



*Bethany Hope Centre*  
COMPASSION. COMMUNITY. CHANGE.

# Year in Review

# 2023



## Message from the Executive Director

Dear Friends and Supporters,

I am pleased to present the Year End Review for the Salvation Army Bethany Hope Centre, covering the activities and achievements of our organization in the year 2023. This report highlights our commitment to serving young, vulnerable families and making a positive impact in the community.

The Salvation Army Bethany Hope Centre has a longstanding tradition of providing essential services, support, and hope to individuals and families in need. As part of our mission, we offer holistic programs, empower individuals, and create lasting, positive change in their lives.

As we reflect on the accomplishments of 2023, we are excited about the prospects for the year ahead. We remain committed to our mission and will continue to work diligently to expand our services and meet the evolving needs of our community.

We would like to express our sincere gratitude to all our supporters, donors, staff, volunteers, and partners who made the achievements of 2023 possible. Your unwavering support has a profound impact on the lives of those we serve.

In closing, the Salvation Army Bethany Hope Centre is determined to continue providing hope, support, and transformation to those in need. We invite you to join us in making 2024 an even more remarkable year.

Thank you for your continued support and commitment to our mission.

Sincerely,  
Sandra Randall, Executive Director of Bethany Hope Centre



## Message from our Community Council Chair

Affordability challenges felt in the wider world in 2023 also impacted BHC families, but as always BHC provided supports to make daily life easier. From offering a meal with programs, combining gardening with Christian meditation, and providing access to primary medical care and formal learning, BHC staff ensured that young parents and their children were nourished in body, mind, and soul.

This year volunteers came together to support young parent families in so many ways, such as preparing gardens for the growing season, packing craft kits and making meals. Each act of kindness resonates. Donors provided support through lunch kits for school-aged children, contributions of baby items, and opportunities for field trips where children can learn about the world around them, to give a few examples. Sharing when we can enriches us all.

I continue to be in awe of the staff and leaders at BHC, who constantly strive to offer the most meaningful and impactful programs to support young parents and their children. On behalf of the BHC Community Council, I thank them all for their empathy and dedication.

I thank you for your support of the Bethany Hope Centre in 2023, and wish you all the best for 2024.

Nathalie Shiebel

# Our Land Acknowledgment

**IN THE SPIRIT OF TRUTH AND RECONCILIATION, THE SALVATION ARMY BETHANY HOPE CENTRE ACKNOWLEDGES THAT THE LAND ON WHICH WE PROMOTE CHANGE, COMPASSION, COMMUNITY AND RESPECT IS THE TRADITIONAL UNCEDED TERRITORY OF THE ANISHINAABE ALGONQUIN NATION.**



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## Our Mission

**Our mission is to support, equip and empower adults, youth and children in the Ottawa Region by building services, partnerships and a faith-based community spirit with a primary focus on young parents and their children.**



## Our Vision

**As an innovative partner, we envision a community in which young parent families feel support, have dignity and hope, and know the love of God.**





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## **Our Commitment**

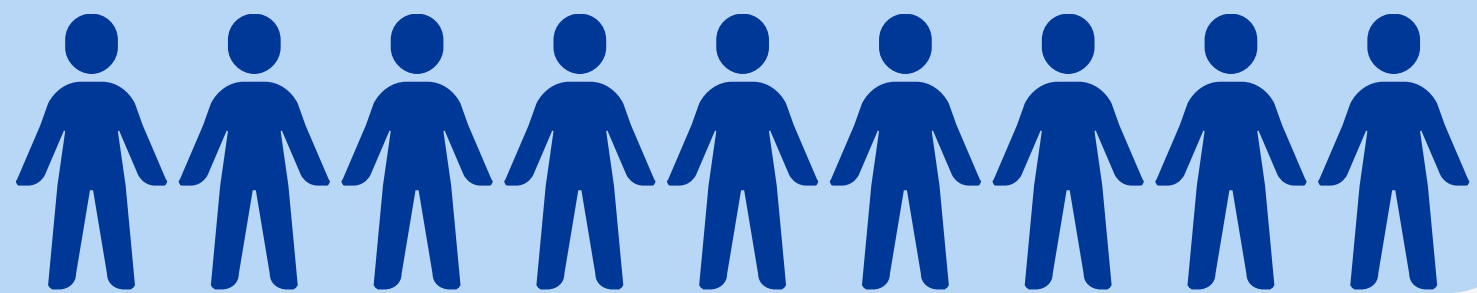
**BHC commits to providing innovative, holistic programs to young parent families while continuing to share the love of God.**





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# Bethany Hope by the numbers in 2023



Number of new intakes: **54**

Number of meals served: **6715**

Number of individuals accessing our health programs: **192**

Number of visits to our Food Share: **1307**

Number of visits to Infant and Child Development: **1267**

Number of contacts for Education and Employment: **526**

Number of Spiritual Care visits: **118**

Number of visits to Parent Support Programs: **1051**



## Infant and Child Development



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The Infant and Child Development programs saw a significant increase in the number of children attending on a daily basis. This year, we had 72 individual children attending programs. We offered 3 field trips this year: Valley View Farm, the Pirate ship adventure at Mooney's Bay, and the Log Farm. We also hosted 12 themed playgroups including; Valentines day playgroup, Easter day playgroup, potty training playgroup, March carnival play day, splash pad playgroups, onesie decorating, Halloween and Christmas parties to name a few.

This year, 12 Ages and Stages development screening tool (ASQ) questionnaires were completed with children of various ages. The ASQ helps to determine if a child is meeting their developmental milestones. Developmental Support Plans are also being created by our ICD workers and Community Nurse to help parents support their child while waiting for referred external appointments.

Tristan and Sarah, our ICD workers, continue to support both parents and children in the Child Development Room. It was a great year for our ICD programs, busy and full of hope. Looking forward to 2024!

**Number of infants/children who attended Infant and Child Development programs in 2023: 72**



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## Education and Employment

The Learning Coach Program has been steady this year. So far, we have helped students earn 10 credits. These credits have been earned through online coursework and the Prior Learning Assessment and Recognition Program (PLAR). Having a variety of education pathways and resources for our participants means more targeted accommodation and increased chances of success.

We were incredibly pleased that two students graduated this year. One student completed their high school diploma and went on to an aircraft repair program at Canadore College in North Bay. The other student completed a college level PSW diploma at Willis College.

Bethany Hope Centre's Learning Coach Program currently provides support to **35** students, as well as several job seekers. We work closely with our community partners: the City of Ottawa's LEAP division, HPEDSB's Quinte Adult Education, Algonquin College, and the YMCA.

While the program is titled the Learning Coach program, our staff also provides employment support. These supports include constructing professional resumes and cover letters for clients searching for work.

Our program aims to grow as part of a community, learn from self-reflection and client-directed evaluations, and maintain our place as an integral part of the wrap-around supports that make up the Bethany Hope Centre.







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## Spiritual Care

The chaplain's door is always open to welcome those that want to check in, have a chat or receive spiritual care, grief support or couples care. Even the toddlers wander in as they know where to get some cute stickers!

Faith based programs were held on Tuesday mornings which involved art projects inspired by scripture and gardening in the spring and fall paired with Christian meditation. Earlier in the year the Youth Alpha Course was facilitated with great conversation over coffee. The prayer room is prepared each day to welcome those that need a space to reflect with music, soft lighting, and materials for interactive prayer.

Messy Church, a family program, continues Monday evenings with a bible story, music, games, a craft, and dinner. This is well attended with a good core group and an average attendance of between **13 to 20** people.



As the cost of food has increased significantly, we are please to be able to continue to provide access to good, healthy foods for our participants.

We have had **1,157** visits to our Food Share.

We have given away **33,854** lbs of food through Food Share

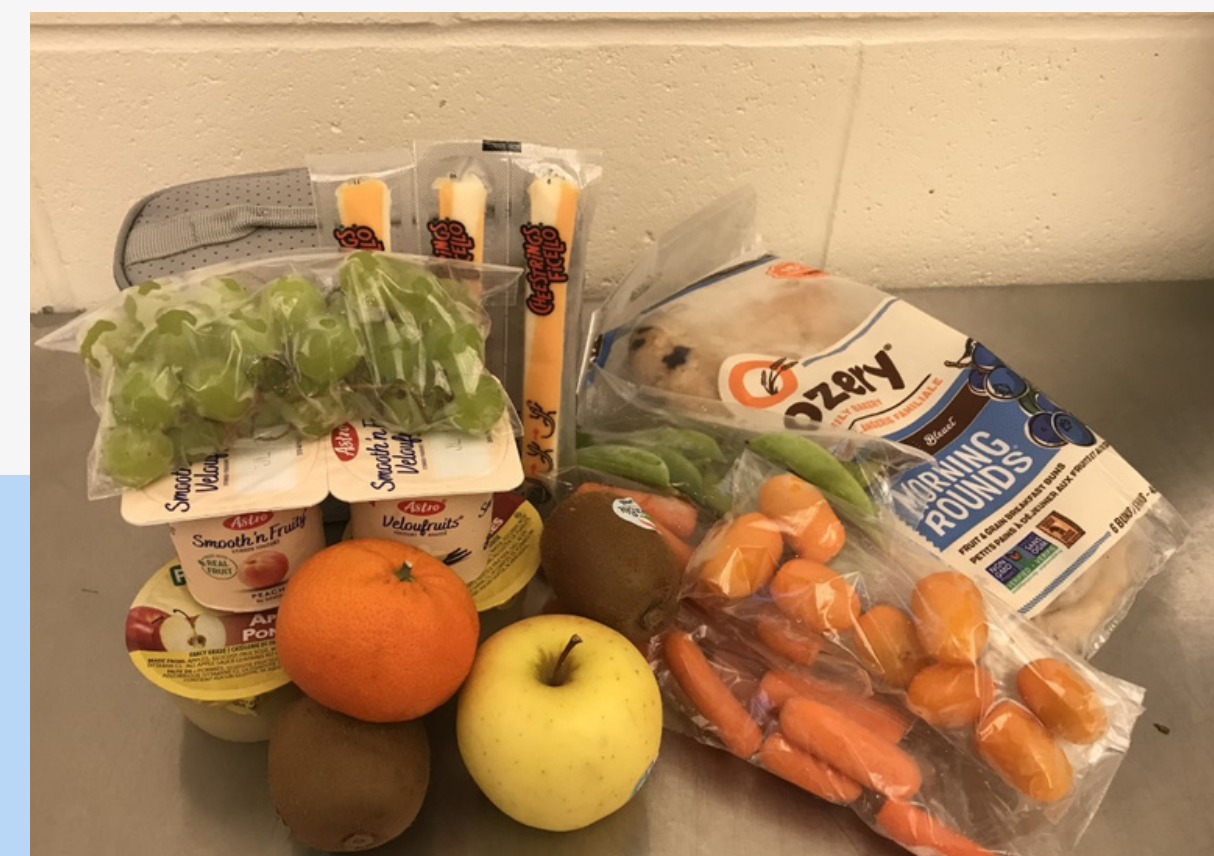
We grew **98lbs** of fresh produce in our garden

Our Lunch Box Kits provided fresh produce, dairy and grains to support 2656 school lunches

We were so grateful to be able to celebrate so many holidays in-person throughout the year. We welcomed 54 families to our Christmas Celebration in 2022. Families enjoyed freshly baked muffins and pastries, smoothies and fruit salad. We had children's crafts and activities as well as a festive space for family photos and of course a visit from Santa.

We celebrated both Easter and Thanksgiving with full turkey lunches as well as delicious deserts baked by our loyal volunteers. This year we even enjoyed a spooky Halloween lunch with our participants. We were so happy to be able to have Staff and Families sit down together and share these meals once again.

We continue to offer our Take and Make kits each week. Through this program families were introduced to over **45** new recipes this year.



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# Dads Matter

The Dads Matter program has had a very successful year. The group has grown and had a huge turnout. We had 144 visits to the Dads group. Over 120 hours of individual Dads support has been offered.

The Dads group completed the Nobody's Perfect program, Kids Are Worth It, Honouring Anger & Quality vs. Quantity program. A new addition to the program has been the monthly Dads Cook Night where the dads share their favourite recipes while they come together and cook in the kitchen. When asked what they enjoy most about the program, one of the dads responded with "the camaraderie and the warmth of the group"

We are also very proud of the opportunity to be a part of The Salvationist podcast for a father's day episode that one of the dads was interviewed for ---> <https://salvationist.ca/articles/salvationist-podcast-dads-matter/>



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## Health Programs

The health clinic had a very busy year with many new intakes in need of a family doctor. We have had **111** in person appointments with the doctor during our Health Clinic every other Friday with the doctor.

Our nurse is on site 5 days a week and has offered in person or virtual health care to **192** participants of Bethany Hope since January 2023. The health clinic is in the process of setting up a Book Nook in the waiting room in partnership with Early Words. The goal with the Book Nook is to help clinics create a literacy-rich space that encourages children and families to engage with the books together while waiting for their appointments and disconnect from their devices.

Our nurse offers health related group programs such as ongoing Prenatal classes every Tuesday, Healthy Eaters, Perinatal wellness using Reflexology, Perinatal Mental Health Wellness Group and supports with education in the Buns in the Oven program.



## Parent Support

Our parent support team has been busy offering a variety of group programming, as well as one on one support to help with personal development, parenting and essential needs.

We continue to offer our Safecare Program, which allows staff to provide in home sessions on parent-infant /child interaction, home safety and child health. This year BHC was successful in being accredited in SafeCare.

This year we began a mentorship program, which is offered to a participant who is aging out and demonstrated qualities of leadership and kindness. Mentors are a welcoming presence for new and existing participants, intentionally supporting and encouraging new people who attend the Centre.

This year, a total of **27** different parenting support programs were offered to parents who attend Bethany Hope.



Public Health  
Agency of Canada

Agence de la santé  
publique du Canada





# Santa Shuffle

Fun Run & Elf Walk



## Thank you to our 2023 Ottawa Santa Shuffle Sponsors!



Barrhaven Lions Club





# Our Bethany Hope Team



**Sandra Randall, Executive Director**  
**Debbie Wong, Program Director**  
**Crystal Gallant, Nourish Food Coordinator**  
**Wendy Wallis, Chaplain**  
**Tori Gowing, Administrative Coordinator**  
**Stacey Alexander, R&D Coordinator**  
**Matt Dingley, Education and Employment**  
**Myranda Jeffery, Community Nurse**

**Pam Midgley, Front Desk Admin**  
**Maeve Young, Intake Worker**  
**Carolyn Normand, Parent Support**  
**Kayla Eccles, Parent Support**  
**Rachel Day, Parent Support/Fathering worker**  
**Tristan Dang, Infant and Child Development**  
**Sarah Wilgress, Infant and Child Development**  
**Sachiyo Sauve, Nourish Assistant**  
**Emily Beckett, Messy Church Facilitator**



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# Our Community Council Members

**Nathalie Schiebel, Chair**

**E.Neville Ward**

**Sandra Hession**

**Barbara Peters**

**Jo-Ann Droogh**

**Ameet Bhalla**

**Sandra Randall**

**Debbie Wong**

**Crystal Gallant**

**Wendy Wallis**



**Thank you to our  
Community Council for  
your support in helping us  
to build our capacity to  
ensure a strong and  
sustainable future!**



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# A Huge Thank You to our Partners and Funders!!!

## Foudations, Individual Grants and Corporate Donors

David T. Williams  
Jackie Kallies  
Neville Ward  
Ross Munro  
Loretta Roper  
Parkdale United Church  
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Robertson Coyne Mechanical  
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University of Ottawa  
Algonquin College  
Ottawa Food Bank

Dylan Black  
Karen Lavigne  
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Kathy Connelly  
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Alana Hardy  
Alicia Phinney  
Celia Rheault  
Donna Dandele-  
MacNabb  
Emily Kom  
Erin Patrick  
Frank Stanek  
Gwendolyn Guth  
Helen Quaresma  
Jason Kempt  
Bruyere Academic Family  
Health Team

SOINS CONTINUS  
**Bruyère**  
CONTINUING CARE

## Government Funders

City of Ottawa--Child Development and LEAP Program  
Government of Canada  
PHAC Brighter Futures  
Ministry of Children, Community and Social Services

## Our Young Parent Support Partners

Youville Centre  
Emily Murphy Housing  
St.Mary's Home  
Columbus House



**Ontario Association of Young Parent Agencies**

*-serving infants, children and young parents - together*

**L'Association ontarienne des agences pour jeunes parents**

*-servir nourrissons, enfants et jeunes parents - ensemble*

**It is through meaningful financial or in-kind donations from the following groups and individuals that Bethany Hope Centre has been able to continue to make a difference in the futures of young families in Ottawa.**



## The Salvation Army Canada

Finally, we must thank the Salvtion Amry for making the commitment locally, provincially and territorially to ensure that young parents in Ottawa have opportunity for a bright future.



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