

ANNUAL REPORT 2024-2025

# Hope Multiplied

Investing in People. Inspiring Hope. Transforming Lives.

Ray of Hope





**Tonya Verburg**

CEO, Ray of Hope

# Multiply: God's Abundant Provision

## A Message from the CEO of Ray of Hope

For 58 years, Ray of Hope has stood as a witness to Christ's love and compassion in Waterloo Region. Rooted in faith, we believe every person, no matter their past or present struggles, is made in the image of God and deserves dignity, respect, and a path to transformation. Just as Jesus took five loaves and two fish and fed the multitudes (Matthew 14:19, 20), we have seen how God continues to multiply what we offer: our time, our resources, and our compassion. He takes what we give and uses it in ways beyond what we could ask or imagine.

## God Multiplies What We Offer

This year brought both challenges and change. Like many organizations, we faced uncertainty with economic pressures, shifting donor patterns, and growing community needs. We saw a decrease in the number of donors. Yet in God's extraordinary way, our fundraising totals grew. It was a powerful reminder that God does not need large numbers to do great things. He simply calls us to offer what we have and trust Him to multiply it.

That multiplication became the story of our year. As challenges increased, so did compassion. As needs grew, so did the response. Hope multiplied through every person who chose to give, serve, or pray.



Thanks to God's provision and your faithfulness, we were able to expand key support services just as demand was rising. Although we faced the hard decision to close our Live-In Treatment program, our mission remained strong. From meals at our Community Centre to mentoring in our Employment, Addictions, and Justice programs, every act of service became a seed God used to deepen our outreach and widen our impact.

## Thank You for Multiplying Hope

This work is only possible because of you. To our staff, volunteers, donors, and community partners, **thank you!** You served, gave, and prayed with unwavering commitment. You believed with us that lives can be changed.

May we continue to trust in the One who multiplies as we invest in people, inspire hope, and transform lives together.

## Hope Multiplied

At Ray of Hope, hope is intentional. From the moment someone walks through the door for an interview, we are looking for people who will inspire hope, invest in people, and transform lives.

Staff and volunteers are chosen for their willingness to learn and create safe, supportive, trauma-informed spaces where people feel seen, valued, and respected.

Across all four program areas, the Ray of Hope team walks with people through some of their hardest days, with care, consistency, and compassion, treating each person with respect and dignity.

None of this would be possible without staff, volunteers, and donors who are deeply committed to the mission, vision, and values of Ray of Hope. Together, their steady presence makes it possible for hope to multiply.





# Hope Grows Through Community Services

Ray of Hope Community Centre

## Where Dignity is Served With Every Act of Care

The Community Centre is more than a place to eat. It's a refuge where people facing homelessness and poverty find care, support, and dignity. Thanks to our donors and volunteers, we serve up to 300 people every day with hot meals, food hampers, hygiene items, and spiritual care.

**This year's Coldest Night of the Year was our most successful yet, raising over \$250,000 to support this work. Together, we walked in the cold so others could find warmth and community. In that shared effort, hope multiplied.**



## Celebrating Transformed Lives

A few weeks ago, staff at the Community Centre felt discouraged. Some guests had relapsed. Others lost housing. It felt like progress was slipping away.

That same day, a former guest stopped by. He once relied on the Centre during a hard season. Now he's housed, in recovery, and raising a family. He came back just to say thank you.

His visit reminded us that hope takes root even in hard seasons, and when it returns, it often comes back stronger.



## When Hope Comes Full Circle

### Ron's Story: A Place to Rest, Rebuild, and Give Back

After 12 years in the same apartment, rising rents and unsafe conditions left Ron without housing. He spent five months in shelters, unsure of what would come next.

At Ray of Hope's Community Centre, he came for a meal and found connection. Over time, he built a friendship with another guest from Newfoundland, who eventually offered him a place to stay.

Now housed, Ron volunteers with the food hamper program as a way to give back. "I don't have much, but I'm happy," he says. "I'm just going to keep going forward."

His story reminds us that healing often begins with a meal and a kind welcome.

**When hope takes root, it grows.**



### Program Highlights

**102,612**

meals served

**3,825**

marketplace hampers  
shared with **9,560** people,  
including **3,274** children

**1,567**

loads of laundry completed

**2,755**

showers taken



# Hope Multiplies in Community



Hope doesn't multiply on its own. In Matthew 14, Jesus took a small offering, just five loaves and two fish, and multiplied it to feed thousands. But the miracle didn't stop there. It was through the hands of the disciples, ordinary people, that the food was shared with every person in the crowd.

We saw something like that happen at Ray of Hope this year.

This year, hope multiplied through volunteers, donors, churches, and staff who offered what they had: time, resources, compassion. Every hour served, every gift given, and every act of care became part of something greater.

More volunteers joined meal teams, stocked shelves, poured coffee, and showed up with steady, faithful support. Local churches gave generously, led meal teams and Coldest Night teams, invited us to speak, and partnered with us in a shared mission.

Just as the disciples carried Jesus' provision to the people, our community carried hope to those who needed it most. And in their hands, hope didn't just grow. It multiplied.

## Volunteer Highlights

**273**

volunteers served **12,554+ hours**

**139**

new individual volunteers and **18** new groups volunteers

**1,251**

group volunteers (72 teams) served **11,970+ hours** in the Community Centre

**15**

student placements completed, serving **2,502+ hours**

## Church Highlights

**47**

meal teams from **44** local churches

**40**

churches supported Ray of Hope financially



## Donor Highlights

**2,611**

donors

**334**

monthly donors

**397**

first-time  
donors

**16**

donors who gave  
**\$10,000+**



## Staff & Team Growth

**105**

employees

**44**

new hires welcomed since launching  
our new Organizational Orientation  
program in June 2024.

## Ongoing

investment in staff training and  
development

## Wellness Committee

initiatives continue to build team  
culture through events, newsletters,  
and appreciation efforts

**This year, Anne Noice made the largest living donation in our history. Her extraordinary generosity is already multiplying hope and changing lives. Legacy doesn't have to wait. Like Anne, you can make a lasting impact today.**

**During the Canada Post strike, when many charities faced steep declines, support for Ray of Hope grew.** The community responded with record generosity, ensuring care continued without interruption. In a season of uncertainty, hope held steady.





# Hope Through Employment

We believe that employment is about restoring dignity and purpose. Our Employment Services team equips job seekers with the skills and confidence they need while partnering with employers to create life-changing opportunities.

## Employers Who Invest in Potential

Ray of Hope partners with local businesses to match job seekers with meaningful placements. Employers benefit from subsidized wages, trained participants, and ongoing support throughout the contract.

**In response to rising need, the program grew to a four-person full-time staff team. Participant numbers grew alongside stronger employer partnerships, giving more individuals the chance to build stability through meaningful work.**



## Program Highlights

**26**

individuals were enrolled  
in Employment Services

**102**

employment partner  
connections

**25**

new jobs for participants  
in the program





## Daniel's Story: A Future Rebuilt

Daniel struggled with attendance, making it hard to place him with an employer. The Employment Services team saw his potential and stayed committed to helping him succeed.

Job readiness is about showing up, communicating well, and meeting expectations. When a local church needed a custodian, they agreed to take a chance on Daniel.

With support from both the church and the Ray of Hope staff, Daniel began to thrive. He found purpose in his work and a sense of belonging in the community around him.

**His journey isn't finished, but with encouragement and opportunity, his future is full of possibility.**



# Hope for Youth & Their Families



Youth Support Services offers trauma-informed care to young people aged 13 to 21 who are navigating complex challenges such as substance use, screen dependency, and mental health concerns. Through our Day Treatment, Community Treatment, Caregiver Support, and Neurofeedback programs, we walk alongside youth and their families with compassion, respect, and clinical expertise.

Ray of Hope is uniquely positioned to support youth who use substances, meeting them where they are, without judgment. Over the years, we've learned that every interaction is an opportunity to inspire hope. Our team provides client-led, professional therapy that centres the needs of youth and their caregivers.

## Looking Ahead

After the closure of our live-in treatment program, several staff members moved into new roles. We remain hopeful about the future and the possibilities the property and building hold to serve our community.

## Devon's Story

Devon's grandmother came to Ray of Hope looking for help for him, but found healing for herself. Through therapy and support groups, she learned how to set boundaries and focus on her own well-being. As she changed, so did Devon. He began to open up because someone in his life had the courage to ask for help.



## Planting Seeds of Hope

This past year, our Day Treatment program welcomed some incredibly brave young people. While navigating active substance use, adolescence, complex family dynamics, and the pressures of a digital world, they took courageous, life-changing steps toward hope and healing.

Our Community Treatment program continues to bring hope to youth and families across Waterloo Region, offering support that meets them where they are.

Our Neurofeedback program continues to grow. More and more youth, parents, caregivers, and support networks are discovering how improved brain health can enrich lives and foster lasting change, not only in individuals, but in the communities around them.



### Program Highlights

**15**

students in day  
treatment

**91**

youth in community  
treatment

**401**

group counselling  
sessions

**305**

neurofeedback  
sessions



# Hope for Youth in Secure Custody



Our Secure Custody facility is home to young men between the ages of 12 and 18 who are involved with the Youth Criminal Justice Act.

We offer a range of supports to help youth take responsibility, work through challenges, and reduce the risk of reoffending.

We're committed to treating every young person fairly and appropriately during their time in custody, and to helping them prepare for a safe and stable return to their community.

## Conrad's Story: A New Beginning

When Conrad left Secure Custody at 18, he still needed to finish three high school credits and had dreams of becoming a cook. On probation and unsure of his next steps, he was placed in Ray of Hope's Reintegration Program.

With job training, certifications, and steady support, Conrad earned his diploma and began working full-time at a local restaurant.

Reintegration isn't quick or easy. It takes time, guidance, and consistency. From helping with ID and counselling to connecting youth with safe environments, Kent makes sure they get the chance to start again.

## Program Highlights

**50**

certificates completed by youth, including trades programs.

**6**

youth graduated high school.

**13**

youth successfully gained employment after custody.

**41**

youth participated in the youth reintegration program after custody.

**"Every young person deserves a second chance. With the right support, they can choose a better future."**

— Kent Taylor, Reintegration Supervisor, Ray of Hope

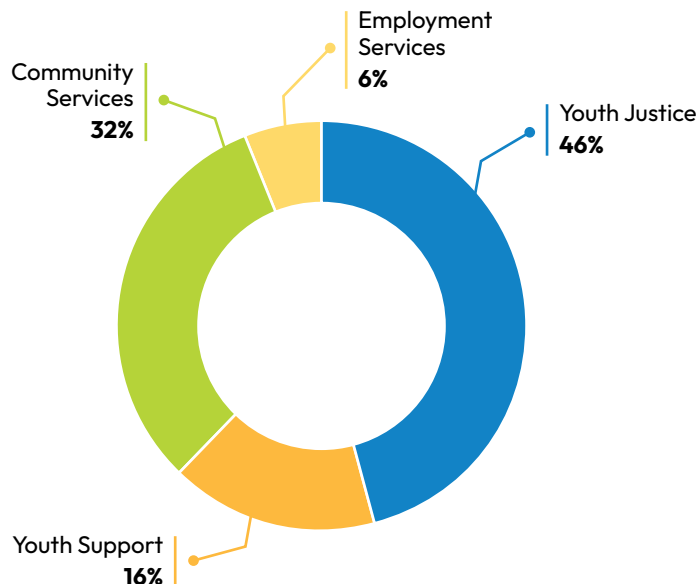




# Ray of Hope Inc. Financial Statements

## Consolidated Statement of Operations & Net Assets Ending March 31, 2025

Expenses by Funding Group



Revenue	2025	2024
Government contributions	\$5,878,954	\$6,282,249
Private Contributions (donations)	\$1,399,727	\$1,281,192
HRDC & other grants	\$947,847	\$899,974
Gain/Loss on Investments & Assets	\$2,861	- \$4,158
Rental, Investments & Rebates	\$562,739	\$336,199
<b>Total</b>	<b>\$8,792,128</b>	<b>\$8,795,456</b>
<b>Expenses</b>		
Salaries & benefits*	\$6,073,519	\$6,126,911
Amortization	\$225,982	\$217,920
Building Occupancy	\$737,757	\$815,500
Capital Acquisitions	\$421,447	\$497,351
Office & Other	\$238,752	\$221,327
Program & Client Needs	\$405,908	\$408,087
Promotion & Publicity	\$115,394	\$93,461
Purchased Services	\$600,042	\$58,832
Travel	\$80,480	\$102,365
<b>Total</b>	<b>\$8,899,281</b>	<b>\$8,541,754</b>
Excess of revenue over expenses from operations	(\$107,153)	\$253,702
Net asset balances, beginning of year	\$7,840,253	\$7,586,551
Net asset balances, end of year	<b>\$7,733,100</b>	<b>\$7,840,253</b>

\*represents an average of 105 staff



# Letter from the Board President

## A Message from Our Board President



Each year brings new challenges and new reasons to give thanks. This year was no exception.

We experienced some difficult transitions. We temporarily closed our Secure facility to recruit and retrain staff. We closed our Live-In Treatment Program, supporting some staff as they moved into new roles while saying goodbye to others.

At the same time, we saw God multiply our efforts in incredible ways.

Coldest Night of the Year broke fundraising records. Our Community Centre served more meals, welcomed more guests, and saw more volunteers step forward. Our Employment Services program flourished. We saw youth from our Secure program, guests from the Community

Centre, and participants in Youth Support Services all take steps toward employment and independence. Churches invited us to share. Donors gave generously. And when Secure reopened, it did so with a stronger, more united team.

Thanks to increased support, we are now open on Sundays again at the Community Centre. We are planning for growth. And through it all, God has been faithful.

At Ray of Hope, we invest in people, inspire hope, and believe in the power of transformed lives. This year, we have truly seen God multiply what we offered and use it for His purposes.

Thank you for walking with us. We are deeply grateful for your prayers, your volunteer hours, your generosity, and your faith in what God is doing.

With gratitude,

**Scott Starra**

President, Board of Directors,  
Ray of Hope



## Board of Directors

**Scott Starra**, Owner/Operator, Massage Addict,  
Serving as President

**David Barker**, Educator, Heritage College & Seminary,  
Serving as Vice President

**Christy MacDonald**, Senior Manager with Deloitte,  
Serving as Treasurer

**Warren Griffin**, Partner, Giesbrecht, Griffin, Funk and  
Irvine LLP, Serving as Secretary

**Ashley Hibbard**, Operations Director, The Centre for  
the Study of the Bible and Violence

**Harold Albrecht**, Retired MP

**Hilda DeBoer**, Retired Manager at CRA

**Jim Stitzinger**, Senior Leader, Ontario Teachers  
Insurance Plan

**Paul Wagler**, Proprietor/General Manager, St.  
Clements Heart and Home

**Shelly Stone**, Canadian Director, MissionGO

**Rachel Weiler**, Police Officer, WRPS

**Tom Arndt**, VP of Operations, Teledyne Technologies

## Leadership Team

**Tonya Verburg**, CEO

**Debbie Woodhall**, CFO

**Dale Prosser**, Director of Services

**Kimberly Rogan**, Director of Human  
Resources

**Kyla Arsenault**, Director of  
Fundraising and Public Relations

**Dan Wideman**, Program Director,  
Community Centre

**Don Plant**, Program Director, Youth  
Support Services

**Jaime Wright**, Volunteer Services  
Manager

**Josh Healey**, Employment Services  
Manager

**Samantha Arbon**, Manager of Quality  
and Compliance



# God Multiplies What We Offer

This year, we have seen God take what we have and multiply it beyond what we could have imagined. Every meal served, every youth supported, every second chance given, it all reflects His abundant love. We are deeply grateful to our donors, volunteers, and partners who allow us to continue this work. Together, through Christ, we multiply hope.



## Ways to Give

### By Phone

519-578-8018 x217

### By Mail

Send a cheque to  
230-659 King Street East,  
Kitchener, ON, N2G 2M4

### Join an Event

Join Coldest Night of the Year, the Ray of Hope Golf Classic, or host your own fundraising event for Ray of Hope.

### Leave a Lasting Legacy

Leave a gift to Ray of Hope in your will.

### Donate Stocks or Securities

Call 519-578-8018 or email [donations@rayofhope.net](mailto:donations@rayofhope.net)

### Online

[rayofhope.net/donate](http://rayofhope.net/donate)