



# The Heart of Hopewell

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Issue No. 12 | May 2022

## *Living our Mission*

**Living our mission of enriching the lives of individuals with a range of physical and developmental abilities to experience a full life everyday.**

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### **Mission**

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

### **Vision**

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

### **Values**

**Transparency:** Clear, focused, and open communication

**Innovation:** Ongoing learning and organizational transformation

**Excellence:** A never-ending quest for continuous improvement in all aspects of our work

**Person Centred:** Partnering with individuals and families in a caring manner

**Accountability:** Quality, professionalism, and responsibility in all our endeavors

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## Welcome

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Welcome to The Heart of Hopewell, a resource keeping Hopewell staff updated with what is happening in and around all our locations. We want to share our triumphs, successes, and important information with you in a fun and accessible way!



"What the new year brings to you will depend a great deal on what you bring to the new year." -Vern McLellan

The Heart of Hopewell will be published quarterly and is your newsletter, so if you have something you want to see or share, let us know! Connect with Melissa for updates and submissions at [mbevcar@hopewellchildrenshomes.ca](mailto:mbevcar@hopewellchildrenshomes.ca)

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# A WORD FROM OUR EXECUTIVE DIRECTOR

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By Maria Zegarac



Greetings everyone!

Mother Nature seems to have finally decided that it's time for Spring. This is my favourite time of year as it's a time of newness and renewal. The pictures above showcase a few of the spring flowers that grace my gardens – hyacinths, daffodils and tulips. I am always amazed at how quickly the spring flowers pop up and I am looking forward to enjoying a few cuttings from our neighbour's lilac bushes over the next month.

Spring marks the end of the cold winter and is the transitional period to a hot summer. At Hopewell, we're transitioning as well. Transitioning out of a difficult year and into one that, hopefully, will allow a reprieve and a refocus for all of us. We know that this past fiscal year was particularly difficult as government lockdowns and other restrictions prevented us from doing all that we wanted to for our community; we know how crucial supports are to the families in our circle and we were saddened by the factors outside of our control that prevented us from offering some of our respite supports. As an organization, we had to find creative ways to provide these supports in different ways. And we did!

But this fiscal year is a year of transition and growth. Transition, because now, we're able to focus attention away from Covid-19 (hopefully!) and back to business as usual. Both respite programs are gearing back up and we've applied

for our children's license for respite services. Also, recruitment efforts are improving which is a great sign. Win-win! Dare I say that we're now transitioning back to a more 'normal' delivery of our full gamut of support services?

And then there's growth! By the summer, our fully renovated Grange location will be home to a few of the individuals we're currently supporting with potential for more housemates in the future. This new location will allow us as an agency to welcome more individuals to Hopewell and increase the services we provide to the community. Also, we will be launching our new menu of supports for respite services which will allow families to choose the respite supports that best meet their needs. And finally, later in the year, we'll be introducing a new service model that will provide critical services to families of children and youth on the autism spectrum.

All of this, in line with our strategic plan, operating plan and annual budget doesn't just happen but is a concerted effort across our organization. Quoting Paul J. Meyer, 'Productivity is never an accident. It is always the result of a commitment to excellence, intelligent planning, and focused effort.' This year will be an exciting one as we continue with the growth trajectory of our founders, John and Joanne Oosterhuis.

Over the next month, I will be completing this round of my work time in our homes which I am thoroughly enjoying. I thank all our staff for their kindness and patience as they train me in my duties to help in the support of individuals living at Hopewell. I always leave with a sense of both pride and amazement for how we truly impact the lives of the individuals we support.

Wishing our Hopewell team a happy and enjoyable Spring season.

With appreciation,

*Maria*

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# Program Updates

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SRV is a powerful set of ideas useful in addressing the marginalization of people in society by supporting them to have access to the same good things in life enjoyed by typical people.

A basic tenet of role-valORIZING efforts is the notion that the good things any society has to offer are more easily accessible to people who have valued social roles.

At Hopewell we continue to expand our services and provide resources which increase each individual's ability to obtain a sense of value, pride and respect within their community.

For example, a resident recently expressed his desire to become a dog walker. He was connected with Abby, a husky mix, they hit it off immediately. Abby now enjoys a 45 minute walk weekly and our resident is seeking more clients.

Being a dog walker can be seen as a valued role because walking a dog is a duty many community members engage in on a regular basis.



Providing person centered support is one of Hopewell's values and an overarching model that staff follow in their role of providing support to individuals living at Hopewell. Individualized care is so intertwined in our practice that it is just what we do. This month's mission moment highlights a few examples of how we've implemented person centered support for one of Hopewell's residents.



During warmer days, you can find this sports fanatic on the basketball court. Many staff have challenged him to a game of hoops, and all have been impressed by his talent on the court. Because of his skill, this individual has become somewhat of a legend at Hopewell.

This individual flourishes with structure and predictability; and although he loves Christmas and thinks of Santa as a bit of a celebrity, this last holiday was causing some anxiety. To help, Mr. Shoemaker, a staff member's father, dressed up as Santa and made a special visit. Not only did he spend some time with Santa, but he also received a certificate confirming he had a guaranteed place on the nice list.



This individual has developed a special bond with many of the male staff who support him. So much so, that Avery a support worker originally from Bahamas and not a fan of the colder weather is often found outside making snow forts, snowmen or simply having a playful snowball "fight."

All of these examples demonstrate our mission in action as we work to enrich the lives of individuals so that they can have a full life.

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# Program Updates

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Sensory stimulation supports language development, cognitive growth, fine and gross motor skills, and social interaction. Nature can often be your best friend when it comes to sensory stimulation!

One resident loves marine life, she has two special whales that provide her with support and comfort. Recently this resident travelled to Ripley's Aquarium in Toronto where she was surrounded by beautiful displays of aquatic life. It was obvious, watching the fish in their beautiful habitat was a wonderful sensory activity. Staff are now looking into purchasing a BETA fish for this resident to call her own.



Our heritage provides clues to our past and helps us examine our history and traditions and enables us to develop an awareness about ourselves. At Hopewell, we value a person-centred approach to support which enables a person to build and maintain control over their life.



It is important that everyone have the opportunity to research and observe their heritage. One resident is committed to exploring his Jewish heritage. He set a personal goal of attending a Jewish restaurant to enjoy an authentic Jewish meal. On a recent trip to Toronto, he had the opportunity to visit a Jewish restaurant, enjoy wonderful food, and meet with the restaurant owner. It was a great day in the city; great food, good company and a wonderful experience.

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# Program Updates

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The secret to our success is the wonderful staff at Hopewell. Our staff are committed to living our mission, connecting with individuals and ensuring they live their best life.

Although fans of opposing teams, Heather and a Montana resident often connected over hockey. Due to Covid, the two did not have an opportunity to watch their teams in regular NHL season games. When Heather moved on to support Hope Home, they agreed to meet once games resumed to watch their teams face off. On October 23rd the Montana TV was set to Hockey Night in Canada as the Penguins beat the Maple Leafs 7 to 1. Although his team was not victorious, our resident enjoyed the evening, and the chance to connect with another hockey fanatic.



Hopewell's person-centred approach ensures that our services are modified as the needs of our residents change.

AR came to Hopewell in January of 2014. On her recent 18th birthday, both family and staff agreed that AR was ready for a change and considered a move to a different location. For AR, this move would allow increased independence, and create more opportunities for AR as well as expand her friend circle. The anticipation was palpable as AC, KP and AY began to help with preparations to welcome AR to her new home. AY and AR, friends from school, eagerly anticipated becoming housemates. The move has exceeded all expectations. AR is enjoying having her own room and she has learned how to navigate stairs independently.

Together the friends of this location will experience life together through the daily activities that are required as a member of a household and will enjoy each other's company at various community programs. The team at Hopewell have no doubt that together, these friends will challenge each other to reach individual goals while providing a supportive and caring environment.



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# Meet the Montana Leadership Team

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In each issue we will highlight the staff at one program. This month features Hopewell's Montana team.



**Name:** Jessica Johnston  
**Job Title:** Residential Manager  
**Cell:** 519-993-0335 **Office:** 519-836-9641  
**Email:** jjohnston@hopewellchildrenshomes.ca  
**Fun Fact About Me:** I have twin siblings that are 5 years older than me. Growing up I was taller than my older sister and everyone assumed I was the older one and a twin.



**Name:** Emily Shoemaker  
**Job Title:** Coordinator  
**Cell:** 519-820-3645  
**Email:** eshoemakerl@hopewellchildrenshomes.ca  
**Fun Fact About Me:** I have 2 rabbits. They are identical and are hard to tell apart. One is named Pip and the other is Remi.



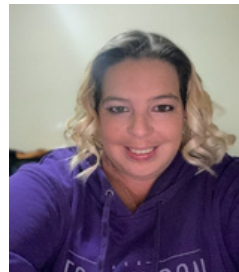
**Name:** Sam Haid  
**Job Title:** Behavioural Support Worker  
**Fun Fact:** I love to bake; Emily S says I am good at it too!



**Name:** Rory Lee Bos  
**Job title:** Behaviour Support Worker  
**Fun Fact:** I am also a Child & Family Therapist!



**Name:** Steve Henri  
**Job Title:** Overnight Awake Support Worker  
**Fun Fact:** I love to detail dirty cars and I can imitate Kermit the Frog.



**Name:** Amanda Drummie  
**Job Title:** Overnight Awake  
**Fun Fact:** I love going to Toronto Blue Jays games and Bingo

## Additional Team Members:

Angela Tarrant Kennedy, Elizabeth Dewar, Avery Moxey, Muhummad Khalid, Cayden Genik, Danielle Russell and our newest member Danielle Wilson

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# Culture and Connection

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Since 2005, **May 17th** has been dedicated to the International Day Against Homophobia, Transphobia and Biphobia.

IDAHOBTB is celebrated in over 130 countries, uniting millions of people in support of the recognition of human rights for all, irrespective of sexual orientation or gender identity or expression.

The International Day Against Homophobia, Transphobia and Biphobia is not one centralised campaign; rather it is a moment that everyone can take advantage of to take action.



In 1845, during the reign of Queen Victoria, **May 24th**, the queen's birthday, was declared a holiday in Canada. After Victoria's death in 1901, an act of the Canadian Parliament established Victoria Day as a legal holiday.



**On June 21st**, we commemorate National Indigenous Peoples Day to recognize the history, heritage and diversity of First Nations, Inuit and Métis peoples in Canada.



**June 27th** is Canadian Multiculturalism Day! Discover the various cultures that bring Canadian society to life by participating in the virtual activities happening across the country! Learn more about the importance of multiculturalism in Canada





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# Upcoming Events

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Our first ever online auction is fast approaching! Coming up this June 11th -18th we will have a wide variety of items up for bidding that is sure to suit everyone's fancy, so get your fingertips ready. Be sure to share it far and wide with your friends and family and help us set off a successful first year. If you have any new or unused items to donate, now is the time. We look forward to seeing you in some bidding wars!

This year's Bring Your Own Plant day will take place Saturday, June 4th at 5651 Wellington Road 86 in Ariss. This is an opportunity to help prepare the flowerbeds for spring while meeting residents, staff and board members. Bring your green thumb, some gardening tools, and a plant; we will supply a light lunch. If interested, please RSVP with Maria Zegarac at [mzegarac@hopewellchildrenshomes.ca](mailto:mzegarac@hopewellchildrenshomes.ca)



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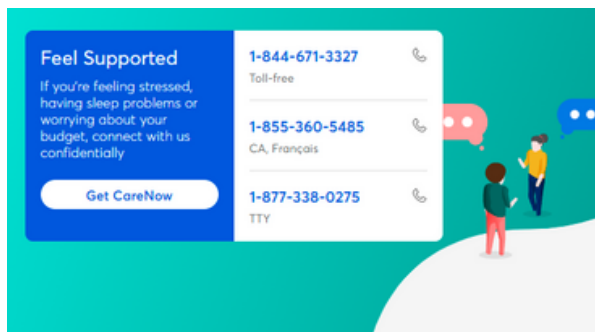
# Employee Perks

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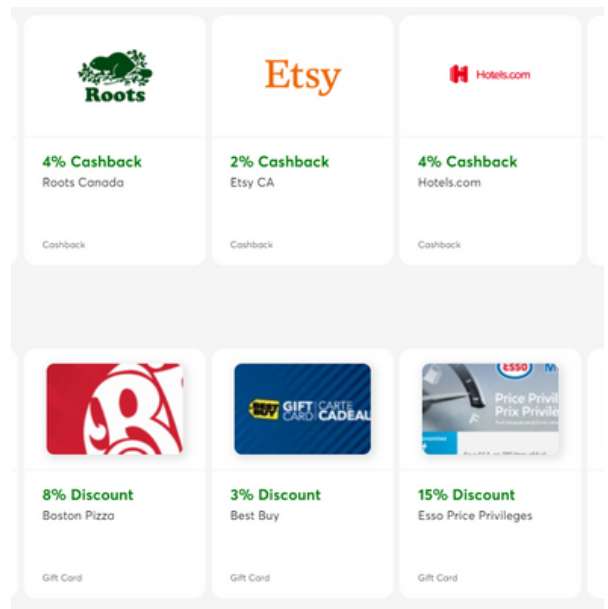
As restrictions relax, you may find yourself facing unexpected changes. Your daily life may not exactly resemble what it was prior to lockdowns and physical distancing. It is okay to experience anxieties about the virus or beginning to socialize again. Luckily LifeWorks has a library of articles to help as we navigate our new "normal."

Hopewell staff have been provided unlimited access to LifeWorks, a Total Wellbeing Solution designed to help you improve your mental and physical health. If you have not received access to your account please reach out to L. Poole at [lpool@hopewellchildrenshomes.ca](mailto:lpool@hopewellchildrenshomes.ca) for access.



## What LifeWorks offers:

- 24/7 counselling and online wellbeing resources.
- Wellness tools and personalized recommendations, such as assessments, digital clinical programs, and challenges to help you reach your health and fitness goals and keep you on track.
- A social newsfeed to boost your organization's culture and celebrate one another's great work!
- Perks to help you save money on daily essentials and key life events.
- 24/7 access to trusted, expert-led online audio, video, and article content on a variety of vital topics. Simply click the "Life" tab to visit the Support & Resources page if you're on a desktop, or the "Life" icon at the bottom of the screen in the mobile app.
- Monthly perks and discounts from all your favourite brands.



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# Hopewell Heroes

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The Hopewell team contributes to our residents' support each and every day, and we are so proud to have a team that is eager to make a lasting difference in our community.

For Hopewell staff members who want to become a Hopewell Hero, you now have the ability to make donations directly through payroll deduction. Just think – if each of our employees gave \$2 a month, that's \$3,264 a year!

When we work together as a team, the possibilities for our residents are endless! For more information, please contact Lesley Zeidler at [lzeidler@hopewellchildrenshomes.ca](mailto:lzeidler@hopewellchildrenshomes.ca)



## BECOME A HOPEWELL HERO TODAY

*and help us  
create lasting,  
sustainable  
change.*



Hopewell always welcomes community support. If you are interested in volunteering, donating or providing additional support, please reach out to Melissa at [mbevcar@hopewellchildrenshomes.ca](mailto:mbevcar@hopewellchildrenshomes.ca) for more information.

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# We are Hiring

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Our staffing team is the key to the wonderful care provided at Hopewell. We endeavor to provide a workplace that is caring, responsive, encouraging, supportive, and open. Our culture is one of respect, appreciation and diversity.

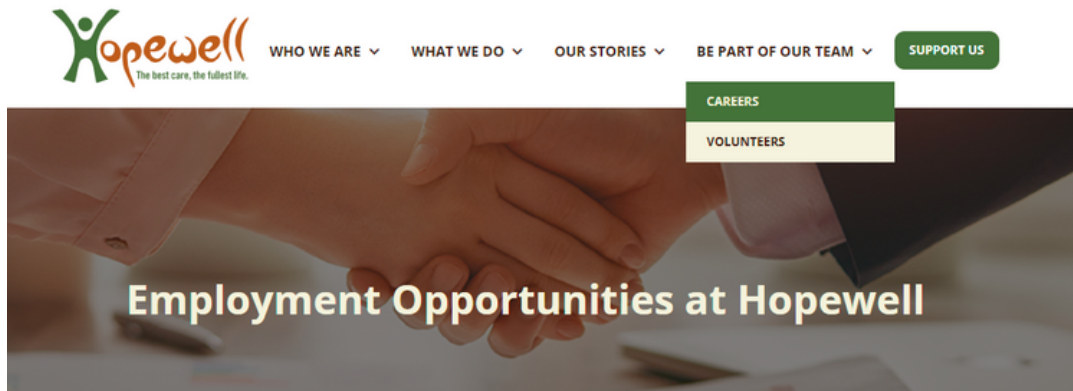
## *Our current availabilities are:*

**Nurses**

**Behaviour Support Workers**

**Overnight Awake Direct Support Workers**

**Coordinator of Operations and Quality Assurance**



For more information contact our HR Assistant [splaum@hopewellchildrenshomes.ca](mailto:splaum@hopewellchildrenshomes.ca)  
or visit our website at [www.hopewellchildrenshomes.com](http://www.hopewellchildrenshomes.com)

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# Mental Health Awareness

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## What is mental health?

Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act as we cope with life. It also helps determine how we handle stress, relate to others, and make choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood and aging.

## Why is mental health important?

Mental health is important because it can help you to:

- Cope with the stresses of life
- Be physically healthy
- Have good relationships
- Make meaningful contributions to your community
- Work productively
- Realize your full potential

Your mental health is also important because it can affect your physical health. For example, mental disorders can raise your risk for physical health problems such as stroke, type 2 diabetes, and heart disease.

## What can affect my mental health?

There are many different factors that can affect your mental health, including:

- Biological factors, such as genes or brain chemistry
- Life experiences, such as trauma or abuse
- Family history of mental health problems
- Your lifestyle, such as diet, physical activity, and substance use
- You can also affect your mental health by taking steps to improve it, such as doing meditation, using relaxation techniques, and practicing gratitude.



### Compass Community Services

is providing free, same day, mental health support to Front Line Workers. If you need assistance call 519-824-2431 Ext 12.

Same day appointments are available on Monday's, Wednesdays and Thursdays. Counselors are well versed in supporting front line workers during COVID.

## What are the signs to look for?

When it comes to your emotions, it can be hard to know what is normal and what is not. There are warning signs that you may have a mental health problem, including:

- A change in your eating or sleeping habits
- Withdrawing from the people and activities you enjoy
- Having low or no energy
- Feeling numb or like nothing matters
- Having unexplained aches and pains
- Feeling helpless or hopeless
- Smoking, drinking, or using drugs more than usual
- Feeling unusually confused, forgetful, angry, upset, worried, or scared
- Having severe mood swings that cause problems in your relationships
- Having thoughts and memories that you can't get out of your head
- Hearing voices or believing things that are not true
- Thinking of harming yourself or others
- Not being able to perform daily tasks like taking care of your kids or getting to work or school

### TAKING CARE OF YOUR MENTAL HEALTH & WELL-BEING



TORONTO.CA/COVID19

Toronto Public Health

What should I do if I think I have a mental health problem?

If you think that you may have a mental health problem, get help. If you don't know where to start, contact your primary care provider.

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# Standing Ovations

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March

Nicole Reid  
Elizabeth Coulas  
Lauren Thompson  
Jessica Johnston  
Emily Shoemaker  
Cayden Genik  
Louise Poole  
Elena Voznyuk  
Lauren Thompson  
Sam Haid  
Laken Air

March's winner was **Sam Haid!**

April

Jennifer Leis  
Connie Hammer  
Avery Moxey  
Elizabeth Dewar  
Heather Hughes  
Ireti Adu  
Jenn Leies  
Jennifer Cruz  
Kelsea Williams  
Laken Air  
Lauren Thompson  
Lesley Zeidler  
Stacey Pitts  
Lucas Betts  
Megan Wayne  
Mylene Manual

Congratulations **Mylene Manual** on  
being April's winner!

## 2021 STANDING OVATION RECAP

**Total Nominations: 372**

**Most submissions by  
a single employee:  
Jackie Sproul with 46  
submissions**

**MOST NOMINATED EMPLOYEE:  
Emily Shoemaker with 14  
nominations**

Congratulations





## Safety Message

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It is summertime again!

As we approach the heat of the season, it is important to remember some summer safety tips. We want everyone to enjoy a happy and safe summer. This means taking care of ourselves and the individuals we support.

Please read the safety tips below and have a great summer!

### Heat Safety

- Always stay hydrated
- Drink plenty of water.
- Ensure we are offering water to supported individuals.
- Avoid caffeinated and sugary drinks.

### Keep Cool

- Stay in the shade as much as possible.
- Ensure that homes are kept at a comfortable temperature by using the air conditioning or fans.
- Never leave a supported person in a car unattended as temperatures can quickly reach dangerous levels. It only takes 2 minutes for a car to reach a heat that could be fatal on very hot days.
- Wear appropriate and professional attire to work. Proper footwear should be worn (closed toed and non-slip).

### Food Poisoning

- Do not eat food that has been left out of the refrigerator for more than one hour when the temperature is above 25C/77F.

### Sun Safety

- Limit Sun Exposure
- Minimize your time in the sun between 11 a.m. and 4 p.m.
- Cover up to avoid UV exposure – ensure individuals are wearing proper clothing to protect them from the sun.
- ensure that you are protecting your heads and your eyes from the sun. Ensure we are doing the same for all of our supported individuals. Try to avoid staying in direct sunlight for long periods of time and avoid peak UV times.
- Sunscreen of at least SPF 30 reapplied every 2 hours (for yourself and supported individuals)
- Treat sun burns immediately and continuously as it heals.

### Outdoor Safety

#### Burns

- Always use caution when using BBQ's or flammable liquids.
- Treat burns immediately to prevent long term damage.

#### Bugs

- A reminder that ticks are often found in long grass, wooded areas, and on the edge of trails.
- To avoid bug bites wearing light coloured clothing is recommended.
- Bug spray can be a useful repellent of mosquitoes. Please use bug spray as directed for safe use.

We hope everyone has a safe and healthy rest of the summer!