



HAND IN HAND WE MOVE FORWARD TOGETHER



ONE FAMILY TO ANOTHER

John and Joanne Oosterhuis started Hopewell with a simple idea: one family helping other families. That dream led them to open their home in Ariss to care for children with developmental disabilities. From 1983 to 1996, they lived in the home with their own family and their foster children.

OUR STORY

In 1983, John and Joanne Oosterhuis wanted to support families who had children with disabilities. After purchasing a large farmhouse in Ariss, Ont., they became foster parents to four children, while still caring for their own in the same home.

Word got out about the Oosterhuis family and the personal care they offered at their home. Requests increased. Staff were hired. More children with complex needs were welcomed.

In the late 1990s, the Ontario provincial government asked Hopewell Children's Homes to establish a second home, and funded an eight-bed addition in Ariss for adults. Priority was given to those moving from government-run facilities (better known as "institutions"), which were being closed.

One expansion led to another. And then another. Hopewell became a licenced group home in 1984 and a registered charity in 1990.

Today, Hopewell supports 33 individuals in homes located within the Guelph-Wellington area. Living out the ideas embodied by the Oosterhuis family, we continue to provide loving, compassionate and personal support to people who live with developmental disabilities. In many ways, Hopewell is a family caring for families, giving every person the opportunity to lead a full, meaningful life in a supportive home.

HOPEWELL CHILDREN'S HOMES: BY THE NUMBERS IN 2021/2022*

- We supported **33 INDIVIDUALS** in their home.
- We **EMPLOYED 135** trained, skilled and caring staff members who provide care 24/7/365.
- We provided services at **SEVEN LOCATIONS** in the Guelph-Wellington region.
- We offered **6,700 HOURS** of respite support for children and adults, as well as a full suite of recreational programs for our residents (swimming, music lessons, off-site outings, etc.).

*As of March 31, 2022

FROM A WHEELCHAIR TO A STEP UPSTAIRS

One Hopewell resident finds her way to more than anyone imagined

Amy can now walk up the stairs. That fact may not seem all that unusual or surprising. But it is for Amy's mother, Lyne Frey.

"She has blossomed here," says Lyne. "For me to see all her progress, that is just above and beyond what I thought could happen. And to know Amy can take the stairs, that makes me so happy."

In March 2022, Amy moved to the Wilton location in Guelph, after living at Hope Home in Ariss for eight years. Before that, she lived at home with her family of three sisters.

Lyne never considered moving Amy to residential care, until a social worker posed the question. "When she asked about putting Amy, who was 10 years old at the time, in a permanent placement," says Lyne, "I thought, 'Nope, absolutely not.' Amy was sent to me because I was the best possible mom for her, even though I knew I couldn't be the best mom for all of my daughters. Something had to change."

Before moving to Hopewell in 2014, Amy mostly sat in a wheelchair. She experienced cyclical vomiting, making it difficult to maintain weight. She threw behavioural tantrums, rolling around on the floor.

Now, 18-year-old Amy is mobile, walking and climbing stairs with assistance. She never vomits, thanks to the intervention of medication and the keen attention of her support staff. She rarely has outbursts, and now communicates using pictographs. She attends John F. Ross Collegiate Vocational Institute every weekday. She loves floating in a pool with her lifejacket on. She rocks out to One Direction, the British boy band.

"Seeing how much Amy is thriving and changing makes me unbelievably proud of her and so thankful of what she receives at Hopewell," says Lyne. "I'm seeing her participate in wonderful things, like going to Ripley's Aquarium in Toronto or handing out candy canes at a mall during Christmas [before the pandemic]. I would have never been able to give her those experiences at home."

"When I couldn't see her for 10 months because of the pandemic, I think it was harder for me than it was for her," she adds. "That's why I'm so grateful for her support staff. They are amazingly thoughtful in thinking of creative ways to give Amy the best life possible."



"WHEN MY OTHER KIDS COME TO SEE AMY, THEY KNOW AMY IS NON-VERBAL. THEY KNOW SHE DOESN'T HAVE GREAT EYE CONTACT. THEY KNOW WHEN THEY HUG AND KISS HER, SHE WON'T GIVE IT BACK. AND THEY'RE ALL OKAY WITH THAT. BUT THAT DOESN'T STOP THEM FROM LOVING HER."

LYNE FREY (ABOVE) WITH AMY



"IT'S GREAT TO SEE JOY IN ALEXIS. I NEVER SAW THAT BEFORE. I KNEW SHE WAS HAPPY AND SHE LOVED US (HER FAMILY) AND WE LOVED HER IMMENSELY. BUT NOW IT'S ALMOST LIKE THERE'S A PURPOSE. THAT SHE KNOWS SHE'S HERE FOR A REASON."

COLLEEN TRUDEAU (ABOVE) WITH ALEXIS, PRE-PANDEMIC

"THE START OF SOMETHING GREAT"

A perspective from a family member who sees the difference Hopewell is making

Alexis, a niece of Colleen Trudeau, moved to Hopewell in July 2015. That was a tumultuous time for Alexis. Her grandfather, whom she adored, passed away. Her grandmother moved from Ontario to PEI. Her single-parent father needed help to care for her. In stepped Hopewell, which provided a permanent home for Alexis. Her Aunt Colleen shares more about the role of family in supporting those with developmental disabilities.

"Her dad — my brother — passed away in November 2020. Because that was during the early part of the pandemic, it was hard for anyone to see him.

"The staff at Hopewell did everything they could to give Alexis time with her dad before he died, so she could have some kind of closure. They arranged for Alexis to wear PPE, including the gown and face shield, to visit him. She kept the PPE on and didn't rip it off because I think she knew this was going to be her time with her dad. Alexis saw him a few times before he died. That was a fabulous thing for her to experience, and her staff made it happen.

"Living at Hopewell has been a blessing for Alexis. Her behaviours have changed, like night and day, and she's much more independent.

"One day, before her dad died, he and I were visiting Alexis. He was used to getting her dressed to go outside. When he was about to put her shoes on, I said, 'Ben, she can do that herself.' And he says, 'Really?' Just like that, Alexis put on her shoes and her coat. He never saw that before.

"I'm really her primary family now, so I'm in the midst of gaining legal guardianship for her. The Hopewell staff have been tremendously helpful in getting the information I need to move along in the process.

"Everyone at Hopewell has done such a fabulous job at progressing Alexis to the next level. They have worked really hard to redirect her behaviour, to teach her how to communicate using pictures. I don't think we as a family could have done that for her. And they keep me in the loop with text messages, emails, video calls and pictures, so I feel like I'm part of what's going on in her world.

"Alexis is about to turn 25 years old, and she continues to learn and grow. That really fills my heart. It really does. I am so, so thankful for Hopewell and what they have done for my family."

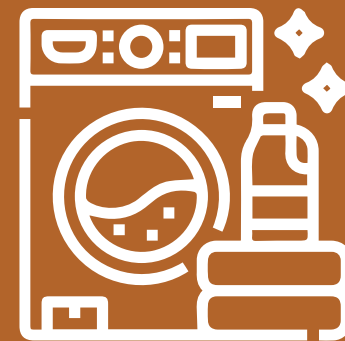
EGG-CELLENT FOOD

Every day of the week, our kitchen staff whip up **healthy meals** and **snacks** for residents. In 2021, that included cracking more than **200 dozen eggs**.



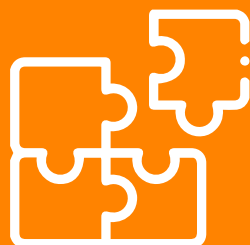
WASH, RINSE, DRY & REPEAT

Laundry can pile up at our residential homes. On average, our staff do a combined total of **630 loads of laundry** every month.



FUN & GAMES

Our residents love to stay active and engaged. In 2021, their top activities and games included: **Snakes & Ladders, Trouble, Guess Who, Puzzles, Arts & Crafts, NBA 2K22 (video game)**.



AGE IS BUT A NUMBER

We care for residents from every background and age range. The oldest resident is **65 years old** and the youngest is **10 years old**.



JUKEBOX MEDLEY

When it comes to musical tastes, our residents are an eclectic bunch. They love **classic rock** from AC/DC and **pop songs** from One Direction.



FOR THE LONG HAUL

Our staff team is a dedicated group of professionals. This year, one of them celebrated **28 years** of working at Hopewell.





"I LIVE BY THIS SAYING: 'WE WORK IN THEIR HOME.' THAT MEANS THE VOICES AND NEEDS OF THE RESIDENTS COME FIRST. OUR TEAM IS THERE TO ASSIST IN DAY-TO-DAY LIFE ACTIVITIES, WHILE GIVING THEM A HOME TO CALL THEIR OWN. HOPEWELL GOES ABOVE AND BEYOND IN DOING THIS FOR OUR RESIDENTS."

**AMANDA BRAGA, SUPPORT STAFF
HOPE HOME**

WHEN THE WORLD TURNED UPSIDE DOWN

Staff at Hope Home rose to the challenges brought by the pandemic

During the early days of the COVID-19 pandemic, Shelley Stumpf helped staff at Hope Home navigate the ever-shifting health protocols in order to keep residents safe.

"One of the biggest challenges was relocating five residents into the lower level of Hope Home, so that each person had their own room in case anyone needed to isolate," says Shelley, a coordinator and 21-year veteran at Hopewell. "We also tried to separate staff and have them work in only one part of the building — either the north side, south side or lower level — so they weren't crossing paths going from one area to another."

Retaining staff became another challenge, as the government adopted guidelines preventing casual staff from working at two different locations to stop the spread of COVID in long-term and residential care homes. "Our casual staff had to make the hard choice of where they were going to work — with us or another home," says Heather Hughes, manager of Hope Home.

Resiliency became the key as staff put the support of residents first. They sent frequent text messages and emails to keep family members updated. They organized video calls and snapped photos so families could 'see' the faces of their loved ones.

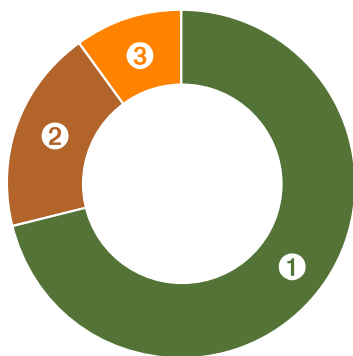
"Our family setting became really important because staff knew the residents weren't able to see their families so we needed to enhance the time we spent with them," adds Heather, "and make every effort to be there for them. Particularly since any off-site outings or activities were not happening, our team needed to adapt quickly."

Pandemic life has shown what kind of people work at Hopewell. As much as they support and care for residents, they also look out for each other. "They have such a love for the people who are here, so staff do what they need to do to get through the day," says Heather. "They were able to stay positive and resilient for the most part and recognize that residents couldn't see their families so we became the 'loved ones' they got to see."

OUR FINANCIAL LANDSCAPE

Even with the challenges faced by the pandemic, Hopewell Children's Homes posted an operating surplus at the end of the fiscal year (March 31, 2022), thanks to one-time COVID-19 government funding. Below are the audited numbers for 2021/2022.

REVENUE	2021-2022		2020-2021	
Provincial Grants	\$5,940,460	65.8%	\$5,088,135	60.3%
Federal Grants	\$15,359	0.2%	\$11,213	0.1%
Other Grants	\$8,663	0.1%	\$12,903	0.2%
User Fees	\$100,850	1.1%	\$195,578	2.3%
One-time Funding - COVID-19	\$2,509,565	27.8%	\$2,874,097	34.1%
Fund Development	\$117,604	1.3%	\$49,214	0.6%
Other Income	\$341,388	3.8%	\$203,864	2.4%
Total	\$9,033,889	100.0%	\$8,435,002	100.0%
EXPENSES				
Salaries and Benefits	\$5,019,862	62.2%	\$4,631,472	61.4%
Building Occupancy, Supplies & Other Program Costs	\$1,339,847	16.6%	\$1,410,499	18.7%
One-time Funding - COVID-19	\$1,526,858	18.9%	\$1,344,465	17.8%
Fund Development	\$74,947	0.9%	\$48,121	0.6%
Other Expenses (incl amort.)	\$107,871	1.3%	\$106,972	1.4%
Total	\$8,069,385	100.0%	\$7,541,529	100.0%
Excess of Revenues over Expenses	\$964,504		\$893,473	



HOW OUR FUNDS ARE SPENT

- 1 **Direct Support** (71.2%)
- 2 **COVID-19** (18.9%)
- 3 **Corporate, Fund Development, Other** (9.9%)

MOVING FORWARD TOGETHER

Isolate. Pivot. Sanitize. Protect. We heard these words throughout the COVID-19 pandemic. Now, we're hearing of the 'new normal.' Coming out of the pandemic, we knew life would be different but had no idea how. We needed to be ready and resilient.

Thanks to the diligence of our staff, we remained COVID-free during the pre-immunization period (the most hazardous part of the outbreak). This did not happen by chance. Our community rallied to put health and safety first. We also worked creatively to provide support to community members in crisis, even though many services were put on hold.

Looking to the 'new normal,' we will forge ahead with our multi-year strategic plan — a roadmap for sustainable growth to meet the needs of people with developmental disabilities. This year, we will focus on 'Human Resources and Staff Retention,' working with partners to attract, recruit and retain staff members to the sector and to Hopewell. As well, we will continue enhancing our 'Service Delivery' with more person-centred support to community members.

Next year, Hopewell will turn 40 years old. Getting to this day has taken the drive, tenacity and can-do spirit of many people who've made Hopewell what it is today. Stay tuned for details on how we will celebrate.

What we accomplished this year is a testament to our dedicated team members who, even with the pandemic, stayed committed to providing high-quality, safe and engaging support to Hopewell's residents. Thank you.

On behalf of Hopewell, we also thank our partners, volunteers and donors who have stood by us this year. We appreciate your deep kindness and generosity.

With gratitude,

Elizabeth Bowden | Chair, Board of Directors

Maria Zegarac | Executive Director

OUR MISSION

Enrich the lives of individuals with a range of physical and developmental abilities to experience a full life.

OUR VISION

A community where all people can reach their full potential in supportive and caring environments.

OUR CORE VALUES

Transparency – We value clear, honest and open communication at all levels of the organization.

Innovation – We value and encourage thoughtful, creative and inspirational ideas that contribute to organizational transformation.

Excellence – We value a never-ending quest for continuous improvement in all aspects of our work.

Person-Centred – We value a person-centred approach to support which enables a person to build and keep control over their life.

Accountability – We value quality, professionalism and responsibility in all our endeavours.

OUR LOCATIONS

We operate eight homes in the Guelph-Wellington region: Hope Home (Ariss), Elmira, Wilton, Stephanie, Montana, Gowdy and our new location on Grange.

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