

YEAR IN REVIEW 2020



Bethany Hope  *Centre*
COMPASSION. COMMUNITY. CHANGE.

Bethany Ho
Centre

Message from the Executive Director

ON MARCH 16TH, 2020 WE WERE REQUIRED TO MAKE THE DIFFICULT DECISION TO SHUT DOWN OUR PROGRAMS DUE TO THE COVID-19 PANDEMIC. OUR EMPLOYEES WERE ALL SENT HOME TO FACE THE NEW REALITY OF WORKING FROM HOME. ON JULY 20TH, WE REOPENED OUR DOORS FOR MODIFIED PROGRAMS. IT'S FAIR TO SAY THAT IT HAS BEEN A STRANGE AND DIFFICULT YEAR AS WE HAVE HAD TO ADJUST TO A "NEW NORMAL".

FIRST, I JUST WANT TO SAY THAT I AM SO PROUD OF OUR TEAM. THEY HAVE BEEN REMARKABLY RESILIENT AND POWERED THROUGH TRYING TO ADJUST TO THEIR NEW WORK/LIFE BALANCE. I AM THANKFUL FOR THE CREATIVITY OF OUR STAFF AND THEIR INNOVATIVE APPROACH WHEN PROVIDING THE SUPPORTS THEY HAVE OFFERED TO OUR PARTICIPANTS DURING THIS MOST DIFFICULT SITUATION. LIKE THE REST OF THE WORLD, WE BECAME QUITE FAMILIAR WITH VIRTUAL MEETINGS SO THAT WE COULD ALL REMAIN IN TOUCH WITH EACH OTHER. I AM ALSO GRATEFUL TO THE STAFF FOR THEIR PATIENCE AND DEDICATION TO THEIR JOBS. MANY HAD TO ROLL UP THEIR SLEEVES AND WORK IN AREAS THAT THEY NORMALLY DON'T WORK IN, MAINLY IN OUR FOOD SHARE PROGRAM TO HELP WITH THE INCREASE NEED OF FOOD. I AM GRATEFUL FOR THEIR UNDERSTANDING WHEN THINGS GOT DIFFICULT AND DECISIONS HAD TO BE MADE THAT FOR SOME, DIDN'T QUITE MAKE SENSE. I AM GRATEFUL THAT THIS TEAM IS LIKE A FAMILY WHO LOOKS OUT FOR ONE ANOTHER AND CARES ABOUT EACH OTHER'S WELL-BEING. AS THE PANDEMIC LINGERS, WE KNOW WE HAVE A LONG ROAD AHEAD TO REBUILD OUR PROGRAMS BACK UP TO WHERE THEY WERE PRE-COVID-19. WE MISS THE HUSTLE AND BUSTLE OF HAVING LARGE GROUPS OF PARENTS AND CHILDREN IN THE BUILDING. WE HOPE THAT SOMEDAY IN THE NOT SO DISTANT FUTURE, WE CAN GO BACK TO OUR "NORMAL". FOR NOW, WE WILL CONTINUE TO PROVIDE AND DO THE BEST WE CAN TO SUPPORT OUR YOUNG FAMILIES AND CAN'T WAIT TO WELCOME THEM BACK WITH OPEN ARMS!

AS YOU READ THROUGH THIS REPORT, YOU WILL BE ABLE TO SEE HOW THE BETHANY HOPE CENTRE WAS ABLE TO ADAPT AND MODIFY OUR PROGRAMS SO THAT WE COULD SUCCESSFULLY CONTINUE TO SERVE THOSE IN NEED. I WOULD LIKE TO TAKE THIS OPPORTUNITY TO THANK ALL OF OUR FUNDERS WHO HAVE HELPED US THIS YEAR TO BE ABLE TO CONTINUE TO PROVIDE FOR OUR MOST VULNERABLE DURING THIS PARTICULARLY DIFFICULT YEAR.

WISHING EVERYONE A VERY SAFE, MERRY CHRISTMAS AND HAPPY NEW YEAR!

SANDRA RANDALL, EXECUTIVE DIRECTOR



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NOURISH

THE DEMAND FOR FOOD ACCESS WAS GREATER THAN EVER THROUGHOUT THIS YEAR. FORTUNATELY, WITH SOME EXTRA FUNDING PROVIDED BY GOOD FOOD CENTRES CANADA/GOVERNMENT OF CANADA, THE ROGERS FOUNDATION, BREAKFAST CLUBS CANADA AND TELUS, WE WERE ABLE TO CONTINUE TO PROVIDE AN INCREASED AMOUNT OF GOOD, HEALTHY FOODS TO OUR PARTICIPANTS.

WHAT WE BELIEVE IN:

1. FOOD SOVEREIGNTY,
2. FAMILY MEALS
3. NUTRITION FOR THE WHOLE FAMILY.



WHAT WE KNOW:

1. EVERYONE SHOULD HAVE ACCESS TO GOOD QUALITY HEALTHY FOOD
2. SHARING A FAMILY MEAL IS GOOD FOR THE SPIRIT, THE BRAIN AND THE HEALTH OF ALL FAMILY MEMBERS.
3. GOOD NUTRITION IS A KEY BUILDING BLOCK IN THE SUCCESS AND WELL-BEING OF FAMILIES.

WHAT DID WE DO?

WITH EXTRA PURCHASING POWER, OUR PARTICIPANTS WERE ABLE TO HAVE INCREASED ACCESS TO GOOD NUTRITIOUS FOODS. THIS YEAR, WE HAD OVER 1000 VISITS TO OUR FOOD SHARE PROGRAM WHICH EQUALLED TO APPROXIMATELY 20,000 LBS OF FOOD GIVEN OUT. THIS IS A TRUE TESTAMENT TO WHAT WE BELIEVE IN AND WHAT WE KNOW!



Over **1000** visits to our Food Share, over **20,000**lbs of food given away in 2020

EDUCATION

ALTHOUGH COVID-19 SLOWED MANY OF OUR PROGRAMS DOWN, OUR LEARNING COACH PROGRAM CONTINUED TO SUPPORT THOSE PARENTS WHO CONTINUED TO WORK ON THEIR SCHOOLING DURING THE PANDEMIC, WHICH IN MOST CASES, WAS NOT AN EASY THING TO DO!

AT THE TIME OF THIS REPORT, THE BETHANY HOPE CENTRE'S LEARNING COACH PROGRAM HAD COMPLETED THE FOLLOWING:

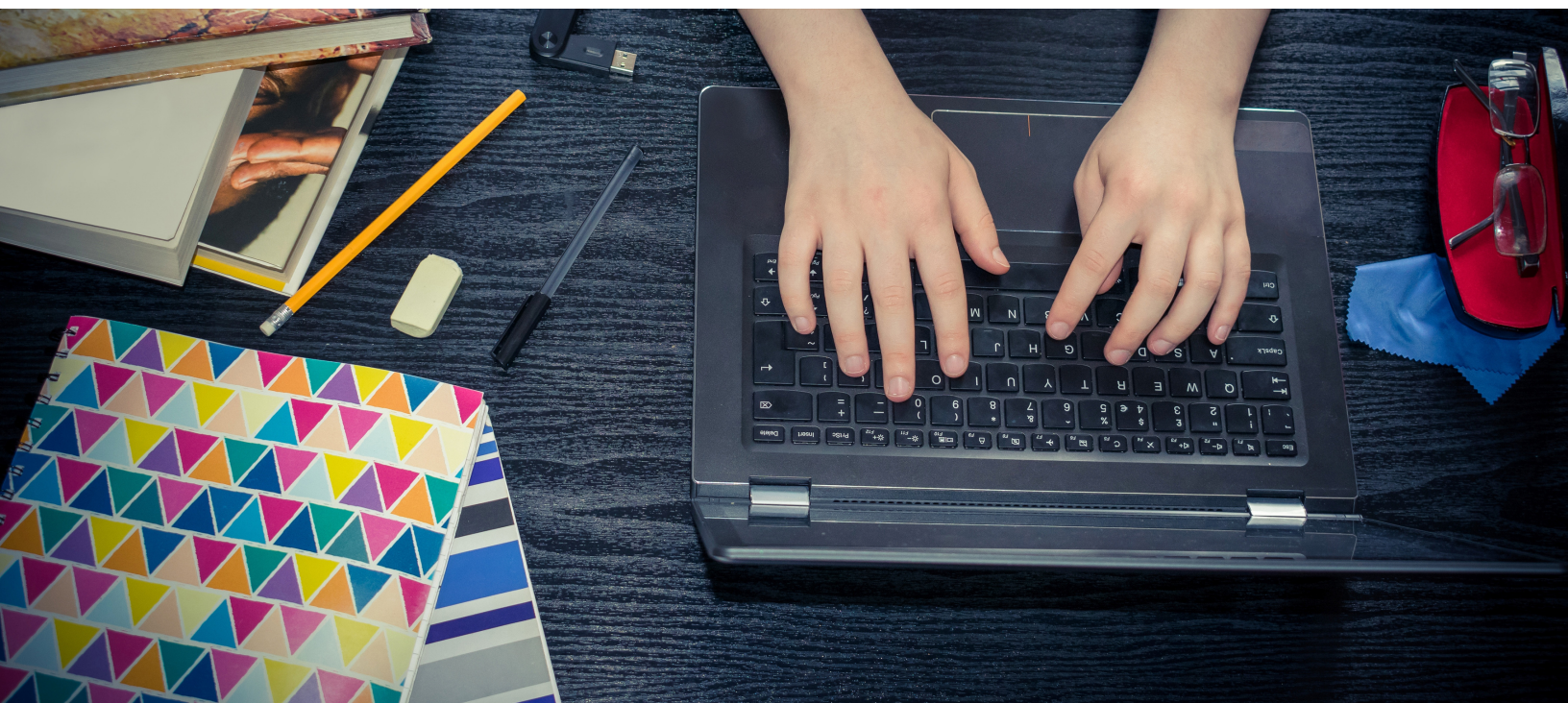
25 CREDITS EARNED AS OF NOVEMBER 1, 2020

131 HOURS OF ONE-ON-ONE TUTORING SUPPORT FOR A VARIETY OF SUBJECTS

115 VISITS TO THE LEARNING CENTRE (KEEPING IN MIND, WE WERE CLOSED FOR A 3 MONTH PERIOD)

1460 OUTREACH CONTACTS WERE MADE TO STUDENTS WHO PARTICIPATE IN THIS PROGRAM

94 STUDENTS WERE REGISTERED WITH THE LEARNING COACH PROGRAM



HEALTH



WE HAVE BEEN BLESSED AT BETHANY HOPE CENTRE IN THAT SO FAR, NONE OF OUR STAFF HAVE TESTED POSITIVE FOR COVID-19 DURING THIS PANDEMIC. SINCE THE BEGINNING OF COVID, WE HAVE IMPLEMENTED STRICT COVID-19 POLICIES AND PROCEDURES REGARDING HEALTH AND SAFETY MEASURES THAT WERE PUT IN PLACE.

UNFORTUNATELY, WE HAD TO SHUT DOWN OUR HEALTH CLINIC AS THE BRUYERE FAMILY HEALTH TEAM WAS NEEDED TO REMAIN IN THEIR OWN CENTRE TO PRACTICE. OUR BHC NURSE, CATHY, CONTINUED TO BE ABLE TO PROVIDE PHONE APPOINTMENTS TO OUR PARTICIPANTS AND WAS ABLE TO TRIAGE ANYONE WHO SHE THOUGHT MAY NEED TO HAVE A FACE-TO-FACE APPOINTMENT WHEN A PHONE OR VIRTUAL APPOINTMENT WAS NOT POSSIBLE FOR HEALTH RELATED CONCERNS. WE CONTINUE TO HAVE OVER 200 PARTICIPANTS WHO ACCESS OUR HEALTH CLINIC.

WE ARE GRATEFUL FOR OUR PARTNERSHIP WITH OTTAWA PUBLIC HEALTH FOR ON OCT 21, 2020, BHC HELD A FLU SHOT CLINIC WHERE 13 CHILDREN (UNDER 18 YEARS OF AGE), 30 ADULTS (19-64 YEARS OF AGE) AND 9 OLDER ADULTS (>65 YEARS OF AGE) RECEIVED THEIR INFLUENZA VACCINE

I WOULD ALSO LIKE TO TAKE THIS TIME TO RECOGNIZE OUR NURSE, CATHY FORTIER, WHO HAS BEEN WITH THE BETHANY HOPE CENTRE FOR THE PAST 3 YEARS. CATHY RETIRED ON OCTOBER 30 THIS YEAR. WE ARE SO LUCKY TO HAVE HAD CATHY WITH US DURING HER TIME AT BHC. IT IS WITH A HEAVY HEART THAT WE WISH HER ALL THE VERY BEST IN HER NEXT JOURNEY WITH HER HUSBAND GERRY AND THE REST OF HER FAMILY.

**52 flu shot vaccines
given in 2020**



CHILDREN'S SERVICES



OUR INFANT AND CHILD DEVELOPMENT TEAM, WERE INCREDIBLY CREATIVE WHEN WE WERE HIT WITH THE FACT THAT WE COULD NO LONGER PROVIDE IN-HOUSE PROGRAMS FOR CHILDREN. THANKS TO THEIR MANY TALENTS, THEY WERE ABLE TO DELIVER THEIR PLAYGROUPS VIRTUALLY WHERE PARENTS AND THEIR CHILDREN JOINED IN TO HAVE SOME FUN ON WEDNESDAY MORNINGS. SEEING THE CHILDREN THEY WOULD NORMALLY SEE IN THE CENTRE GROW AND DEVELOP OVER THE PAST YEAR VIRTUALLY WAS A REALITY LIKE NO OTHER.

THIS TEAM ALSO ENDED UP PUTTING TOGETHER OVER 1000 ACTIVITY KITS THAT WERE GIVEN OUT EACH FRIDAY IN THE FOOD SHARE HAMPERS FOR CHILDREN OF ALL AGES TO ENJOY. MANY WERE CHALLENGED TO SEND IN THEIR COMPLETED CRAFTS THAT WERE THEN POSTED ON OUR SOCIAL MEDIA FOR ALL TO SEE. KEEPING CHILD DEVELOPMENT AT THE FOREFRONT, DEVELOPMENTAL ASSESSMENTS WERE CONTINUED AS WELL AS CHILD CARE WHEN WE REOPENED OUR CENTRE ON JULY 20TH FOR ONE-ON-ONE APPOINTMENTS.

UNFORTUNATELY WE WERE UNABLE TO GO ON ANY OF OUR REGULARLY SCHEDULED FIELD TRIPS THIS YEAR TO THE SUGAR BUSH, OUR BHC FAMILY DAY OUTING OR EVEN OUT TO THE FARM, BUT WE ARE HOPING THAT THE SITUATION WITH COVID-19 WILL BE BETTER AND WE CAN RETURN TO DO SOME OUTDOOR, FUN ACTIVITIES NEXT YEAR!



Over **1000** Activity kits have been given to children since the pandemic began



PARENT SUPPORT



DURING THE PANDEMIC, WE RECOGNIZED THE NEED FOR PARENT SUPPORT WAS MORE IMPORTANT THAN EVER. LUCKILY, WE WERE ABLE TO CONTINUE TO SUPPORT OUR YOUNG PARENTS THROUGH MODIFIED PROGRAMS. THIS ENABLED OUR YOUNG FAMILIES TO STAY SAFE WHILE BEING ABLE TO ACCESS SUPPORT. OUR PARENT SUPPORT TEAM CONTINUES TO OFFER ONE-ON-ONE MEETINGS WITH PARENTS EITHER AT THE CENTRE OR BY PHONE, OR BY VIRTUAL MEETINGS. WE HAVE HAD TO PUT OUR GROUP PARENTING CLASSES ON HOLD DURING THE PANDEMIC, BUT CONTINUE TO OFFER THE CLASSES ONE-ON-ONE. THIS MODIFIED VERSION OF PROGRAM DELIVERY HAS ALSO MEANT THAT OUR FATHERING GROUP HAS MOVED TO A ONE-ON-ONE MODEL AS WELL. WE ARE FORTUNATE THOUGH THAT THROUGH THE DEDICATION OF OUR PARENT SUPPORT STAFF, WE CONTINUE TO BE ABLE TO SERVE YOUNG PARENTS, POSITIVELY IMPACTING THEIR PHYSICAL, MENTAL AND EMOTIONAL DEVELOPMENT WHICH IN TURN HELPS THEM NURTURE THEIR RELATIONSHIPS WITH THEIR CHILDREN.

IN 2020, 295 PARENTS REACHED OUT FOR PARENTING SUPPORT DURING THE PANDEMIC.



SPIRITUAL CARE

MEET OUR NEW CHAPLAIN: LT. DANIELLE FELTHAM

IN AUGUST, WE SAID GOOD-BYE TO MAJOR ERIN VERHEY WHO WAS OUR CHAPLAIN AT THE BETHANY HOPE CENTRE FOR THE PAST 11 YEARS. MAJOR ERIN HAS MOVED ON TO OTTAWA GRACE MANOR AS THEIR CHAPLAIN. SHE WILL BE MISSED BY ALL STAFF AND PARTICIPANTS. MAJOR ERIN'S REPLACEMENT IS LIEUTENANT DANIELLE FELTHAM.

LIEUTENANT DANIELLE FELTHAM IS AN OFFICER OF THE SALVATION ARMY, AND HAS A BACHELOR'S DEGREE IN SOCIAL WORK AND WOMEN'S STUDIES. SHE GREW UP MOVING AROUND AS HER PARENTS WERE ALSO OFFICERS, LIVING IN COMMUNITIES IN NEWFOUNDLAND, LABRADOR, ONTARIO, AND MANITOBA. SHE HAS KNOWN HER WHOLE LIFE THAT SHE WAS CALLED TO BE A SALVATION ARMY OFFICER AND IS EXCITED TO BE ABLE TO LIVE THIS OUT AT THE BETHANY HOPE CENTRE AS THE CHAPLAIN."



SANTA SHUFFLE AND KETTLE CAMPAIGNS



OUR SANTA SHUFFLE AND CHRISTMAS KETTLE CAMPAIGN IN 2019 WERE A SUCCESS! WITH THE HELP OF OUR SHUFFLE AND KETTLE VOLUNTEERS, DONORS, STAFF, OVER 1300 ELF WALKERS AND SANTA SHUFFLERS, WE WERE ABLE TO RAISE A COMBINED TOTAL OF \$85,000 FROM BOTH EVENTS. ALL PROCEEDS WENT TOWARDS OUR PROGRAMS HERE AT THE BETHANY HOPE CENTRE.

THIS YEAR, OUR SANTA SHUFFLE WILL BE RUN VIRTUALLY DUE TO THE COVID-19 PANDEMIC. WE ARE HOPING THAT MORE WALKERS AND RUNNERS WILL BE AVAILABLE TO PARTICIPATE THIS YEAR AS THE SHUFFLE WILL RUN OVER THE PERIOD OF A WEEK (DEC 5-12). ALTHOUGH WE CAN'T ALL WALK OR RUN TOGETHER THIS YEAR, WE ARE HOPING THAT MANY WILL CONTINUE THE TRADITION OF DRESSING UP IN THEIR CHRISTMAS COSTUMES AND WILL SEND PHOTOS TO US! WE TRULY HOPE THAT ALL THOSE WHO ARE PARTICIPATING IN THIS YEAR'S SANTA SHUFFLE STAY SAFE AND ENJOY THEIR WALK/RUN!

OUR KETTLES ARE ALSO GOING TO LOOK A LITTLE DIFFERENT THIS YEAR AS WE ARE INTRODUCING TIP TAP PAY MACHINES AS A SAFER, EASIER WAY TO DONATE TO THE SALVATION ARMY. DONATIONS CAN ALSO BE MADE BY CALLING 1-800-SAL-ARMY, WWW.FILLTHEKETTLE.CA OR WWW.BETHANYHOPECENTRE.ORG

PHOTOS BY: KIMBERLEY HOY OF FUN & FANCY PHOTOGRAPHY OTTAWA



OUR DONORS, PARTNERS AND VOLUNTEERS



Ottawa Food Bank
La Banque d'Alimentation d'Ottawa



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The City of Ottawa
Ministry of Children, Community and Social Service
Rogers Foundation
Breakfast Clubs Canada
Pinchin Consultants
Prior Family Foundation



HOBIN
ARCHITECTURE

**Not all may be named, but a tremendous thank you
to everyone who makes a difference in the lives
of young families, through efforts both big and small.**

