



YEARS AND COUNTING

ENRICHING LIVES • SUPPORTING POTENTIAL • TOGETHER

"SHE'S MY DAUGHTER. I GO OUT
EVERY SINGLE SATURDAY TO SEE HER.
I LOVE HER MORE THAN LIFE ITSELF."

GAYLE, MOTHER OF KERRY-ANNE

Kerry-Anne (pictured above) moved to Hope Home, located in Ariss, Ont., in 1985 when Hopewell Children's Homes was in its infancy. Among current residents, she has lived at Hopewell longer than anyone else.

"DOING THE BEST I COULD FOR HER."

Kerry-Anne found a home at Hopewell thanks to her mother's never-give-up spirit.

Gayle could see something was wrong. Her 14-month-old daughter Kerry-Anne was grinding her teeth and wringing her hands.

"I had a healthy pregnancy all the way through," says Gayle. "She met all the early markers of infancy. She sat up on time, walked on time and ate solid food on time. Everything was fine."

Then everything was not fine. Kerry-Anne screamed in fits. She struggled to sleep. She digressed in her development. Gayle took her to scores of doctors and specialists, and booked CT scans, hearing tests and X-rays.

"This was back in the 1970s and 80s, and every medical person labelled her as severely mentally retarded with autistic characteristics. I don't even like saying that word but that was the label they gave her."

After years of asking questions, Gayle found an answer. Kerry-Anne has Rett syndrome, a rare genetic neurological and developmental disorder primarily affecting females. Its onset comes between six and 18 months of age.

"I wasn't disappointed. I wasn't upset. I just wanted to do the best for her that I could," says Gayle, a single mother living in Guelph.

The best included finding support for Kerry-Anne, which was hard to come by 30 to 40 years ago. Through connections, Gayle learned of Hopewell Children's Homes. She visited John and Johanna Oosterhuis, founders of Hopewell, and toured their house in Ariss. "They had a great setup but Kerry-Anne was just 11 years old and I wasn't ready for that big step," says Gayle.

When caring for her daughter became more challenging, Gayle agreed to weekend visits, then weeklong stays and eventually permanent placement in 1985, making Kerry-Anne the resident who has lived at Hopewell the longest.

"She is thriving there," Gayle adds. "People ask me, 'Does she know who you are when you see her every week?' I tell them, 'I think so.' When she looks into my eyes, it's like she's looking right into my soul. So yeah, I think she knows who I am."



"WHEN SHE LOOKS INTO MY EYES,
IT'S LIKE SHE'S LOOKING RIGHT
INTO MY SOUL. SO YEAH, I THINK
SHE KNOWS WHO I AM."

OUR 40-YEAR HISTORY

HOPEWELL CHILDREN'S HOMES



Hope Home in Ariss opens 1983

1984 Hopewell is licenced as a group home



Hopewell becomes a registered charity 1990

1990s Ontario government asks Hopewell to open second location



Oosterhuis family moves out of the Ariss farmhouse 1996

1998 Hope Home completes eight-bed building extension



Stephanie Home opens 2003
(first for children's respite support services; then for supported living services in 2021)

2005 Recreational program launches



Elmira House opens for adult respite support services 2012

2014 Wilton House opens for supported living services



Gowdy House opens for supported living services 2018

2018 Montana House opens
(first for supported living services; then children's respite services in 2022)



Grange House opens for specialized supported living services 2022

CELEBRATING 40 YEARS

Beginning with one family helping other families in 1983, Hopewell Children's Homes supports people with disabilities in experiencing a good life full of choice and opportunity.

Forty years ago, John and Johanna Oosterhuis wanted to support families who had children with disabilities. They purchased and moved into a large farmhouse in Ariss, Ont., becoming foster parents to four children while still caring for their own in the same house.

Soon, word got out. Especially about the personalized care they offered. Requests increased. Staff recruited. More children welcomed. Additional homes opened.

Today, we operate eight service locations in the Guelph-Wellington region. We support 34 individuals full-time and another 320 through respite and recreational support services.

Living out the ideas embodied by the Oosterhuis family, we continue to excel in providing person-focused support to adults and children with developmental disabilities, giving each one the opportunity to lead a full, meaningful life.

TODAY: HOPEWELL CHILDREN'S HOMES (2022/2023)*

- We supported **34 INDIVIDUALS** (including one new resident) through our Supported Living program.
- We provided services at **EIGHT LOCATIONS** in the Guelph-Wellington region.
- We offered support to **47 ADULTS** and **274 CHILDREN** in our Respite and Recreational Services, which amounts to 16,920 hours of support.
- We **EMPLOYED 130** trained and skilled staff members through all our programs and services.

*As of March 31, 2023

TO CELEBRATE OUR 40TH BIRTHDAY,
WE HOSTED A CARNIVAL ON JUNE 24.
WE THANK LOCAL BUSINESSES FOR
SPONSORING THIS EVENT.

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"TAYLOR HAD BEEN GOING TO HOPEWELL FOR RESPITE SINCE HE WAS SIX OR SEVEN, SO HE WAS FAMILIAR WITH THE PLACE. AND WE DIDN'T KNOW WHEN ANOTHER SPOT WOULD OPEN UP FOR HIM,"

"BECAUSE HE'S **HERE.**"

Taylor moved to Hopewell 10 years ago. Though hard to let him go, his parents are now so grateful.

For two decades, Chris and Sheila scheduled most of their life around their son Taylor who has Cerebral Palsy.

Chris worked the night shift for 17 years, coming home in the morning to feed Taylor breakfast and get him off to school. Sheila took him to multiple medical appointments, handled any challenges at school and cared for him morning, noon and night.

Then Hopewell phoned. A spot was available for Taylor. They had two weeks to decide.

"Taylor had been going to Hopewell for respite since he was six or seven, so he was familiar with the place. And we didn't know when another spot would open up for him," says Chris. "We knew it was the right thing to do but it was still terribly hard," says Chris.

Letting go and entrusting their 21-year-old son to others was not easy for Chris and Sheila. "For the first few years, when he was at Hopewell, we missed him a lot," he adds. "We got into a routine so it was kind of strange to not have him at home, even though we knew caring for him was getting physically hard for us."

Taylor now benefits from specialized equipment he did not have at home, including a sensory room, bed lift and adaptive devices. "Because he's here, he has the attention and support he deserves. He's a happy and social guy, and he's interacting with lots of people, which is good for him," says Chris, who hastens to add, "Frankly, he has a better social life than I do. He's even gone to Toronto Raptors and Maple Leaf games!"

Now, 10 years of Taylor living at Hopewell, Chris and Sheila are enjoying a different stage of life. They are no longer his 24-hour caregivers nor life organizers.


"We can now just be Mum and Dad. When he visits us, we can just be with him and enjoy him as our son," adds Chris. "What more could we ask for?"



"TAYLOR HAS A FULLER LIFE HERE
AND DOES THINGS HE MIGHT
NOT HAVE DONE AT HOME."

CHRIS, FATHER TO TAYLOR

Doctors once said Taylor (pictured above) would never smile. He bucked that prediction. "He smiles a lot of the time now," says his father, Chris. For 10 years, Taylor has smilingly lived at Hopewell.



"NEVER ONCE HAVE WE EVER FELT
LIKE HE WAS A BURDEN OR A
PROBLEM. NEVER. NOT ONCE"

BARB, THE MOTHER OF CHRIS

Chris (pictured above) is among 34 individuals who live in one of Hopewell's supported living homes. He moved there in 2014 and his mother Barb says, "he's now a completely different person."

"HE HAS IT ALL."

Once, Chris sat in the stands to see the Maple Leafs play. He could not have done that a decade ago.

In middle school, Chris rarely finished a full day of classes in three years.

"He became so disruptive the school would call nearly every day," says Barb, Chris' mother. "I didn't want him to hurt any of the other students, so I would go and take him home."

Years earlier, Chris was diagnosed with autism and as non-verbal, and later with epilepsy. That combination meant he exhibited high behavioural needs. "Everything had to go his way. If it didn't, he got moody, angry and physical," adds Barb.

"You dealt with it, and you loved him," says Gino, Chris' father. "Everything was okay and everything was awful all at the same time. Just your life wasn't normal."

Normal it was not. Barb and Gino remortgaged their home to pay for his care, such as behaviour therapy and specialized equipment. Gino worked 12-hour shifts on weekends so he could go with Barb to Chris' medical appointments during the week. "We just made it through one day to go to the next," says Gino.

Then the difficult days became more frequent. They enrolled Chris in a 10-month program in Oakville, where experts reworked his medications and managed his behaviours with proven techniques. Once he was in a good place, that team reached out to Hopewell, who sent staff to Oakville to learn how to support Chris. "That meant a lot to us...that they would go to those great lengths for Chris," says Barb.

Since 2014, Chris has lived at Hopewell. He visits his parents and three siblings on occasion. He goes to medical appointments with staff. He enjoys social outings, including sporting events in Toronto.

"Chris has got it all at Hopewell," says Gino. "When I heard he went to a Maple Leaf game, I thought, 'You can't be serious? There's no way he could have done that before.' What a great experience, right?"

"He's a completely different person," adds Barb. "To see him now, well...I'm so proud of how far he has come."



"WHEN I HEARD HE WENT TO
A MAPLE LEAF GAME, I THOUGHT,
'YOU CAN'T BE SERIOUS? THERE'S NO WAY
HE COULD HAVE DONE THAT BEFORE.'
WHAT A GREAT EXPERIENCE, RIGHT?"

THANKFUL APPRECIATION

We are grateful for every donor and supporter who contributed to Hopewell's success in 2022/2023. To those listed here, and to everyone who gave in other ways, we thank you for all you do.

GIFTS OF \$10,000 OR MORE

- Danny Lui
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- Reid's Heritage Properties
- Rowland and Wilhelmina Martin
- Vanessa Holmes

GIFTS BETWEEN \$5,000 AND \$9,999

- Anonymous
- Puresource Natural Products Distributor
- Sierra Construction Group

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- United Way of Greater
- Toronto Waterloo District School Board
- Wendy Jespersen
- Will Mactaggart

Celebrating 40 years of impact and service

On February 5, 2023, Hopewell celebrated its 40th anniversary – a significant milestone as we continue the work begun by our founders, John and Johanna Oosterhuis.

Like many grassroots organizations, we have gone through many ups and downs in our history. Recently, that has meant facing the effects of a global pandemic compounded by a staffing crisis. Yet, our team's resilience exemplifies their dedication to high-quality support for individuals living with a development disability.

HELPING OUR COMMUNITY

This past year, we welcomed a new resident at the Stephanie location, supported an emergency respite situation for a family on the brink of homelessness and opened an eighth service location on Grange Road. We also expanded our Behavioural Support team, concluded work on a multi-year Fund Development Strategy, and re-opened our respite programs – a critical support piece for families.

Next year, we plan to welcome two new residents, develop a revised brand for Hopewell and continue a real estate expansion strategy to drive our future.

GROWING OUR IMPACT

With the pandemic in our rear-view mirror, we see a growing need in our community. We are poised to respond with plans that offer more support aligned with what families have said they want.

From everyone at Hopewell, I want to thank all our residents and program participants – and their families – for entrusting us to provide the support they deserve. I also thank our partners and donors whose commitment to our work keeps us going.

We've seen a lot of uncertainty in the past year. What hasn't changed, though, is the passion and leadership our staff, board members and volunteers offer every day. Thank you for remaining steadfast so we can excel in providing exceptional support to individuals and families in our community.

With gratitude,

Maria Zegarac | Executive Director

Thanking everyone who gave their all this year

On behalf of the Board of Directors, let me extend my sincere thanks to those who made our work at Hopewell Children's Homes possible this year.

To the individuals and families we support, we consider it an honour to be part of your lives, and we remain dedicated to providing exceptional support.

To our community partners and supporters, we are grateful for your steadfast commitment and support, which are instrumental in our continued success.

To the Ministry of Children, Community and Social Services, we thank you for your support and guidance. We would not be where we are today without your invaluable contributions.

To Elizabeth Bowden, the former chair of the board, we are better because of your hard work and high standard you set during your tenure.

To the committee chairs and board members, we extend our heartfelt appreciation for leading us.

To Maria Zegarac, our Executive Director, we are grateful for your tireless work ethic and leadership, which is the driving force behind our success this year.

Lastly, to the staff and volunteers, we know the past years have been challenging but your desire to provide compassionate support is what makes Hopewell Children's Homes a truly exceptional place.

Thank you all for your continued support. We look forward to achieving more in the years to come.

Sincerely,

Jon Christensen | Chair, Board of Directors

"THEY'RE ALL IN MY HEART."

**As a nurse with 13 years at Hopewell,
Betty says the residents have "stolen my heart."**

When Betty started working at Hopewell Children's Homes, she had found her place. "I felt I was going back to my first love," says Betty, a nurse at Hope Home.

She started nursing in Newfoundland and Labrador, where she was born and raised. After completing nurse's college, she landed a position helping people with developmental disabilities. "I loved it. I absolutely loved it," says Betty.

Then came a transition to geriatric nursing, a move to Ontario and a stint at a retirement home. "I was downsized from my job, and thought, 'Hey, I'm willing to take a break for a year before I decide what's next.'"

"I lasted two months before I was bored silly," she says, with a laugh.

A posting for a part-time nurse at Hopewell crossed her path. "I had never heard of Hopewell before, so I looked them up...and I thought, 'this is my forte, this is what I was meant to do as a nurse,'" she adds. "I went for an interview on a Friday and the following Monday I got a call that I got the job."

Thirteen years later, she has never looked back. "My main reason for staying is the residents. I mean, I spend more time with them than my own family," she says. "Looking after their physical and emotional wellbeing is the number one priority for me."

Betty also loves her colleagues. "In my 30 some odd years as a nurse, I would stay this is probably the favourite place where I've ever worked. I've been telling the team, 'I'm getting on in years and I'll probably retire from here.' But I would have a hard time imagining my life without this place."

No matter how long Betty stays with Hopewell, she plans to give her best to the residents. "I see how tough it is for families to bring their child or grandchild to Hopewell. Such a heart-wrenching decision," she says. "That's why I try to make this place their home, and a place where families are welcome."



"LOOKING AFTER THEIR PHYSICAL
AND EMOTIONAL WELLBEING IS THE
NUMBER ONE PRIORITY FOR ME."

"I TRY TO PUT MYSELF IN THE FAMILY'S SITUATION, AND ASK MYSELF 'IF I HAD A CHILD WITH A DISABILITY, HOW WOULD I WANT THEM TO BE TREATED?'"

BETTY, NURSE AT HOPE HOME



Betty (pictured left) works as a full-time nurse with Hopewell, supporting residents with medical care as well as anything else that needs doing. "I help with laundry, with meals, with bathing...anywhere help is needed, I do it," she says.

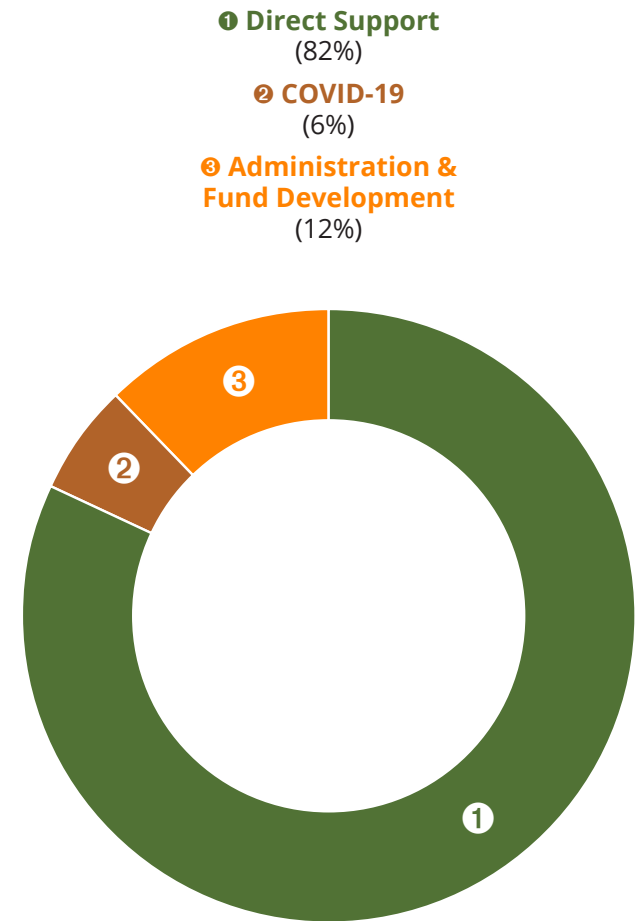
OUR FINANCIAL SUMMARY

2022/2023

Operating for the third consequent year during a global pandemic, we had another atypical year. We received COVID funding (although less than the previous two fiscal years) to support additional costs brought on by the pandemic. Excluding non-cash effects such as amortization, we concluded the year at a near break-even position – no small feat given the pressures and funding reductions we faced.

REVENUE	FY2022-23		FY2021-22	
Provincial Grants	\$6,501,384	77.4%	\$5,566,111	61.5%
Federal Grants	\$22,512	0.3%	\$15,359	0.2%
Other Grants	\$83,806	1.0%	\$8,663	0.1%
User Fees	\$818,564	9.7%	\$502,500	5.6%
One-time Funding - COVID-19	\$538,513	6.4%	\$2,509,565	27.7%
Fund Development	\$114,359	1.4%	\$117,604	1.3%
Other Income	\$317,759	3.8%	\$326,418	3.6%
TOTAL	\$8,396,897	100.0%	\$9,046,220	100.0%
EXPENSES				
Salaries and Benefits	\$6,189,774	72.9%	\$5,019,862	62.1%
Building Occupancy, Supplies & Other Program Costs	\$1,522,010	17.9%	\$1,352,178	16.7%
One-time Funding - COVID-19	\$516,279	6.1%	\$1,526,858	18.9%
Fund Development	\$106,018	1.2%	\$74,947	0.9%
Other Expenses (incl amort.)	\$160,074	1.9%	\$107,871	1.3%
TOTAL	\$8,494,156	100.0%	\$8,081,716	100.0%
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	(\$97,259)		\$964,504	

HOW OUR FUNDS ARE SPENT





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 seven homes in the Guelph-Wellington region: Hope Home (Ariss), Elmira, Wilton, Stephanie, Montana, Gowdy and our new location on Grange. In addition, our administration offices and adult community supports are housed at our downtown location on Surrey Street.

Hopewell Children's Homes

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