



Annual Report 2021/22

Nourishing Hope

Nourishing Hope

A note from our Executive Director

As I look back over the last year (April 1, 2021 to March 31, 2022) I believe that Sylvia Gawad (a Hope House Board Member) said it best, “The last couple of years has been a test for all of us, COVID has pushed boundaries, revealed grave systemic injustices, rocked our economy and we are seeing the impact now!” We have continued to see an increase in demand for services. From April 1, 2021 to March 31, 2022 we saw almost 10% more people than the previous year which had seen a 20% increase.

- The tax clinic completed 116 returns in 2019 to 1,000 returns in 2021
- We prepared and distributed 9,523 meals to the community
- We had 1418 visits to our clothing market

At this same time, my relationships have grown with local members of the Indigenous community, I am reminded that Guelph is situated on treaty land that is steeped in rich indigenous history and home to many First Nations, Inuit and Métis people today. I have come to acknowledge the Mississaugas of the Credit First Nation of the Anishinaabek Peoples on whose traditional territory Hope House is situated. Through relationships with members of the local Indigenous community, Hope House staff have been learning about the significance of the Dish with One Spoon Covenant to this land, a peace agreement made between Indigenous nations before the Europeans arrived. It characterizes our collective responsibility to each other and Mother Earth – we should take only what we need, leave enough for others and keep the dish clean.

As I reflect on what 2021 brought us, I can truly say that together we nourished hope. In this year’s annual report, we look forward to sharing some of the many ways that your support has nourished hope for those experiencing poverty.



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

You will learn how you have nourished hope through your support of the:

- Seniors Pandemic Delivery Program that became Seniors Community Produce Markets serving close to 300 vulnerable seniors in partnership with the Guelph Wellington Seniors Association;
- Community meals FOOD Program in partnership with Parkwood Gardens Neighbourhood Support Group that provided about 150 meals per week to food insecure households on the west side of Guelph;
- Food Skill Classes at Hope House designed for the community
- The Better Food Co., a social enterprise project of Hope House, that looks to build a better food system;
- Art Etc. community arts-based program on Saturday afternoons at Hope House; and
- Hope House in purchasing and renovating our building

I may not know what the future holds but I am confident that we will continue to nourish hope together.

Thank you for your support. Thank you for working with us to nourish hope in Guelph.



Jaya James

Executive Director, Hope House Guelph



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 & abroad through immediate relief and ongoing support.

Nourishing Hope by building a better food system



At Hope House, we recognize that experiencing food insecurity can negatively impact many aspects of our lives. That's why we have implemented programming like the Food Market and the North Field Food Farm, which gets healthy, fresh food into the hands of those who need it most. Last year, the North Field Food Farm provided over 14,000 pounds of fresh produce that was distributed across Guelph to people who are experiencing poverty. In the same year, our Food Market distributed over half a million dollars worth of groceries to individuals and families in our community.

But the need keeps growing.

Food is the foundational need that nourishes us and gives us the energy we need to flourish and thrive. It brings people together, and some of our best memories revolve around preparing and sharing a delicious meal with loved ones. And yet, 1 in 7 families are food insecure in our community.

With the ever growing need, Hope House launched a social enterprise, The Better Food Company (www.betterfoods.ca). The Better Food Company is Hope House's response to the growing issue of food insecurity in our community. We prepare and sell meals that are made by local chefs using local ingredients, and 100% of the profits fund Hope House's food programs.

Our goal with this project is to create a self-sustaining system that ensures those who need food, get food. Buying a meal is a small action that has a large impact. By offering people a tangible way to step up and directly combat food insecurity, building a better food system is simple, and possible. Many of us are already buying take out meals, so why not purchase ones that sustain a food system where those experiencing poverty can also get the food they need, want, and deserve?

573

Better Food Co meals were distributed for free through our food market and 1,557 sold to the community with proceeds supporting food programming at Hope House

Or you can volunteer your time and help plant, grow, or cook the meals we create and distribute. These actions help support a better food system that puts good food directly into the hands of those who need it the most.

The bottom line is: we have everything we need to look after our community. The Better Food Company is Hope House's way of showing our community of Guelph that we have the ability - and the responsibility - to nourish hope by building a better food system. All it takes is a belief that building a better food system is possible, and it's actually much more simple than you think.

If you would like to purchase a meal or volunteer with Better Food Co visit www.betterfoods.ca.

Staff Callout: Kay Miller

After years working in the restaurant industry, Chef Kay wanted to use her skills and talents to contribute to a more inclusive food system. She aimed to break down the many barriers that make it difficult for people to access and enjoy delicious, healthy food.

As the Hope House Community Chef, Kay uses her restaurant experience and strong facilitation skills to bring people together to cook and share good food. With her leadership, issues of food insecurity are addressed through the development and delivery of food programming like the Better Food Company.

"Food centered programs like the Better Food Co. have acted as a very practical and applicable way for everyone to help build a better food system. Through the use of known restaurants and talented chefs in our community, this program helps make food... production... approachable to even the most novice of cooks. Our community can see and understand every aspect of the production of our meals, and by understanding we are in a better position to mold a food system geared towards our community's needs."

In Kay's role as Community Chef, she has seen a significant interest from individuals who want to learn more and understand their food better - from where it comes from and what's being put into it, to how to cook it - which is an integral part of the process of regaining independence and confidence over an individual's own nutrition.



14,000 pounds grown at
North Field Food Farm and
distributed for free

9,523 meals
distributed (Takeaway Breakfast and Food
Program Parkwood Gardens)

Nourishing Hope

by assisting community members

Tax Clinic

The Hope House Tax Clinic has been running for over five years, but since COVID-19, demand for the program has skyrocketed. In 2021, 1,000 returns were completed compared to 116 returns in 2019.

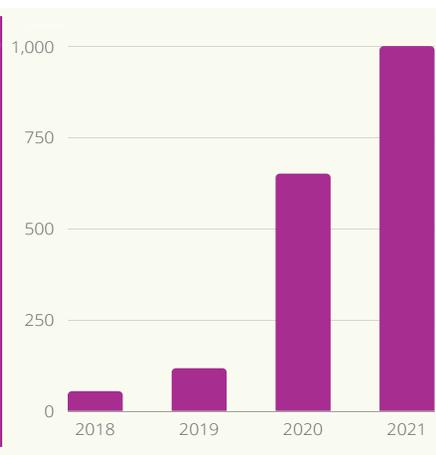
When COVID-19 first began, Hope House was one of the only free community tax clinics that remained open by shifting to a hybrid model which allowed clients to access the clinic both in-person and remotely. As a result, the program grew exponentially, thanks entirely to the dedication from our Tax Clinic volunteers.

With increased accessibility, the remote clinic allowed individuals who hadn't been able to in the past the opportunity to file their taxes. In prior years, many were unable to access the in-person clinic due to a variety of challenges including limited mobility, scheduling conflicts, and other physical limitations. Currently, the Tax Clinic has clients from Guelph, Kitchener, Fergus, and Cambridge. The Tax Clinic operates February to May, and September to November.

Tax returns over the years

Hope House offers a free tax clinic through the Community Volunteer Income Tax Program (CVITP) under the Canada Revenue Agency.

- 53 prepared in 2018
- 116 prepared in 2019
- 650 prepared in 2020
- 1,000 prepared in 2021



As demand for the Tax Clinic continues to grow, so does the need for skilled volunteers who have some tax experience. One of the overall objectives of this clinic is to help people improve their financial situation. The majority of the work is to simply complete the tax return for the current year, so the person can continue to receive government benefits (GST, Child Benefit, Ontario Trillium, Ontario Climate Incentive), and also to get and keep housing. However many cases can involve quite a bit more - volunteers can do as much or as little as they want.

1,000 tax returns prepared in 2021

Would you like to join this incredible team of volunteers?



Scan to learn more about CVIPT Program:

This program is in great need of more tax volunteers to help prepare both simple and more complex returns. If you're not a numbers person but still want to help, the program also needs administrative help. As use of the program has mushroomed, so has the need to organize tax requests through their various stages and to communicate with clients throughout the process either in-person, through email, or by phone. The Hope House Tax Clinic is a registered organization with the Community Volunteer Income Tax Program (CVIPT).

Please call Sue at 226-820-9968 or email taxes@hopehouseguelph.ca to learn more about volunteering for the tax clinic. Thank you to our wonderful volunteers for continuously providing this vital service to the community, even as demand increases. We can't wait to have some new volunteers join our team so we can provide this service to as many people as possible.



Volunteer Callout: Sue Morris

Sue Morris is our resident Tax Clinic Volunteer Coordinator. She started the program at Hope House, and she's seen it take shape and expand remarkably over the past few years.

Why does Sue volunteer her time to the Tax Clinic?
Because it's challenging and rewarding, and the client's appreciation keeps her going.

"I've been lucky in my life. I've had all the good stuff. I'm retired now and I want to give back to those who haven't been as lucky as me." - Sue Morris.

The burden of having unfiled taxes can be overwhelming - but with Sue's and the other volunteer's help, that heavy weight is lifted and the clients are always so thankful for the help.

Butternut Squash Mac & Cheese

4 portions

Elbow Pasta 2 C

Salt [to taste]

Milk 2.6 C

Honey Mustard $\frac{2}{3}$ TBSP

Louisiana Sauce $\frac{1}{2}$ TBSP

Onion Powder 1.3 TBSP

Butter 2 TBSP

Flour 1-2 TBSP

Cream 1.3 C

Butternut Squash 1.2 C

Cheddar Cheese 1 C

Green Onion 4 pieces

Instructions:

1. Roast butternut squash, mash set aside
2. Heat large pot $\frac{3}{4}$ full salted water
3. In a separate pot (take pan off burner) combine melted butter and flour to make roux
4. Add squash, and cream (return to burner)
5. Add louisiana sauce, mustard, spices
6. Add milk to desired thickness, cook for 30-40 min
7. Boil Pasta (for meal prep) cool with running water, toss with oil.
8. Cool sauce completely then add to pasta & garnish
9. Consume later or freeze.

Yield 4 x 1 C portions

Reheated foods are best eaten within 4 days with proper refrigeration.



Food Skill Classes started in 2021. Butternut Squash Mac & Cheese was one of our favourite dishes taught. Enjoy this recipe and consider joining a future class. www.hopehouseguelph.ca

Nourishing Hope by delivering to older adults

Seniors' Community Food Markets with Molly Roberts

While we've all experienced the effects of COVID-19 since 2020, few communities were as negatively impacted as our senior population. The pandemic's influence on older adults not only included an increased risk of catching the virus, but also a higher degree of social isolation, economic struggle, and difficulty accessing health care.

In response to the added barriers that seniors faced, Hope House and the Guelph Wellington Seniors Association developed The Senior Pandemic Delivery Program, which delivered food, produce, and hygiene items to hundreds of older adults every week for an entire year.

As restrictions lifted, the program shifted to monthly in-person seniors markets in different low income buildings across Guelph.

We are excited to announce that on July 1st, Hope House will exclusively run the Seniors Community Food Markets with the help of our new Registered Dietitian - Molly Roberts!

Every month, across seven different social housing buildings in Guelph, these pop-up markets will continue to provide low income seniors the opportunity to pick the healthy, fresh food that they enjoy along with other necessities, for free. The markets also provide the important opportunity to socialize and connect with other seniors, talk to Molly about nutrition, and learn more about their dietary needs.

While we slowly but surely return to a new normal, we can't forget what the pandemic taught us. The Senior Community Food Markets effectively address the shortcomings that COVID-19 exposed in the way that we care for older adults in our community. Our senior population cannot be left behind or forgotten. The Markets will continue to ensure that older adults in our community are included and have access to essential food and hygiene items that will promote health and nourishment.

288 Seniors served through 8 monthly produce markets in their buildings

This program's success is due to the collaboration and efforts from so many good community partners like: The Seed, The Guelph Food Bank, County of Wellington Housing, VON, and Guelph Independent Living.

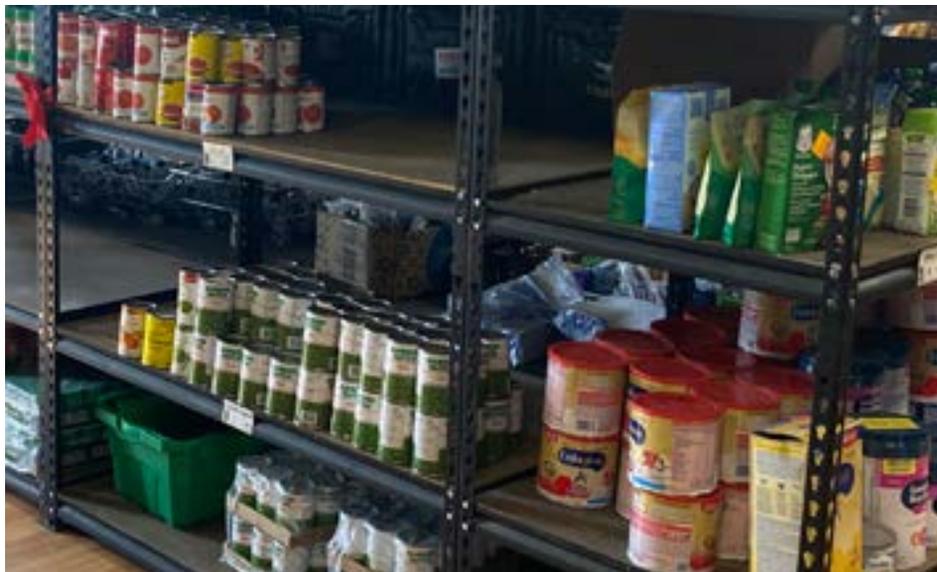
Volunteer Callout: Guelph Wellington Seniors Association

The Senior's Produce Markets will continue to nourish older adults in our community thanks to the program's strong foundation developed by the The Guelph Wellington Seniors Association.

Throughout the pandemic, The Guelph Wellington Seniors Association ensured that hundreds of low-income older adults had access to food and other necessities by distributing fresh produce, pantry, and hygiene items through the Seniors Markets and deliveries.

They also created a meaningful point of social contact, helping seniors stay safe, active, and connected to their community amidst the pandemic. In addition, the Markets provided age-specific education, and even created meaningful volunteer opportunities for community members.

As Hope House takes over leadership of this project, we will continue to nourish older adults thanks to the strong foundation they built. Thank you so much to the Guelph Wellington Seniors Association!



21,825 produce items distributed

Hope House Programs

Art Etc. – Art Etc. is a drop-in program for all ages that meets every Saturday from 2pm-4pm. A variety of art supplies are provided at no cost, including: canvases, paint, brushes, clay, paper, beads, pencil crayons, coloring books, and more. Artists can bring in their own supplies as well.

Better Food Co. – As part of Hope House's commitment to addressing food insecurity in Guelph, Hope House created The Better Food Co, a social enterprise where 100% of proceeds support our community food work. Our goal with The Better Food Co is to sell healthy, prepackaged 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 warm place where everyone in our community can enjoy a warm beverage and build healthy relationships with others.

Chiropractic - Thanks to a partnership with Dr. Claire Jeffery, Chiropractor, we are proud to announce that registered Hope House community members can sign up for free Chiropractic appointments.

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.

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

Community Breakfast – Through the support of volunteers, we offer a take-away breakfast four days per week for community members. This light, nutritious meal helps to get a good start on the day.

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.

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



Food Market – A welcoming, choice-based pantry open to both working and non-working individuals and other families who need a helping hand.

Guelph Community Backpack Project

– Partnering with the Guelph Neighbourhood Support Coalition & The Salvation Army, Hope House coordinates the collection, packing and distribution of 1,600 backpacks and necessary school supplies for children and youth throughout the city.

Hope in Motion – We bring large quantities of food and daily necessities into Hope House for our community members. 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.

Hope for the Holidays – We run an affordable holiday gift market.

Hope Smiles – Community members who participate in Ease into Work or volunteers in need are eligible to receive up to \$1,000 in free dental care each year.

Hope Stylin' – A minimum cost hair salon operated by a volunteer salon professional helping everyone to look their best.

Horticultural Therapy - Hope House community members are able to participate in horticultural therapy. A registered horticultural therapist leads educational kitchen workshops that use local organic vegetables grown at our North Field Food Farm.

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

Seniors' Community Food Markets – A weekly “farmers-market” style market at six to eight subsidized housing locations across Guelph, totaling 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 and referrals.

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 Clinic – 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.



Fundraising Events



Christmas Joy Home Tour - November 18th & 19th, 2022

The Christmas Joy Home Tour is a self-guided tour of some of the most unique and beautiful homes in the Guelph area, that have been professionally decorated for the season. Visit www.christmasjoy.ca to learn more and purchase tickets.



Coldest Night of the Year - February 25th, 2023

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

www.cnoy.org/location/guelph



Hope in the Street - September 15th, 2023

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

www.hopeinthestreet.ca

Financials Statements

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

For our audited financial statements, please visit our website at www.hopehouseguelph.ca.



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

Marian Boyd, Vice Chair

Dustin Cleghorn, Treasurer

Liz O'Donnell, Secretary

Sylvia Gawad, Director

Jeff Groenewald, Director

Paul Mahony, Director

Kim Robinson, Director

Vincent Rogers, Director

Frank Valeriotte, Director

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You can make lasting change in your community

Impact Highlights

Covering April 1, 2021 to March 31, 2022

\$515,168 groceries and meals distributed

3,710 individuals accessed Hope House services

308 new households registered, representing 714 individuals including 267 kids to access food, clothing and ongoing support services at Hope House

To donate, email: give@hopehouseguelph.ca

To volunteer, email: volunteers@hopehouseguelph.ca



[@hopehouseguelph](https://www.instagram.com/hopehouseguelph)



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