



annual report



2024
2025

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board chair

Janet Siverns

Recently I was asked what Eagles Nest had accomplished. For a moment I was silent, considering how best to describe the life-changing impact of this organization. I thought of all the words and phrases we use to promote services:

- Mental Health Matters
- Hope Restored. Lives Changed
- Our values: compassion, love, integrity, and inclusion
- Affordable therapy, coaching and support programs for adults, youth and children

But the best way to capture the depth and impact of what Eagles Nest does is to visit our website and read a newsletter and hear directly from clients:

If I had the additional burden of having to pay for the course, I more than likely would not have chosen to go. I honestly don't know where I would be, mentally, if I did not attend this course.

My Mom and Dad noticed that I changed. I'm more of a homebody, weekends on the couch, but I was happy to go. I feel like I have more confidence and social skills from this.

What has Eagles Nest accomplished? Improved health, transformation, the provision of compassion and hope, and skills to ensure that hope continues.

Work continues to address five priorities:

- **Mission Alignment:** Ensuring our program delivery matches public need and reflects our mission. Over the last year, barriers for youth accessing mental health supports were assessed.
- **Communication with Stakeholders:** We share regularly with the public (social media, newsletters and rack cards) and staff meets regularly with community organizations.



- **Strengthening Finances:** Diversifying sources of funding to facilitate organizational growth and long-term stability. There have been increased applications for grants over the last year and changes made to our thrift store, special events, candle sales and donor appeals.
- **Increasing Community Engagement:** Partnership with organizations, businesses, schools and churches in the community have increased. Volunteers work in our thrift store and participate in fundraising and events.
- **Protecting Our Infrastructure:** Strengthening our systems to support organizational growth and sustainability. Our therapists receive professional development, our policies and procedures are subject to ongoing review and revision and our Board takes governance training to mitigate risk.

Thank you for your prayers, generosity, and support, all of which lead to change in the lives of those impacted by mental health challenges.

Never forget that your actions support timely access to immensely valuable and life-changing support that individuals and families would not otherwise have. With your help, Eagles Nest will continue to restore hope and change lives for the better.

executive director

Amanda DeVries



As I reflect on the past year, I am encouraged and filled with gratitude. We are a part of an amazing community that continues to support us and help us to grow.

Executive Director

This past year can't be measured in just numbers and statistics, but in stories of resilience, healing, and connection. Each person we have served represents the heart of our mission and the reason we continue to look ahead with both determination and hope.

Guided by our vision of unhindered access to mental health care, we recognize that meaningful impact requires not only compassion and expertise, but also a clear and strategic vision for sustainable growth.

The year ahead marks an important milestone for Eagles Nest as we launch our new three-year strategic plan - a thoughtful roadmap designed to guide our next chapter. Our plan is grounded in five strategic priorities:

- High-Impact, Community-Aligned Programs
- Awareness and Community Engagement
- Organizational Capacity
- Financial Sustainability
- Governance and Resilience

This plan reflects our commitment to expanding access to high-quality mental health services, reducing barriers to care, and strengthening the systems that support our work.

Looking ahead, our team is excited to expand our programming to meet the rising needs in our community. In the coming year, we will launch a pilot program designed to come alongside parents and caregivers as they support their children's mental health journeys. We know that when families are equipped, supported and engaged, outcomes are stronger and more sustainable. The year ahead is filled with opportunity.

To our funding partners and supporters, thank you for walking alongside us. Your investment makes this work possible. We invite you to continue partnering with us as we move into this next season - together creating healthier, more connected communities.



Pillar: Mission



Evaluate the programs and services to ensure alignment with our mission and to strengthen the impact in our community.

updated mission & vision

In 2025, the Board of Directors and our leadership team worked together to create an updated mission and vision that reflected our commitment to accessible, local mental health care. This renewed direction helps guide our work and ensures we continue to meet the evolving needs of those we serve.

new strategic plan 2025-2028

Our team created a new three-year strategic plan that emphasizes our commitment to expanding access to high-quality mental health services, deepening community engagement and building a resilient organization capable of long-term impact.

This plan serves as a clear roadmap for how we will respond to the rising demand for mental health care, reduce barriers to access, and strengthen the systems that support our mission. With measurable goals and a strong emphasis on innovation, inclusion, and accountability, this strategy positions Eagles Nest to better serve our community now and into the future.

vision

Eagles Nest envisions a future where all people have unhindered access to mental health care.

mission

We provide affordable and accessible mental health services in Hamilton and Halton regions, encouraging mental well-being and resilience in adults, youth and children.



strategic plan 2026 - 2028 highlights

→ 1.0 High Impact, Community-Aligned Programs

- Deliver Responsive, High-Quality Mental Health Services
- Improve Program Capacity and Coordination
- Enhance Accessibility and Inclusivity
- Expand Service Delivery
- Strengthen Community Partnerships
- Prioritize Youth Engagement
- Ensure Continuous Program Improvement

→ 2.0 Awareness & Community Engagement

- Increase Public Awareness of Mental Health and Available Services
- Strengthen Community Trust and Reduce Stigma
- Position the Organization as a Leader in Mental Health
- Expand and Deepen Strategic Partnerships
- Develop and Execute Targeted Marketing Strategies
- Strengthen Connection of Thrift Store to Mission Impact

→ 3.0 Organizational Capacity

- Build a Mission-Aligned, Skilled Workforce
- Expand Volunteer and Internship Capacity
- Address Critical Staffing and Operational Needs
- Enhance Organizational Systems and Infrastructure
- Invest in Professional Development and Staff Wellbeing

→ 4.0 Financial Sustainability & Resource Development

- Build a Stable and Resilient Financial Foundation
- Diversify and Grow Revenue Streams
- Enhance Donor Engagement and Retention
- Secure Multi-Year and High-Value Funding Commitments
- Enable Greater Organizational Flexibility and Growth

→ 5.0 Organizational Resilience & Governance

- Strengthen Governance and Leadership Capacity
- Enhance Risk Management and Compliance
- Improve Policy and Operational Frameworks
- Advance Cybersecurity and Data Protection
- Build a Future-Ready, Adaptive Organization



youth mental health needs assessment

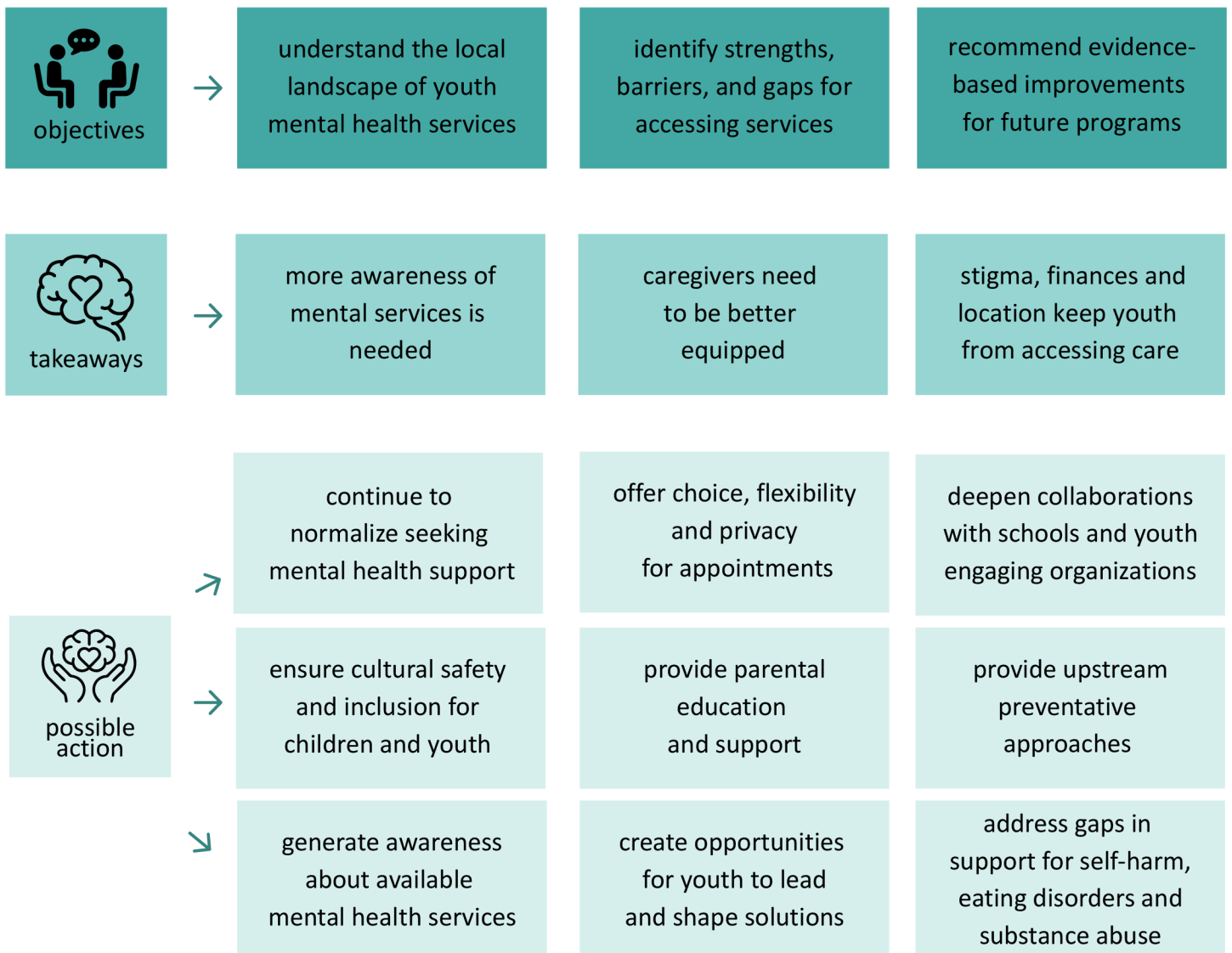
Ontario
Trillium Foundation



Fondation Trillium
de l'Ontario

An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario

Youth face significant gaps in mental health care. With the support of an Ontario Trillium Foundation Seed Grant, Eagles Nest launched a critical needs assessment focused on services for youth in Waterdown and area. This project provided valuable insights into the current landscape of mental health supports and identified existing resources, barriers to access and areas for improvement. These findings guided our new strategic plan and informed our direction to expand and enhance mental health services for youth and parents.



strategic refresh: emoticon program

Emoticon is an 8-week therapeutic group for children aged 6–11. This program helps children identify, understand, and manage their emotions through games, guided discussions, and weekly challenges. Parents attend a pre-group session and are encouraged to support their child’s emotional learning through weekly at-home activities and conversations.

Group sizes are kept intentionally small (5–6 children) to provide personalised attention, encourage strong peer connections, and allow for meaningful participation by every child.

Early emotional awareness is essential for healthy development, contributing to improved relationships, academic success, and reduced behavioral issues. Research underscores that emotional regulation in childhood lays the groundwork for long-term well-being.

Eagles Nest has offered the Emoticon program since 2020, delivering essential emotional wellness education and mental health care to children and families. The cost to attend is \$50 per child with full subsidies available. Similar regional programs average \$600 – \$700 per child.



In 2025 with the support of Ward 15 Community Council: City of Hamilton, Eagles Nest implemented a strategic refresh of Emoticon to enhance the effectiveness of the program and ensure it remains relevant, inclusive, and impactful for the diverse families we serve.

- Updated the curriculum to align with current best practices in mental health and emotional development.
- Addressed gaps identified through feedback from facilitators, community partners, parents and participants.
- Replaced and upgraded materials and furnishings to ensure a safe, engaging, and developmentally appropriate environment.



→ **80%**

of participants demonstrated progress in coping strategies

→ **100%**

of families said they are now having healthy conversations about emotions

→ **80%**

of participants reported they practised strategies at home

facilitator viewpoint: impact of changes to the Emoticon program

Caroline Henson, Program Facilitator MSW, RSW

The Emoticon program was revised to address the ever-growing needs of children ages 6-8 and 9-11. Children in past sessions had vocalized how body breaks were important to them. Based on that input, some of the activities in the program were adjusted to allow for more movement breaks. When these activities were implemented, the facilitators noticed how the kids were better able to focus and retain information. When given some free time to play outside, the facilitators challenged the kids to adapt whichever game they were going to play to the topic of emotions. The kids very quickly adapted the game Jackpot to reflect emotions and share times when they felt a specific emotion.

Other activities were adjusted to be more age appropriate for different age levels. After identifying that reading skills were not fully developed in 6-8-year-olds, games that utilized written instructions were altered to have pictures or other cues. By making the games more accessible for kids, they felt less like they were at school and more likely to participate.

Lastly, the addition of inviting parents and caregivers to the final night of Emoticon was a positive addition for both the children and their parents. The children were excited to show their parents everything they had learned and the parents were eager to see the group dynamic and a culmination of everything their child had learned. Furthermore, since the parents all got to meet each other on the first night of program, it was nice for them to have one final interaction with the other parents.



“

I love the program! Congratulations on creating something so special and needed for kids and parents.

parent of Emoticon participant

“

My son loved it and was sad when it was over. He also raved about the instructors.

parent of Emoticon participant

therapy program



Average wait time

→ 3 months

Inquiries

→ 24% increase

Clients on full subsidies

→ 78%

Therapy clients receive an intake and up to 15 partially or fully subsidized sessions. Sessions are offered either in person or virtually, with a registered psychotherapist or social worker. This program continues to be our most in-demand service.

community investment fund feed grant



United Way
Halton & Hamilton

Eagles Nest is grateful to be in the second year of a multi-year grant from United Way Halton & Hamilton (UWWH). This feed grant is vital to sustaining our Therapy Program. The funding helps keep wait times to a minimum, allows us to collaborate with local partners, and create community awareness through campaigns on mental health access. This partnership with UWWH also supports continuous professional development for our team to help us meet the evolving needs of our community. Multi-year grants are significant as they provide the financial stability needed for long-term planning, capacity-building, and stronger impact, ensuring lasting benefits for those we serve.

youth therapy

Eagles Nest continues to invest resources into our Youth Therapy Program to ensure timely mental health care is available during these critical developmental years. This program provides professional therapy for young people, ensuring that financial barriers do not prevent them from receiving the support they need. We offer flexible access through both in-person and virtual sessions to meet youth where they are. With the support of multi-year funding from the City of Hamilton’s City Enrichment Fund and Johansen Larsen Foundation, we are empowering young people to build resilience, strengthen coping skills, and move forward with confidence and hope.



Johansen Larsen Foundation



It’s a safe environment where I can openly explore my challenges without judgment and receive guidance that helps me move toward a more positive and constructive path.

therapy client



I truly appreciate this valuable service and the support it provides. Therapy has been invaluable during a very difficult time.

therapy client



Total Program Hours

→ **24% increase**

boundaries course

Participant feedback demonstrates how the Boundaries course is profoundly effective in helping individuals establish healthier boundaries and the course's significant impact on personal growth, self-awareness, and lasting behavioural change.

Reported positive outcomes

→ 100%

Strongly agree - actively applying skills learned

→ 83%



programs & services demographics

client ages

- 0-6 years 7%
- 7-11 years 8%
- 12-24 years 16%
- 25-54 years 59%
- 55+ years 10%

client locations

- Burlington 30%
- Dundas 7%
- Flamborough 6%
- Hamilton 52%
- Oakville 1%
- Stoney Creek 4%

Pillar: Finance

- Diversify and strengthen funding portfolio to increase the financial capacity for long term sustainability and future organizational growth.

fundraising assessment

In recent years, Eagles Nest has experienced significant budget growth driven by increased demand for mental health services and ongoing economic changes which impacted operations. Through a grant from Ontario Trillium Foundation's Community Resilient Fund, we focused on strengthening resilience through strategic fundraising development. This initiative came at a critical time, enabling Eagles Nest to adapt to a shifting fundraising landscape and work toward long-term financial sustainability.



Key Activities

20 Months – Focused on strengthening resilience and sustainability through strategic fundraising development.

- Assessment of current revenue streams
- Development of a comprehensive fundraising strategy
- Assessment of Rescued & Restored Thrift Store as a revenue stream
- Creation of a strategic plan for the Thrift Store
- Board & staff training on fundraising
- Fundraising coaching for executive director and team

Outcomes & Impact

- Diversified and strengthened funding streams
- Increased fundraising skills for staff and board
- Strategic direction for future operations of Rescued & Restored Thrift Store
- A foundation for sustainable growth

strengthen our finances

donations

We have been strategic in our communication efforts to nurture relationships, ensuring a strong donor retention rate and sustained support for our mission.

We are very grateful to our monthly donors — our Partners of Hope — whose faithful support makes a meaningful difference. Their ongoing contributions are essential in helping us plan ahead, sustain our programs, and continue providing vital services to those who rely on us.

grants

Over the past three years, Eagles Nest has strategically focused on grants to diversify fundraising. Multi-year grants have boosted sustainability, improved planning, and supported pilot projects and research, helping us strategically plan for the future.

eagles nest is grateful for the support from

Hamilton Community Foundation
 The Allen & Milli Gould Family Foundation
 Alice and Murray Maitland Foundation
 Stait Family Fund
 Turkstra Lumber Foundation
 Walmart Canada Corporation
 Ecclesiastical Insurance
 Rockton Lions Club
 Waterdown District Lions Club
 Hamilton Central Lions Club
 Rotary Club of Flamborough AM
 Rotary Club of Waterdown

→ 8% increase donations

→ 64% donor retention

→ 42 monthly donors

→ 58% increase grant revenue



rescued & restored thrift store

Over the past year, we have strategically implemented goals to increase Rescued & Restored sales and deepen connections with customers, using emails to highlight our mental health charity and show how their shopping makes a real impact in our community.

Along with generating funds to support our programs, we also assist local community organizations by helping their clients in need by providing gift cards to shop at the store.

google review



I love this place! I appreciate the lovely staff, the wide assortment of objects that they have, the reasonable prices, and the welcoming atmosphere. The profits go to a great cause as well. This place is a treasure.

Thrift Store Revenue

→ 14% increase

Diverted from Landfills

→ 44+ tonnes

Local Community Organizations

→ 16 supported



coldest night of the year

Eagles Nest's largest annual fundraiser is Coldest Night of the Year (CNOY), a Canada-wide, family-friendly walk that raises funds for charities supporting individuals experiencing hurt, hunger, and homelessness.

Eagles Nest has been a proud partner of CNOY since 2018.

In 2025, we celebrated a record-breaking year. With the incredible support of walkers, sponsors, and volunteers, more than \$95,000 was raised to help further our mission.

special thank you to

- Hickory Dickory Decks
- Zip Signs Ltd.
- Higgins Hardscape & Pools
- Dragon's Fire Golf Club
- True North Records
- Kitching, Steepe & Ludwig Funeral Home
- Connon Nurseries
- Cottage Country Candies
- Waterdown Collision
- Harb Plumbing
- Brown Lawyers
- Jitterbug Café
- Tea at the White House

CNOY Revenue

→ \$95,000+

→ 196 walkers

→ 35 teams

→ 44 volunteers



candles



Candle Revenue

→ 74% increase

As a fundraiser Eagles Nest sells hand-poured, 100% soy candles. Beyond raising funds to keep our services accessible, the candles provide an excellent way to introduce our organization and connect with the community at local markets and events.

community fundraiser events

Throughout the year, many dedicated volunteers and community partners generously support Eagles Nest in raising essential funds. Their contributions include the Turkstra Charity BBQs, Goat Yoga, Redhill Car Wash BBQ and our Community Bottle Drive.

These initiatives not only generate vital financial support but also strengthen connections within the community.

Eagles Nest is deeply grateful for the continued commitment and generosity of our community.



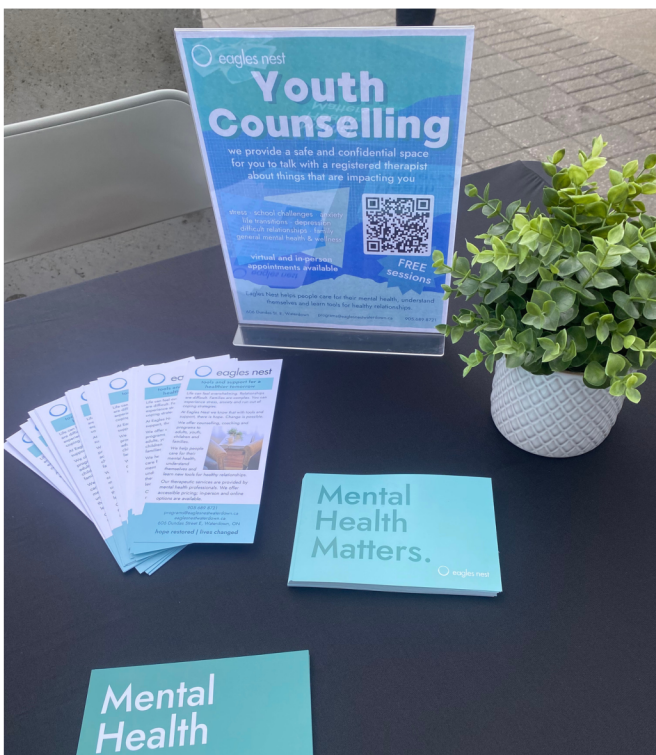
Pillar: Community

→ Intentionally strengthen community awareness and engagement.

community engagement

Each year, Eagles Nest intentionally participates in and contributes to community activities — not only to increase awareness of our services, but also to support other organizations and initiatives.

Some of the events include: A Run for Chris, Joseph Brant Lighthouse Walk, CAMH Mental Health Week, United Way Plane Pull, Hamilton Cardinals Community Tent, Village of Waterdown Treat Walk, Waterdown District High School Career Day, and Waterdown's Oh Canada Ribfest.



open house

In the fall of 2025, we opened our doors to our facility — the HOPE Centre - and welcomed our community for a special evening of celebration. It was incredible to see so many gather — government officials, community partners, donors, volunteers, local businesses, and supporters - all united by a shared purpose.



Program Manager - Melissa Abraham (far right) and guests from Flamborough Women's Resource Centre



MP Dan Muys sharing opening remarks



Guests from Lotus Counselling Services



Guests and volunteers enjoying the evening



Councillor Ted McMeekin sharing closing remarks

Pillar: Infrastructure



Strengthen internal controls and systems to support organizational growth, succession planning, and to mitigate risk.

professional development

Training our team in Trauma-Informed Care (TIC) is essential to delivering compassionate, effective mental health support. TIC ensures that every person receives care that acknowledges and respects the impact of past experiences, promoting both healing and the prevention of further trauma. By embedding this approach across all levels—our communication, processes, and environments—we create a safer, more supportive space for everyone we serve.



Trauma Informed Care

→ 6 staff trained



Every other month our therapists have the opportunity to participate in professional development.

Continued learning for our therapists allows for team building, better care giving, and the improvement of our services. The needs of our clients are diverse and continue to change, so giving therapists the tools to better care for our clients is important to the growth of our therapy program. Topics like how to assess and care for children with ADHD, utilizing narrative therapy in practice, and self-care for therapists allow for growth in therapeutic practices. As well, therapists appreciate the chance to learn from each other's experiences and expertise. Using this knowledge allows us to have integrity in the services we provide our community.



increase capacity

We have increased our team by one therapist, allowing us to keep wait times to a minimum while strengthening our services, as each therapist brings unique areas of expertise and diverse modalities; as we continue to grow, we are better able to meet the diverse needs of our community.

Eagles Nest mentored one intern from Sheridan College's Social and Community Development Program. The internship focused on fundraising and outreach, with the intern supporting donor relations, research, and policy initiatives to help secure essential resources.

Funding from Canada Summer Jobs Program allowed Eagles Nest to hire a Social Services Assistant, expanding capacity within our program area. This role provided administrative support to the Program Team and allowed for focused efforts on strengthening program delivery and advancing key projects and initiatives.

Eagles Nest Board of Directors uses a skills matrix to intentionally grow and strengthen its membership in alignment with organizational needs. This past year, an additional director was welcomed to the team, bringing expertise in the areas of governance, marketing, and business.

Program Team

→ 1 therapist

Internship - Sheridan College

→ 420 hours

Canada Summer Jobs

→ 280 hours

Board of Directors

→ 1 director

volunteers



→ 38 total volunteers

→ 3,160 hours
equivalent to 1.75 full time staff

Volunteering is important to Eagles Nest as it helps strengthen our impact. As a mental health organization, we also recognize the benefits of volunteering to the individual. Volunteering positively affects mental health by providing a sense of purpose, building confidence, and reducing stress and anxiety. By fostering social connections and skill-building, it supports personal growth and resilience.

With support from the City of Hamilton's City Enrichment Fund (CEF), our volunteer program at Rescued & Restored has grown through a targeted marketing plan, engaging community members in meaningful roles. Branded apparel and improved management systems have strengthened team cohesion, increased efficiency, and helped generate increased sustainable funding for Eagles Nest's mental health programs. Looking ahead, we are in a stronger position to continue growing our Volunteer Program and deepening its impact in the community.



Hamilton

→ 17 student volunteers

→ 237 group volunteer hours

Eagles Nest offers a variety of regular volunteer opportunities, including helping in our thrift store, supporting events, gardening at the HOPE Centre, and assisting with our programs.

We also host large group volunteer days for churches, schools, and businesses. These create opportunities for groups to serve together as well as making a meaningful impact to Eagles Nest.

This year, we were grateful to welcome teams from Faith CRC Burlington, Compass Point Bible Church, Burlington Christian Academy, and L3Harris Wescam, who generously gave their time to give back to the community.

“

Volunteering is personal for me. I have seen how deeply people can struggle...sometimes behind smiles, sometimes in silence. And I have learned how life changing it can be when someone feels safe enough to talk. It means the world to me when I can share about Eagles Nest.

volunteer



financial report

→ Revenue **\$687,382**

→ Expenses **\$655,175**

revenue

→ Donations **\$253,477**

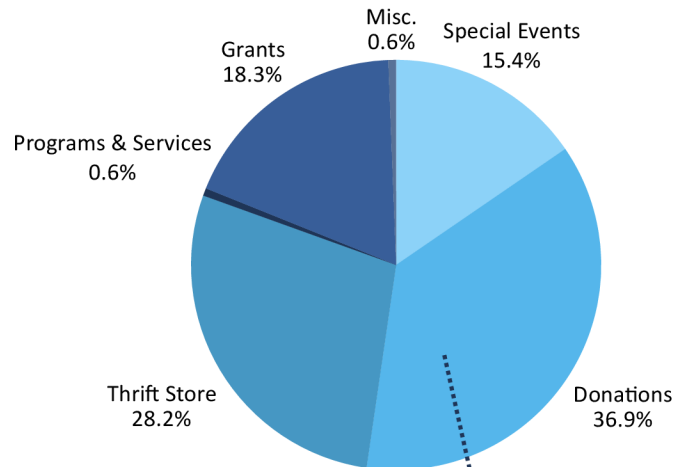
→ Thrift Store **\$193,756**

→ Grants **\$125,773**

→ Special Events **\$106,104**

→ Misc. **\$4,187**

→ Programs & Services **\$4,085**



- 156 Private Donors
- 11 Businesses
- 9 Churches
- 7 Service & Community Organizations
- 4 Foundations

expenses

→ Charitable Activities **77.39%**

→ Administration **14.23%**

→ Fundraising **8.38%**

looking ahead

This past year has placed us in a strong position for the year ahead.


Our recent youth mental health needs assessment highlighted significant barriers preventing young people from accessing support, including stigma, limited awareness of services, long wait times, and a lack of culturally safe care. Parents and caregivers also shared that they often feel underprepared to recognize and respond to their children's mental health needs.


In response, Eagles Nest, with the support of the Ontario Trillium Fund, will launch a pilot program focused on prevention and early support for both youth and caregivers. Youth will participate in free age-appropriate workshops where they will learn practical strategies to support their own mental health and help a friend who may be struggling. Parents and caregivers will have access to free training sessions focused on recognizing early signs of anxiety and depression, strengthening communication, supporting stress management, and building resilience in youth. The program will also include a community event featuring a motivational speaker to help normalize conversations around mental health and encourage connection.


As we move forward, our team will continue seeking opportunities to diversify and strengthen our funding so we can meet the growing demand for services in our community. We are deeply grateful to our partners, supporters, and community members who make this work possible. Together, we are building a community where no one faces mental health challenges alone.


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