

*The Lord is my strength
and my song* – Psalm 118:14

ANNUAL REPORT 2021-2022

Investing in People • Inspiring Hope • Transforming Life

Ray of Hope 

From the CEO



Sunflowers face the rising sun and turn toward its sustaining light and warmth as it moves across the sky. In the same way, we turn toward God to receive his strength

for our challenging work.

This year, people in our community struggled with overwhelming needs. People we support longed for a safe place to belong. Youth struggling with addictions and their parents searched for a space to cope and heal. Young adults looked for help to overcome barriers to employment. Young men in custody wanted a better future. To meet the needs, we relied on God's strength

as we provided people we support with immediate relief and made progress on long-term solutions to our community's most pressing social problems.

Our donors continued support of Ray of Hope is a sign of God's grace. We know you work hard for your money. "Thank you" doesn't do justice to show the depth of our gratitude for your gifts. Your prayers, volunteer work, and donations were sunflower seeds nourishing our staff and those we serve.

I also witnessed God's renewing power through the determination of the Ray of Hope staff, volunteers and leadership. Like a sunflower stalk, staff and volunteers remained strong and upright as they demonstrated respect, integrity and compassion with our guests, residents, trainees, and clients. Their dedication humbles me. I'm also grateful for the unwavering support

of the Board of Directors and their commitment to our mission.

Though God holds our future in His hands, we remain resolved in our mission: to demonstrate the love of Christ by investing in people, inspiring hope and transforming life. Like sunflowers, we remain rooted in our commitment to empower all people to experience hope, connection and positive change.

I pray that the stories of changed lives in this IMPACT report inspire you. And that the statistics and financials assure you that your investment makes a difference. May God be our strength and song as we continue to take care of each other in our community.

Resting in His Strength,
Tonya Verburg
CEO, Ray of Hope



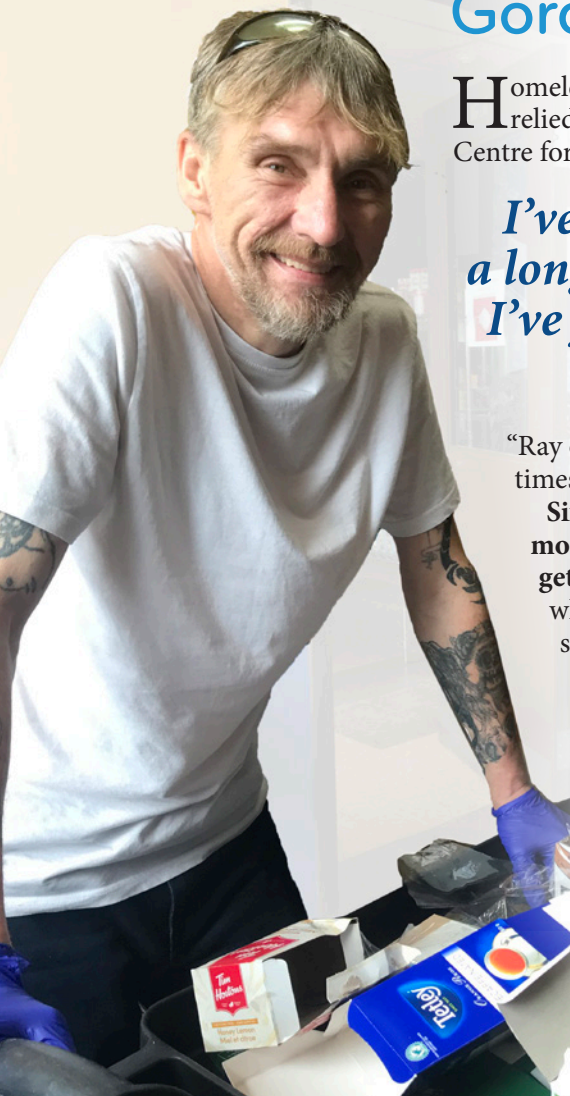
The Lord is my strength and my song.

– Psalm 118:14



Investing in People | YOU'RE RENEWING LIVES

Gord's Story: From Homeless to Hopeful



Homeless and addicted to fentanyl, Gord relied on the Ray of Hope Community Centre for meals, showers, and laundry. “I’ve spent so much money trying to kill myself.

I’ve come a long way, I’ve found hope!

I didn’t want to deal with life...I just wanted to get out of it all.” He overdosed multiple times, often at the Community Centre.

“Ray of Hope staff saved my life quite a few times,” he says.

Six months ago, Gord was ready for more than getting by—he wanted to get ahead. His life began to turn around when he rented a room and could shower every day. Around the same time, he courageously reached out to trusted Community Centre staff for help. “I wanted to get sober, but it was hard doing it on my own.”

Gord joined the Work It Forward program to clean the Community Centre

as a volunteer. “**The Work it Forward program provides our guests with an opportunity to use their time meaningfully and gain practical volunteer experience** they can add to a resume,” says Sara McKnight, Services Co-ordinator Team Lead.

“The staff were hugely supportive and helped me along. I was able to get on methadone,” says Gord. “**I volunteered as a way to keep busy and keep off the fentanyl.** It got easier and easier to make changes with all the things I was learning.” Through getting off fentanyl and working at Ray of Hope, Gord realized he has more will power than he thought. Now when he’s tempted to use drugs, he “sweeps and mops another floor.”

A naturally clean person, Gord takes pride in creating a safe place for people in poverty. “With the diseases going around these days you got to keep things clean.” He adds, “Just to see the smiles on their faces is worth it.”

In recognition of his dedicated volunteer work, in April 2022 Gord was hired as an employee at Ray of Hope. “I’ve come a long way – I’ve found hope!”

Renewing the Lives of People Experiencing Poverty

RAY OF HOPE COMMUNITY CENTRE

In 2021/2022:

- 42,586 meals were provided to people living in poverty
- 1,936 food hampers were given
- 291 new families accessed the food hamper marketplace
- 695 showers taken by guests
- 692 loads of laundry were done
- 1,079 volunteers served 14,836 hours
- Meal teams donated 5,613 hours and ingredients for the homecooked meals they served



Once again, Ray of Hope was #1 out of 165 Coldest Night of the Year Fundraisers in Canada!

713 walkers in 83 teams, supported by 28 volunteers, raised \$241,240 with gifts from 2,771 donors! These gifts will provide life-changing support through Community Centre programs.

Churches Partner to Show God's Love



Each Monday evening a local church group joins ROH Chaplain John Murray to lead a chapel service. Approximately a dozen Community Centre guests gather for worship, prayer, a message and fellowship. Pictured above: John Murray (far left) with Waterloo Mennonite Brethren Church Young Adults Pastor Mike Brnjas with volunteers Maddie Graham and Brianna Woollings.

Local churches are essential partners in demonstrating God's love with people experiencing poverty as they serve meals, build relationship, and lead chapel times at the Community Centre.

Equipping Young Adults for Independence

EMPLOYMENT SERVICES PROGRAM

With funding from Service Canada, Ray of Hope supports young adults 20-29 to overcome complex barriers to employment. Candidates can apply to our 6-month, full-time paid training program or register for our new Employment Readiness Certificate.



We connect trainees with quality employment opportunities aligned with their education, skills and experience.



Employment readiness sessions cover accountability, self-awareness, communication, and life skills. Trainees also participate in workshops and individual counselling that promote personal and professional growth.

In 2021/22:

- 25 trainees started the program
- 17 participants are currently in training
- 8 trainees completed the program and are either employed or have returned to school

Trainee Celebrates Progress

"In 6 weeks, Brittany was able to identify, take responsibility for, and develop strategies to overcome many cognitive-emotional barriers that were preventing her from keeping a job."*

— Julie Brown, Program Director, Employment Services

*Not her real name

Brittany's self-evaluations

Completed at the beginning and end of the in-class training sessions.

Scale: 0=Never, 10=Always

Self-Evaluation	Before	After	Change
<i>I can achieve most of the goals I set for myself.</i>	4.5	8.5	+40%
<i>Compared to others, I do my tasks very well.</i>	4.6	7.7	+31%
<i>I see myself as capable of learning new skills.</i>	7.5	10	+25%
<i>Sometimes I struggle to believe I am worthy of opportunity.</i>	6.7	1.6	-51%
<i>I often feel anxious about new situations.</i>	10	5.7	-43%
<i>I struggle to connect with others.</i>	3.9	0	-39%

Inspiring Hope

Mother Supports Son's Addiction Treatment Journey



Ray of Hope donors fund the renewal of families whose lives are devastated by addiction. Our Parent Support group helps caregivers learn new ways to relate to addicted teens.

MONICA'S STORY

Monica* joined the Ray of Hope Parent Support Group for a second time. "I am 'paying it forward' with this new group of parents," says Monica. She remembers attending the group for the first time during COVID when her son Connor* was in Ray of Hope's Residential Addiction Treatment Program. **Overwhelmed with shame and blame, Monica says, "I cried for the first three sessions."**

Parents who were a little further along in their journey with an addicted teen reassured Monica that Connor's addiction was not her fault. **"There are no words for the value of the support and**

advice I received. The Parent Support group was the only thing that held me together." Monica worked a high-stress job in health care during the pandemic. Dealing with her son's addiction nearly drove her own

"The Ray of Hope Parent Support group was the only thing that held me together."

– Mother of an addicted teen

mental health over the edge.

When Connor left the residential program after only six weeks, she was devastated. "I knew I had to hold the line. I could not let him live at home until he re-entered rehabilitation." With encouragement from Ray of Hope staff and other parents in the support group, Monica stayed strong—even when Connor was homeless. **"Through the group, I realized I had been co-dependent.** I could not do it for him. Connor had to seek treatment on his own."

After six months of living in a local shelter, Connor decided he didn't want to live with the

consequences of his addiction anymore. "He got back into the program himself."

Connor recently graduated from residential treatment and lives with Monica again. While in residential treatment,

Connor went to counselling, AA and NA meetings. He also did neurofeedback sessions and EDMR to help him heal from the physical effects of his addiction. "I see

a change in him. Ray of Hope equipped him with the tools he needs to stay clean!" She adds, "The Ray of Hope program is incredible for teens and parents."

*not his real name

In 2021/2022:

- 37 family members of addicted youth received in-person, phone, and virtual group support
- 187 times, youth and their family members accessed neurofeed-back training sessions

Transforming Life

Recovering Teen Feels Joy Again



Ray of Hope donors save lives as they fund addiction treatment for youth. You're giving sons and daughters back to their parents! With your help teens have hope and a future.

“One of the best parts of recovering from my addiction is experiencing a full range of emotions,” says Connor*. While in the Ray of Hope Residential Addiction Treatment Program, he remembers laughing with

her unless he got help. Connor lasted six weeks. When he left, he lived at a local youth shelter. Connor remembers one guy at the shelter just a few years older addicted to meth. “He was in psychosis constantly—afraid of his

shadow and his reflection.”

This scared Connor, but not enough to seek treatment. Then when winter

approached, he contacted Ray of Hope to get back into the Residential Addiction Treatment program.

“This time, I was in treatment for me, which made the hard days bearable.” In the beginning, Connor was always angry and saw himself as a victim. “I would rant to the

staff about another guy in the program.” He hated it when they pointed out his part in the conflict, but he accepted it. “Now, I much more self-aware. Usually within an hour, I can see what I did wrong in a situation.”

After graduating from the program, Connor attends AA and NA meetings to maintain his sobriety. He also talks to a Ray of Hope Community Treatment worker when he needs support. “I pray daily, and I try to do God’s will instead of my own.” He adds,

“I am the happiest when I am helping other people.”

Today, Connor has a job in Ray of Hope’s Employment Readiness Program. “I just got my first paycheck, and I’m going to take my family out to thank them for all their support.” About the program, Connor says, “The Ray of Hope Addiction Treatment program is the best. I highly recommend it to any young person who needs it.”

*not his real name

“This time, I was in treatment for me, which made the hard days bearable.”

– Recovering teen

the other guys. “I’ve never experienced that kind of community. I often forgot we were recovering addicts. We were just a group of guys trying to get healthier.”

The first time Connor entered the Residential program it was because his mom said he couldn’t live with

Ray of Hope Youth Addiction Services In 2021-2022:

- **20 youth spent 4-6 months in recovery at Residential Treatment**
- **20 youth learned to reduce substance dependence and worked on high school credits in Day Treatment**
- **143 youth in Community Treatment received practical and emotional support to manage substance use and mental health**

Building Skills and a Future With Youth in Custody

RAY OF HOPE SECURE

In 2021/2022:

- 48 young men were in custody at Secure
- **Three young men completed the 10-week Trades and Employment Readiness Program; they earned 10 Certificates and two high school credits**
- **Two young men enrolled in the 6-week Culinary Achievements Program in the Secure kitchen**

New education and training programs we plan to offer:

- **A greenhouse program** to teach residents gardening skills as they grow herbs and vegetables for meals at Secure
- **A landscaping program** so residents can learn to use power equipment as they help maintain lawns and gardens at Secure

God is His Guide

“When Scott first arrived at Secure, he didn’t want to take responsibility for his actions. He also had no interest in our Chaplaincy programs. Over the past year, Scott has become more involved. Through chapel services, Bible studies, devotionals, prayer times, and conversations, God is at work in Scott’s life. He even leads a Bible study with some peers. Scott is working hard to make better decisions and now seeks God as his guide.”*

– Hector Pineda, Chaplain, Ray of Hope Secure

*Not his real name

Secure Resident Graduates from Humber College

In May 2022, the Ray of Hope staff at Secure celebrated Mike’s* graduation from Humber College with a two-year Business Administration degree he completed while in custody. “He’s a really smart kid, and he ended up on the Dean’s Honour List,” says Program Manager Orlando Jackson. Secure residents can take online college courses if they have completed their high school diplomas. Residents pay for all courses and are monitored by staff while studying on secure

computers with limited access to the internet.

“The Humber courses allowed me to excel in areas in my life where I did not believe I could excel,” says Mike. “Studying gave me a positive outlook for the rest of my life. When I leave custody, I will further my studies and maybe work for an organization or start my own business.” The young man is grateful for “the support of Ray of Hope staff in helping me achieve this goal.”

*not his real name



Ray of Hope staff like Hector Pineda go the extra mile in the government-funded Secure program. Staff demonstrate God’s love through conversations, recreation, firm boundaries, and helping the youth set and achieve goals for a positive future.

Volunteer Multiplies the Work of Ray of Hope

PROFILE: JUDY JEWETT

“I was off work during COVID,” says Judy Jewett, a daycare provider. To use her time meaningfully, Judy was on-call to help with meals at the Community Centre. Though she has returned to work, Judy continues to serve—but not alone. She uses her superpower of connecting people to draw volunteers to the Centre.

“It’s easy to raise support for the Community Centre when you know the amazing work they do.”

– Judy Jewett, Community Centre Volunteer

“I hear about the holes and then put out a call on Facebook for friends to come serve a meal with me.” Judy says, “It’s a great way to catch up with old friends while chopping vegetables.”

She and her husband Bill often cover holidays like Easter and Christmas. She remembers one guest asking, “Isn’t this your Easter? Why are you here?”

A volunteer for about eight years, Judy keeps coming back because she loves the people—the guests, the volunteers, and the Ray of Hope staff. “I love meeting the creative, colourful, and sometimes sad people that the Community Centre attracts. There is hope for every story.”

She also enjoys the other volunteers, including a university student named Josh who regularly washes dishes. “Josh makes handmade cards for other volunteers on special occasions like Easter and Christmas.” Judy adds, “There are so many giving people in our community.” Judy knows that when volunteers prepare and serve meals, they

free Ray of Hope staff to go deeper in relationships with guests. “The staff just ooze the love of God and bless people daily.”

A natural promoter, Judy enthusiastically raises funds through Coldest Night of the Year. “It’s easy to raise support for the Community Centre when you know the amazing work they



Judy Jewett (left) and Heather Stoneman are two of 1,079 amazing volunteers who served more than 14,000 hours before at the Community Centre in 2021/2022! Judy is on-call to serve meals. She also motivates others to volunteer, raises funds, and connects the Centre with in-kind donations.

do.” She has also channeled in-kind donations to Ray of Hope, including 100-pairs of mitts, diapers, squash, office furniture, and masks.

Ray of Hope is grateful for volunteers like Judy, who not only give their time but also multiply our work by attracting more volunteers and raising funds!

Ready to make difference in your community? Come **VOLUNTEER** with us!

You're at the Heart of Ray of Hope

Whether you volunteer on a meal team or committee, donate clothes or food, or give financially, you the donors, are at the heart of everything Ray of Hope does.

Thank you for rising to the challenge during uncertain times. Your investment in people really has made a difference, inspired hope, and transformed lives.

When someone asks you,

“What does Ray of Hope do?”. Tell them how your support helped Gord get a job and Connor escape addiction. Invite them to experience the same joy that Alex and Judy do as they love their neighbours in need.

These are the stories of real people that inspire us all to build a community of hope. Thank you for being such an important part of the story!

“It’s organizations like Ray of Hope that help those in need get back on their feet... What a beautiful gift it is to give to those around us.”

– Alex P., Ray of Hope Donor



Giving Transforms

A Message from a Donor

Circumstances can knock people down abruptly. I believe that no one should be deprived of the necessities to live on this earth—especially those with pre-existing challenges. Everyone who works and contributes to Ray of Hope truly wants to help those in need. I appreciate the sincerity and love that shines through the organization.

I’ve been supporting Ray of Hope since 2020 when the pandemic began. I was motivated to give by a desire to be a contributing member of my community. I want to honour God by giving 10% of what I

earn. The act of tithing has been extremely transformational. I’m grateful that God has tripled my salary since I began tithing, and I believe it’s because I’ve been working towards being a good steward.

Supporting Ray of Hope enables me to make a difference in my community. No season of life is final—we grow through what we go through. It’s organizations like Ray of Hope that help those in need get back on their feet so they can excel in their next season of life. What a beautiful gift it is to give to those around us!

Alex P., Ray of Hope donor

Financials

Consolidated Statement of Financial Position
ending March 31, 2022

ASSETS	2022	2021
Current		
Cash	1,160,034	914,774
Other Investments	1,333,232	1,043,571
Accounts Receivable	60,752	112,222
Inventory	—	4,170
Prepaid expenses	19,901	29,961
Government remittances recoverable	115,924	104,032
	<u>2,689,843</u>	<u>2,208,730</u>
Investments, subject to restrictions	<u>106,067</u>	<u>106,036</u>
Mortgage receivable	<u>2,000,000</u>	<u>2,000,000</u>
Capital assets	<u>5,399,402</u>	<u>5,406,387</u>
	<u>10,195,312</u>	<u>9,721,153</u>
LIABILITIES		
Current		
Accounts payable and accrued liabilities	1,199,100	1,126,591
Government remittances payable	—	—
Deferred contributions	53,403	138,093
Current portion of long term debt	—	—
	<u>1,252,503</u>	<u>1,264,684</u>
Deferred capital contributions	<u>2,084,743</u>	<u>2,181,484</u>
	<u>3,337,246</u>	<u>3,446,168</u>
Net assets		
Net assets restricted for gov't programs	(440,934)	(520,113)
Net assets internally restricted	94,636	94,636
Net assets invested in capital assets	6,220,021	6,243,741
Unrestricted net assets	984,343	456,721
	<u>6,858,066</u>	<u>6,274,985</u>
	<u>10,195,312</u>	<u>9,721,153</u>

Consolidated Statement of Operations & Net Assets
ending March 31, 2022

REVENUE	2022	2021
Government contributions	5,137,061	5,494,396
Private contributions (donations)	1,645,973	1,173,489
HRDC & other grants	1,072,988	1,054,964
Gain/Loss on investments & assets	-2,114	8,006
Rental, investment & rebates	203,604	201,946
Café sales	127,822	147,217
	<u>8,185,334</u>	<u>8,061,795</u>
EXPENSES		
Salaries & benefits	5,515,287	5,818,328
Amortization	217,856	215,349
Building occupancy	480,247	509,611
Capital acquisitions	249,415	83,924
Interest on long term debt	—	12,012
Office & other	214,895	146,558
Program & client needs	436,556	496,251
Promotion & publicity	78,529	86,475
Purchased services	55,885	135,620
Travel	113,831	68,472
	<u>7,362,501</u>	<u>7,572,600</u>
Excess of revenue over expenses from operations	<u>\$ 822,833</u>	<u>\$ 489,195</u>
Gain on Sale of Property	\$ —	161,274
Donation on sale of property	\$ —	1,000,000
Discontinued operations	\$ (239,752)	\$ (153,529)
Net asset balances, beginning of year	<u>6,274,985</u>	<u>6,778,045</u>
Net asset balances, end of year	<u>\$ 6,858,066</u>	<u>\$ 6,274,985</u>
2021/22 Expenses by Funding Group:		
Youth Justice	3,433,794	4,830,248
Youth Addiction	1,706,629	1,747,174
Community Services	2,171,447	2,222,542
Youth Employment	967,038	727,525

Thank You to Our Dedicated Leaders

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Lawyer, formerly Vice-
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Design

WAYS TO SHOW YOU CARE

Pray
Raise Funds
Give Your Time
Donate

Upcoming Events

Coldest Night of the Year
February 18, 2023

Ray of Hope Golf Classic
June 19, 2023

Ray of Hope 

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