



ANNUAL REPORT

# 2026

A year of growth, connection, and meaningful impact across the community.

*A fulfilling life. Together.*

INSIDE THIS REPORT

# A look back at the year — and a look at what's ahead.

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*“A year of preparation. A year of strengthening roots, building capacity, and laying the foundation for what lies ahead.”*

## LAND ACKNOWLEDGEMENT

# We are situated on treaty land with a deep Indigenous history.

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At Hopewell, we acknowledge that we are situated on treaty land with a deep Indigenous history, on the traditional territory of the Haudenosaunee, Anishinabewaki, and the Mississaugas of the Credit First Nation. Today, Guelph remains home to many First Nations, Inuit, and Métis people.

We recognize that we live and work within the Dish with One Spoon Wampum agreement, a pledge between the Haudenosaunee, Anishinabewaki, and their allied nations to share the land peacefully and protect its resources. This land is also part of the territory covered by the Between the Lakes Purchase (1784, confirmed 1792) with the Mississaugas of the Credit First Nation.

We acknowledge the harm caused by colonization, especially the historical marginalization of Indigenous people with developmental disabilities. Many were separated from their families, denied access to their culture, and left without adequate support systems.

At Hopewell, we are committed to honouring the long-standing and ongoing relationships that Indigenous communities, such as the Anishinabewaki and Haudenosaunee, maintain with this land and each other. As part of our reconciliation journey, we strive to find meaningful opportunities to connect with, listen to, and learn from Indigenous communities, while working to repair and heal the harm done.

MESSAGE FROM THE BOARD CHAIR

# From \$5M to ~\$11M, and built to grow.

Nearly six years ago, when I joined the Hopewell Board, our annual operating budget was just under \$5 million. As I write this at the close of fiscal 2025–2026, that number is approaching ~\$11 million. We now operate nine homes and programs, employ 159 staff, and support more individuals and families than at any point in Hopewell's 43-year history.

That kind of growth does not happen on its own. It happens when an organization commits to doing the hard work, strategically, financially, and operationally, and surrounds itself with people who care deeply about the mission. That has been our story this year.

In June, the Board approved a new five-year Strategic Plan that will carry us through 2030. It is anchored in four pillars: exceptional person-centred care, a workplace where people want to grow, financial sustainability, and expansion through partnership. It is already shaping the decisions we make every day.

We welcomed 3 new individuals in supportive living and purchased Youngman in December to welcome more in the new fiscal year. We reopened Gowdy as a thoughtfully designed home for two young adults. We launched Hopewell Youth Connect into a purpose-built space, expanding what we offer to families with children and teens. We delivered another clean audit, on-budget, with a modest surplus. We strengthened our leadership team and stabilized our workforce. And we were named a finalist for Non-Profit of the Year at the Guelph Awards of Excellence, recognition that belongs to the staff, families, and supporters who make Hopewell what it is.

We also began an important new chapter: the work of preparing for a capital campaign. The waiting list is long, the need is real, and our community is ready to grow with us. The Board's job over the next two years is to make sure Hopewell is ready too, operationally, financially, and as an organization that can scale without losing what makes us special.

This year also brought a significant leadership decision. In recognition of the scope, complexity, and ambition of the role she has built, the Board promoted Jessica Johnston from Executive Director to Chief Executive Officer. The new title reflects both how far the organization has grown and the full confidence the Board has in Jessica to lead Hopewell into its next chapter.

This year also marks a meaningful transition on our Board. Peter Pickfield and Elizabeth Bowden are stepping down after 13 and 11 years of service, respectively. Peter is also a Hopewell parent, and his work has always carried the weight of that perspective. Elizabeth helped guide us through some of our most difficult years, including the pandemic, with steady judgment and unwavering commitment. Their imprint is on every part of this organization. Thank you both.

I also want to thank my fellow Board members, and especially the Board Executive, for their unwavering support throughout the year. The work of this Board has not been small, and each of you has shown up for every conversation, every decision, and every milestone. It is a privilege to serve alongside you.

To Jessica, the leadership team, our 159 staff, our families, our donors, and our community partners, thank you. The Board sets the course; you do the work. Every step forward in this report belongs to you.

*The road ahead is exciting. More supported living. Stronger programs for children and youth. Deeper partnerships across Guelph–Wellington. And the same simple commitment we have held since 1983: a full life, together, for a lifetime.*

**Jon Christensen** BOARD CHAIR, HOPEWELL SUPPORT SERVICES

MESSAGE FROM THE CEO



Jessica Johnston

CHIEF EXECUTIVE OFFICER

# Like the willow tree at Ariss, we grow while staying grounded.

There is a large willow tree at our Ariss home, where the dream of Hopewell first began. I often find myself looking at that tree and thinking about who we are as an organization. Its trunk is strong and deeply rooted. It bends with the wind and withstands every season and storm, yet remains a steady and beautiful part of the landscape.

In many ways, Hopewell is much the same.

The 2025–2026 fiscal year has been a foundational one, marked by growth, reflection, and a renewed vision for the future. In June, we launched our new strategic plan, setting priorities that will guide Hopewell in the years ahead and reflect our commitment to excellence.

Throughout the year, we strengthened our foundation from within by investing in leadership development and defining what outstanding service means at Hopewell: care that is person-centred, compassionate, and rooted in dignity, belonging, and community.

We also took an important step forward by purchasing a new home to expand supported living opportunities. This year, we welcomed 49 new supported individuals (3 supportive living, 46 respite and recreational supports) and continued to grow our staff team.

*As I reflect on this past year, I see it as a year of preparation. A year of strengthening roots, building capacity, and laying the foundation for what lies ahead.*

In a world that often feels uncertain, Hopewell remains a place where individuals can thrive and where we continue to respond to evolving needs with care and compassion.

None of this would be possible without the dedication of our staff, leadership team, Board, families, volunteers, donors, and community partners. Thank you for being part of this journey.

Jessica Johnston

CHIEF EXECUTIVE OFFICER

# Together, we made this possible.

## OUR VISION

A full life together for a lifetime.

## OUR MISSION

Working closely with people, families, and community to provide inclusive opportunities for a fulfilling life.

9

LOCATIONS ACROSS THE COMMUNITY

159

STAFF SUPPORTING INDIVIDUALS AND FAMILIES

250+

DONORS SUPPORTING HOPEWELL'S MISSION

37

INDIVIDUALS IN SUPPORTED LIVING

67

YOUTH AT HOPEWELL YOUTH CONNECT

33

ADULTS AT HOPEWELL CONNECT

## RESPIRE SERVICES

41 kids · 40 adults

Evening and weekend respite supporting families and caregivers across the region.

## RECREATIONAL SERVICES

100+ participants

Zumba, play groups, skill-building sessions, and seasonal camps for children, youth, and adults.

## SUPPORTED LIVING

37 individuals

Eight homes across Guelph-Wellington offering person-centred residential support.

# Four priorities, one promise.

Our five-year strategic plan, launched in June, sets the priorities that will guide Hopewell's next chapter and shape how we live our promise of a fulfilling life, together.

## PRIORITY 01

### Person-Centered Care & Quality

Provide exceptional services that are safe, effective, and person-centered.

- Advance a service-oriented culture by embedding values, behaviours, and training that support exceptional service delivery at all levels.
- Actively listen to individuals, families, and caregivers to inform and improve the services we provide.

## PRIORITY 02

### People & Organizational Culture

A place where staff want to work, grow, and thrive.

- Foster a culture of recognition and celebrate the contributions of employees, volunteers, people supported, and our community of stakeholders.
- Invest in leadership development that supports the growth of current and emerging leaders.
- Integrate Inclusion, Diversity, Equity & Accessibility (IDEA) into all aspects of our workplace culture.

## PRIORITY 03

### Financial Sustainability & Innovation

A responsive, sustainable financial strategy that supports innovation.

- Develop a diversified funding strategy to ensure long-term sustainability.
- Advance feasibility planning for social-enterprise initiatives that align with Hopewell's mission.
- Leverage strategic fundraising on capital initiatives and seasonal campaigns.
- Implement organization-wide KPI systems to track impact and drive improvement.

## PRIORITY 04

### Expansion & Partnerships

Collaborative partnerships supporting a full life for a lifetime.

- Develop a home and housing strategy that promotes inclusive, supportive living environments.
- Build and sustain partnerships that enhance services and supports across all stages of life.

# Creating new spaces and opportunities for people to thrive.



LAUNCHED JUNE

## Hopewell Youth Connect

We relaunched our children's respite program as Hopewell Youth Connect in a new dedicated space. For children and youth aged 6 to 18, the program offers evening and weekend respite, plus Zumba, play groups, skill-building, and camps.



DECEMBER

## Purchasing Youngman

In December, Hopewell purchased Youngman, our eighth home in the community. A place where routines take shape, friendships grow, and a true sense of belonging can be found, ready to welcome more individuals in the new fiscal year. An important step forward in expanding supportive housing across Guelph-Wellington.



FEBRUARY 2026

## Reopening Gowdy Home

Gowdy Home has long been part of Hopewell's journey, and February 2026 marked a new chapter. Thoughtfully reimagined to support two individuals in their twenties, with spaces designed for connection, independence, and everyday living.



## ZACH & JASON

# Building confidence, one everyday moment at a time.

Some moves are just a change of address. For Zach and Jason, moving to Hopewell was something more. The two had been roommates for nearly five years, and when the time came to make a change, keeping them together was not just a preference, it was a priority.

Zach took to Guelph quickly. Shopping trips, the arcade, getting connected through Hopewell Connect, he has been eager to get out, explore, and meet new people. For Jason, the move brought him closer to what matters most to him: his family.

Inside the house, both have been busy making the space their own. Zach has found a love for baking and meal preparation, and continues to express himself through decorating and artwork. He has grown more comfortable sharing his wants and needs, and the relationships he is building with his support team are genuine and strong.

Looking ahead, the team will support Zach in exploring volunteer and employment opportunities as he continues to grow in confidence and independence.

*Welcoming Zach and Jason together, keeping their bond intact, and supporting them in building lives closer to their families and community reflects exactly what growth looks like here.*



## KRISTLAN'S NEXT CHAPTER

# From respite to independence, one step at a time.

Kristlan first came to Hopewell as a child, first accessing respite and later moving into supportive living. Today, he is preparing to move into Youngman, our newest home, and the journey between those two moments is one worth celebrating.

During his time in supportive living, Kristlan has grown in ways that speak for themselves. He is now employed by Hopewell, taking on full responsibility for cleaning the main office. He participates in daily community programming, has built real confidence, and continues to strengthen the skills that matter most to him.

Youngman is that next step. In this new home, Kristlan is setting his sights on getting his driver's license, exploring secondary school programming, and building the friendships and relationships that mean the world to him.

His story is also our story. It highlights Hopewell's ongoing commitment to ensuring individuals have access to the right supports at every stage of their journey.

*We are so proud of you, Kristlan. We cannot wait to see what comes next.*

MISSION MOMENT

*Kristlan*



## NIC'S STEP TOWARD THE FUTURE

# Discovering new strengths through volunteering.

Nic has been part of the Hopewell community for over ten years, first as a child through respite, and today living in one of Hopewell's supported living homes. Over those years, one thing has stayed consistent: a quiet but steady desire to be part of something bigger.

Then came Mission Thrift Store. What started as a volunteer opportunity quickly became something Nic genuinely owns. He shows up for shifts, sorts and organizes clothing, helps prepare items for the floor, and interacts with customers.

But more than the tasks themselves, it is what the role has given him that stands out. A sense of pride. A reason to walk into a room with confidence. Something that is entirely his in the community.

By working alongside local employers and community partners, Hopewell is helping create more inclusive opportunities for meaningful employment.

*For Nic, this feels like a turning point. He has big goals around community employment, and for the first time, those goals feel within reach.*

# The heart of Hopewell's care and community.

This year saw continued growth in our workforce, with 159 staff and 66 new hires, strengthening our ability to provide consistent, person-centred support.

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*“I joined Hopewell nearly three years ago as a Support Services Specialist and quickly saw the impact that dedicated support can have on individuals' lives. I entered this field to help people live according to their own choices and aspirations. Over time, this work has strengthened my belief in the power of compassionate, person-centred support, and the resilience of every individual we serve.”*

**ABUCHI IYINAGOLU**  
Support Services Specialist



*“Working at Hopewell has given me a strong sense of community and purpose, and a deeper connection to making a meaningful difference in people's lives. One of my most memorable experiences was supporting a client as he grew in confidence and independence, going from needing full assistance to walking on his own with a big smile. Watching him build trust in himself and move into his permanent home was something I will always carry with me.”*

**SAMANTHA COLE**  
Support Services Worker

# Giving their time, making a difference.

Honouring two long-serving Board members stepping down this year.

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*“It has been an honour to be part of Hopewell’s journey over the past 15 years. Founded through the care and vision of Joanne and John Oosterhuis, there was a time when it felt hard to imagine the organization without them. What stands out most is how Hopewell has grown into a strong and lasting part of the community, while continuing to carry forward that same spirit of compassion and giving. Through my daughter Katy, a Hopewell resident, I have also come to better understand what community truly means.”*

**PETER PICKFIELD**

Board Member & Hopewell Parent · 2012–2025



*“Serving on the Board gave me the opportunity to witness firsthand the unwavering commitment of Hopewell’s staff to providing high-quality, person-centred care. I am especially proud of how Hopewell navigated the challenges of COVID, continuing to care for a vulnerable population while creating moments of joy and connection during an uncertain time. It has been a privilege to be part of a Board that supports this work with professionalism and dedication.”*

**ELIZABETH BOWDEN**

Board Member · 2015–2026

# Powered by community.

Lasting partnerships that continue to make a difference, year after year.



6TH ANNUAL \$3,000

## Southern Cruisers Riding Club

This year's ride raised \$3,000 and brought together 35 riders from 8 chapters, the highest participation to date, along with 38 attendees. Beyond the ride, their support shows up in meaningful, hands-on ways: helping with projects, rallying others, and contributing to seasonal initiatives.



14TH YEAR \$26,554

## Ho Ho Hopewell

Every December, Ho Ho Hopewell brings the community together in a way that feels both familiar and meaningful. The energy of the night, brought to life by The 99s Band, and the continued dedication of the Noblehuis team, made it a memorable celebration.



9TH ANNUAL \$11,750

## Annual Golf Tournament

Every July, friends of the Kudla family, Mike Cazzola and Mike Iacocca, come together to host the Annual Golf Tournament in support of Hopewell. What began as a way to honour Jack has grown into a meaningful annual tradition.



OCTOBER \$8,561

## Hope on the Run

Last October, Hope on the Run brought together individuals, families, and supporters for a day filled with movement, connection, and encouragement. Whether walking, running, or cheering, every person played a part in creating a meaningful community experience.



## LOOKING AHEAD

# Where it all began, and where we are headed.

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This fall, Hopewell welcomed back the family where it all started. John and Joanne Oosterhuis, along with their daughter Sarah and grandson Basil, returned to the Ariss home, the very place where Hopewell began 43 years ago. Stories were shared, memories revisited, and something quiet but powerful filled the room.

What John and Joanne built was never simply a service. It was a belief that when families face uncertainty, you show up, build community, and find a way forward together. That belief has never left us.

It is the same belief that guided Nic toward his first volunteer shift. That kept Zach and Jason together through a big transition. That helped Kristlan take the next step toward independence.

More supported living opportunities. Stronger programs for children, youth, and families. Spaces where people can truly settle in. Teams ready to walk alongside them for the long haul.

*The roots run deep. The growth continues...*

# Stewarding every dollar with care.

LINE ITEM	FY 2025-26	%	FY 2024-25
<b>REVENUE</b>			
Provincial Grants	\$8,969,236	82.4%	\$8,610,702
Federal Grants	\$10,812	0.1%	\$22,012
Other Grants	\$4,434	0.0%	\$23,387
User Fees	\$1,145,597	10.5%	\$1,295,514
Fund Development	\$120,763	1.1%	\$147,925
Other Income	\$637,726	5.9%	\$586,053
<b>Total Revenue</b>	<b>\$10,888,568</b>	<b>100%</b>	<b>\$10,685,594</b>
<b>EXPENSES</b>			
Salaries & Benefits	\$7,934,345	73.2%	\$7,759,129
Building Occupancy, Supplies & Program Costs	\$2,348,879	21.7%	\$2,412,219
Fund Development	\$22,387	0.2%	\$38,218
Other Expenses (incl. amortization)	\$533,472	4.9%	\$298,617
<b>Total Expenses</b>	<b>\$10,839,084</b>	<b>100%</b>	<b>\$10,508,183</b>
<b>Excess of Revenue over Expenses</b>	<b>\$49,484</b>	<b>—</b>	<b>\$177,410</b>

## Where the money went

For every dollar Hopewell received in 2025-26, this is where it went. Total revenue grew modestly year-over-year while expenses were carefully managed, allowing Hopewell to finish with a positive margin of \$49,484, reinvested back into programs and capital projects.



WITH GRATITUDE

# For the continued support, generosity, and care shown throughout the year.

## GIFTS ABOVE \$5,000

LEAD SUPPORTERS

Hammond Power Solutions                      Milfred & Patricia Hammerbacher                      Cremasco Family

## GIFTS ABOVE \$1,000

FOUNDATIONAL

Andrew & Brigitte Finoro                      Level 3 Capital Management Inc.                      Silvercreek Developments Corp.  
Audrey Rooseboom                      Parex Resources Inc.                      Southern Cruisers Riding Club  
Gift Funds Canada                      Peter and Ornella Miller                      Steven Eirich  
Heidi VanderSlikke                      Pickfield Law Prof. Corp.  
Jon Oosterhuis                      Puresource Natural Products

## GIFTS ABOVE \$500

Amy & Sean Doherty                      Julianne Kudla                      Osmington Inc.  
Colleen and Ted Mooney                      Kelly Pearson                      Sara  
Holy Rosary Church                      Marg McKenzie                      Solomon Boadi  
Hermione & Andrew Kim                      Medprodirect Inc.                      Steve Street  
JHJ Ag & Service Ltd.                      Miriam Boadi                      Duncan and Susan McLeod

## GIFTS ABOVE \$250

Colin Mooney                      Marjorie Joan Johnston                      SaveryBell Masonry  
Dario Di Renzo                      Melissa Bubb-Clarke                      Sodium Fit Inc.  
Fourmark                      Monica Lawson                      Tet & Jack Tacoma  
Judy Dezell                      Owens Corning                      Terry Scroggie  
Kathy Fischer                      Oyedayo Oyewole                      Wm. Green Roofing  
M2 Contractors                      RWDI                      Jeffery & Spence Ltd.

## BOARD GIVING

Jon Christensen                      Laurie Iversen  
Jane Stamp                      Catherine McKeown  
Elizabeth Bowden                      Charlie Spano

## GIFTS IN KIND

Gardens & Goats — ticket donations  
McKay CEO Forums — membership

WITH GRATITUDE · CONTINUED

# Every gift, every year, every name.

## GIFTS ABOVE \$100

Alec Warner	Greta Hofstra	John Karapita	Lynn van der Valk	Sally Powell
Annik Sabourin-Yee	Guelph Orthotics	Julia Christensen Hughes	Maria Zegarac	Susan Housel
Cheri Thompson	Hammer Real Estate Inc.	Karen Izenberg	Megan Keddy	Theresa Thatcher
Christine Gittings	Jane Stamp	Katie McLennan	Michael Lok	Will and Kathleen Rowe
Derek Walter	Jessica Martin	Kelsae Williams	Nicholas Meredith	
EMKAL IT	Jennifer Scott	Kenneth Walsh	Penny McCahill	
Frances Hall	Joe and Cheryl Madott	Lemke Law PC	Rosemary Keddy	
Gertrude Karapita	John Metcalf	Louise McConnell	Ruth Van Zwol	

## GIFTS UP TO \$100

Abiodun J. Ayorinde	David McAuley	Jen Galang	Lori Allan	Riley Van Barneveld
Aldo Martone	Damon Plumley	Jennifer Smith	Maheshwar Bhadane	Roberta Wilson
Al MacKinnon	Davie Bun	Jesufunmilayo Oyewole	Manoj Devineni	Robert Ball
Allison Walters	Dishan Panneerselvam	Jessie Mcconnell	Margaretha De Kock	Robert McMillan
Alyan Khan	Donna Buchan	Jessica Johnston	Margaret Gillespie	Ron Stoodley
Alycia Pindar	Donna Mancuso	J. Christopher Curran	Marianne Frame-Toombs	Rory Sutherland
Andrea Smithson	Dorothy McGinnis	John McGarr	Marlene Baker	Rose Folk
Andrew Keddy	Doug & Gwenda Eagles	Jonathan Rosenberg	Marilyn Watts	Royal City Windows
Andrew Long	Doug Perrin	Joy Schuurman	Mary Carroll	Sandra Harding
Angela Spitale	Elizabeth Ajala	Judy Walters	Mary Gilbert	Sara Rooseboom
Angie C. F. Gonzalez	Emilia McCormack	Kabeer Olajide	Matlock Rogers	Shelley Chafe
Anne Zagar	Florence Crawford	Karen Halcro	Meagan Khan	Sheila Conley
Aniedi Uyoh	Francesca Blythe	Karina Halcro	Megan Ryan	Shanna O'Dwyer
Aseem Tuteja	Gayle Dennison	Kassondra B	Melissa Ganouri	Shannon Conley
Avril Edosa	Giselle Vanneste-Paine	Kate From	Melva McGregor	Sophia Polenek
Beverly Neal	Greg Hurley	Kim Young	Mia Cieciera	Srishti Sharma
Bob MacIntosh	Hailey Johnston-Tran	Krystyna Bialas	Michael Clewley	Stephanie Karapita
Boyd Bell	Haydee Paredes	Laura & Felipe Parra	Michael Hamp	Susan Cleland
Brandi Fillier	Helga Herz	Laura Cole	Monica Lawson	Tammy Sherratt
Brenda Reid	Hilary Millington	Laura Corby	Naomi Ierullo	Tanya Marissen
Bruce Murray	Ireti Adu	Lee Jackson	Nancy Galvin	Tatjana Stone
Cdn Online Giving Fdn	Jacqueline Cassavoy	Valerie Huszarik	Nishanth Sahathevan	Tom Gill
Cecilia Usman	Jacqueline Cruickshank	Vicky Harrison	Oluwatoyin Ayorinde	Tracy Peasley
Chahat Sharma	Jaime Royall	Leo De Kock	OSiM Interactive	Tyler Rose
Claudia Zetko	Jan Millian	Linkan Patel	Paul Crowe Probus C.W.	Wendy Gibbings
Courtney Bruce	Janet Creamer	Lisa Charman	Rachel Thomson	Wendy Jespersen
David Bruce	Janice Leyte	Lisa Mapplebeck	Rebecca Leyte	Work4ce
David Long	Jen Closs	Lisa Shoemaker	Renee Card	



# Thank you.

*A fulfilling life. Together.*

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LEARN MORE

[hopewellsupport.ca](http://hopewellsupport.ca)

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