the church. Eventually it outgrew the basement and moved back to a larger, renovated space in the kitchen.

The dream was to build a non-denominational space in the core of the city that would serve the tangible needs of those living in poverty, with the goal of achieving a greater level of independence.

In 2011, the leadership team approached the congregation of Norfolk Street United Church about the possibility of purchasing their building, and on June 29, 2012 the building was purchased for \$1 million with pledges and donations from the Lakeside Church community.

After months of planning, negotiations, and fundraising, with 1700+ volunteer hours, more than 250 gallons of paint, 230 school backpacks donated and distributed, a volunteer board of directors, and 2 tonnes of food collected to stock the Food Market, HOPE House officially opened its doors on September 8, 2012.

Lakeside Church is a community helping people to discover and fully follow Jesus. Being active in the community, helping where there is a need is a core part of working that vision out. We stand amazed at the incredible growth at HOPE House.

To Jaya James, her staff, and the HOPE House Board of Directors, congratulations on a great year! We can't wait to see what comes next!

Jeff Groenewald
Senior Leader, Lakeside Church

MEET THE TEAM



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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.

Contact information

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RAYMOND JAMES

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