



2020 - 2021 ANNUAL REPORT



A MESSAGE FROM OUR EXECUTIVE DIRECTOR

Once again, the theme for this year has been change and resiliency. In March of 2020, a global pandemic gripped the world and continues to be going strong as today we sit in yet another lock down. As a nation and community, we have had to navigate through uncharted waters which for many of us meant not being close to people we love and not doing things that bring us every day joy. As an agency, we have had to traverse this unknown landscape while keeping steadfast in our supports to those that are most vulnerable. Keeping COVID-19 out of our homes and workplace has stretched our agency resources and depleted our energies at times. And yet, Hopewell has likely never been stronger.

In my tenure as the Executive Director for Hopewell, I have seen the organization grow and flourish. Together we have achieved impressive outcomes and have become an agency that is seen as a leader within the sector.

In the past four years, we have built the necessary infrastructure and brought in the expertise needed to be able to weather any storm.

Navigating the COVID-19 Pandemic has been an overarching theme this past year.

Our tremendous staffing teams are on the frontline of COVID-19 each and every day when they show up to care for our supported individuals. Our staff members have been nothing short of amazing and have been instrumental in keeping our homes and workplace COVID-19 free. We are seeing the light at the end of this tunnel with vaccines and now Rapid Antigen Testing, and we will continue to ensure precautions are being taken to protect our clients and our staff members.

I am very optimistic that with our strong, focused, and skilled Board of Directors and committed and capable staff team, we are well-positioned to continue providing high-quality and accountable supports to those we are so privileged to serve.

Thank you for allowing me to be part of Hopewell for the past four years – it has been nothing short of an honour to be part of such a wonderful organization.

Kim Rodrigues

Our People



IT'S A TEAM EFFORT

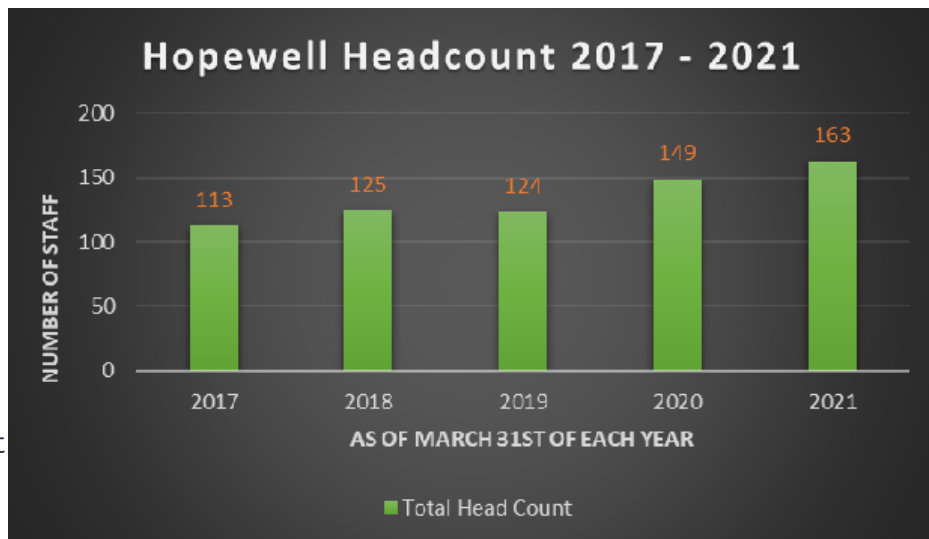
Our staff are the key to the wonderful care provided at Hopewell. We endeavour to provide a workplace that is caring, responsive, encouraging, supportive and open.

Our culture is one of respect, appreciation and diversity.



WE CARE ABOUT WHAT WE DO!

163 employees provide direct care and assistance to supported individuals as well as administrative, HR and financial support to the Agency.



45%

Our growth rate in employee headcount since 2017

7 LOCATIONS

Support services are provided in our residential homes and day program sites as well as in our local communities

100%

Committed to enriching the lives of individuals with a range of physical and developmental abilities to experience a full life



2020-2021 HR INITIATIVES AT A GLANCE

Hopewell is committed to maintaining inclusive, diverse and equitable work environments. Our Inclusion, Diversity & Equity Committee and multicultural initiatives were launched in 2020.



The health and safety of our residents and employees is of the utmost importance to us.

We are proud to report that our Infection Prevention and Control protocols and practices have resulted in zero incidents of Covid-19 within our residential homes and workplaces throughout the pandemic.

- Hopewell was able to successfully re-deploy all staff to other sites through methods of attrition and re-organization resulting in zero job loss or layoffs due to program shutdowns as a result of COVID-19.
- HR Strategic Plan developed to align with Organizational Strategic Objectives
- Investment in employee training and development
- Increased partnerships with local colleges, universities and employment support organizations supported recruitment and student placements.



2020 - 2021 Financial Impacts



New 7+ Bedroom
Respite Home!
360 Grange Road

Purchase of
Additional Personal
Protective
Equipment



Pandemic Pay and
Temporary
Wage Enhancements
with Additional Essential
Employee Top Up's

New Van Purchases
that are outfitted
to be accessible





OPERATIONAL UPDATES

Overnight Support
Day Supports
PlaySense
Community Support
Camps/Social Groups

ENHANCED RESPITE PROGRAM

New Home Purchase
and Home Re-
organization enabled
Hopewell to increase
residential occupancy
(4+ Individuals)

RESIDENTIAL EXPANSION

- Senior Behaviour Therapist
- Behaviour Therapist
- Comprehensive Behaviour Support Plans

ENHANCED BEHAVIORAL SUPPORTS

NEW DEPARTMENTS

INFORMATION TECHNOLOGY DEPARTMENT

- Internal Systems Manager was hired
- Software and technology platforms have been upgraded

HUMAN RESOURCES DEPARTMENT

HR Team developed and consists of an HR Manager, Administrator & an Assistant

FUNDRAISING DEPARTMENT

- Fundraising Development Officer was hired
- Donations have increased by 9% since last year





THANK
YOU

DEDICATED STAFF

TRANSFORMATIONAL LEADERSHIP TEAM

SUPPORTIVE VOLUNTARY BOARD OF DIRECTORS

COLLABORATIVE COMMUNITY PARTNERS

**GENEROUS AND FLEXIBLE
MINISTRY (MCCSS)**