




# LIFE CHANGING.

**IMPACT REPORT  
2017-2018**





**Do not hold back  
good from those  
to whom it is due  
when it is in your  
power to do so.**

PROVERBS 3:27

# WELCOME TO OUR FIRST ANNUAL IMPACT REPORT

**THE TITLE OF THIS REPORT IS DELIBERATE.** Since 1906, The Ottawa Mission has provided essential support consistent with our core purpose to reflect Jesus' love in serving the homeless, the hungry, and lost. This is the foundation of our mission to provide food, shelter, clothing and skills, and offer healing, faith and hope for building a wholesome life for our clients.

We have told our story in terms of our many activities for over 100 years. This report shows in vivid and rich detail the impact of our activities across our many programs to help our clients rebuild their lives.

It tells not only our clients' stories but also the stories of the people who work here to meet the needs of our clients, as well as the stories of our volunteers, partners and supporters — all of whom we rely upon and could not do without. We thank all of you for your unwavering commitment.

Beginning as an emergency shelter, our service provision has expanded and evolved over time into a modern service hub with wraparound health and social services to meet the increasingly complex needs of the most vulnerable in our community. In 2017-2018, The Mission sheltered an average of 236 people every night and served an average of 1,312 meals every day. We also provide health services, mental health programs, addiction and trauma treatment programs, hospice care, dental services, educational support, job training, spiritual care and men's clothing to thousands in need in Ottawa.

Consistent with our vision, the leadership of The Mission in pursuing innovation to empower those we serve has been recognized by many across the housing continuum, including Deputy Mayor, Special Liaison for Affordable Housing & Homelessness in Ottawa Councillor Mark Taylor.

With the success of our last Strategic Plan, we will begin a new planning cycle this fall to enhance our programs and services to provide the support our clients need. Working together, we will continue to move forward.

Thank you and God bless.



GARTH STEELE  
President, Board of Directors  
The Ottawa Mission



PETER TILLEY  
Executive Director  
The Ottawa Mission



GARTH STEELE



PETER TILLEY

## CLIENT SPOTLIGHT

Geoffrey is 45 and has lived in shelters for most of his adult life. Family violence, neglect and abandonment unfortunately left its mark early and by the time Geoffrey was 15 he had a serious drinking problem. As he got older, he came into contact with the correctional system, which left him with a criminal record and barriers to treatment, employment and other supports to move forward.

Geoffery's life continued to spiral downward as he turned to increasing amounts of alcohol and hard drugs to try to ease his pain. He developed co-morbid mental and physical health conditions, including serious bouts of depression with suicidal ideation, poorly managed diabetes and heart trouble.

When Geoffrey arrived at The Mission in the middle of winter, he had nowhere else to go.

# MEETING

**The need for The Mission's programs and services has grown substantially and continues to do so. The chart outlines this increase from 2013-2014 to 2017-2018.<sup>4</sup>**

	Number of unique individuals sheltered	Average number of meals provided daily	Number of primary care clinic patient visits
2013-2014	<b>1,733</b>	<b>1,295</b>	<b>7,498</b>
2017-2018	<b>2,000</b>	<b>1,312</b>	<b>7,600</b>
Increase over 5 years	<b>15%</b>	<b>1.3%</b>	<b>1.4%</b>

In 2014, the City of Ottawa adopted a 10-Year Housing and Homelessness Plan that committed to: 1) achieving 40% savings in funding to emergency shelters by 2024; and 2) reinvesting these savings into prevention.<sup>2</sup> Unfortunately, despite efforts, Ottawa is not making progress in ending homelessness. From 2014-2017:

- Overall shelter use, length of stay, and chronic homelessness increased by 16%, 12% and 21% respectively;
- The vacancy rate in Ottawa decreased to 1.7% in 2017 from 2.6% in 2014.

To make progress in ending homelessness, there is a need to: 1) promote the integration of services to reduce pathways into homelessness that place individuals at increased risk; and 2) prioritize early intervention and supports for homeless individuals focused on long-term housing solutions.<sup>3</sup>

The need for programs and services offered by The Mission has grown substantially and continues to do so. In the face of this ever-increasing need, our 2015-2017 Strategic Plan put forward the following four key initiatives that have already had a positive impact on those we serve:

- 1 Relocation of our LifeHouse residential addiction treatment program;
- 2 Diversion and housing first programs;
- 3 Expansion of our Hospice; and,
- 4 Introduction of in-shelter mental health support.

**The reasons for homelessness in Ottawa are complex, challenging and long-standing. Factors include:**

**Structural**, such as: discrimination based on background; lack of affordable housing; and the impact of colonialism and historical trauma on Canada's First Peoples.

**Systemic**, such as: barriers to services based on factors such as having a criminal record; and failed transitions from hospital, the correctional system, the child protection system and the immigration system.

**Individual**, such as: family instability and violence; and physical and mental disabling conditions.

While Ottawa is seen as an affluent city, this does not apply to all residents: differences in health status arise among people because of their social and economic circumstances. Those in the lowest income group reported more physical, mental and chronic conditions, and low income neighbourhoods have more hospitalizations and premature deaths than more affluent areas.<sup>1</sup>

**WHAT DOES "SUCCESS" LOOK LIKE IF YOU'RE HOMELESS?**

Success is different for everyone and there is no one model to strive toward. For someone with an addiction, success may mean a day, a week, or a month of sobriety; for someone with a mental illness, success may mean finding the right medication or developing successful coping techniques; for someone out of a job, success may be putting together a good resume; and for someone who is alone and dying, success may be reconnecting with a family member. The work of The Mission is client-driven and respects their goals.

# THE NEED

Number of clients who passed away at the Hospice	Number of clients successfully housed	Number of LifeHouse graduates	Number of Food Services graduates
22	100	25	9
30	230	27	20
36%	130%	8%	122%

1 Ottawa Public Health, Health Equity and Social Determinants of Health in Ottawa, November 2016.  
 2 City of Ottawa. A Home for Everyone: Our Ten Year Plan, 2014-2024.  
 3 Alliance to End Homelessness Ottawa. Homelessness in Ottawa: A Roadmap for Change. Progress Report Review, 2014-2017.  
 4 Note: Statistics for 2013-2014 are based on the calendar year from January to December, while statistics for 2017-2018 are based on The Ottawa Mission's fiscal year, which runs from May 1, 2017 to April 30, 2018.



# LIFE CHANGING: HOW THE OTTAWA MISSION HELPS

**At The Ottawa Mission, we work with clients to rebuild their lives. We support and nourish the body, mind and spirit of those who seek our help, and provide shelter from harsh circumstances, enabling people who find themselves in crisis to heal and build hope for the future.**

**The Mission provides a full range of services and programs to help shelter residents and community members in need. These include Food and Shelter (including resident and community meals, and frontline services), Client Services (including employment and educational support, housing assistance, mental health services and clothing), Addiction & Trauma Services, and Health Services (including primary, dental and palliative care).**

**All these programs and their staff are supported by a wider team that includes volunteers and community engagement, partner agencies, spiritual support through the chaplaincy, and operational support (including housekeeping, maintenance and IT).**

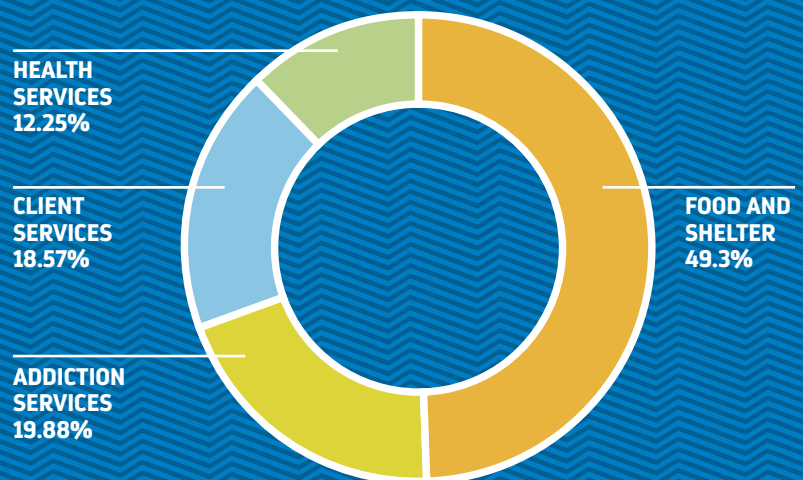
## EXPENDITURES 2017-2018

At The Ottawa Mission, direct costs are categorized based on the output of the program and have been grouped into four main categories:

- Food and Shelter
- Client Services
- Addiction Services
- Health Services

The cost of delivering such programs includes the costs of volunteer services and community engagement plus the cost of a full-time chaplaincy department. These costs are indirect but are allocated to the above programs on the basis of estimated time spent in each one.

Further information is available at:  
[ottawamission.com/foundation-reports-and-impact/](http://ottawamission.com/foundation-reports-and-impact/)



# FOOD

We provide hope and strength by feeding men, women and children living in poverty who struggle to obtain food. Every day, our team of 18 staff and up to 25 volunteers prepares and serves warm and nutritious meals, to ensure no one in our community goes hungry.

And this is only the tip of the iceberg. Behind the scenes our team maintains a clean, safe and sanitized kitchen, and manages large inventories of food to guarantee meals are always available. What's more, they serve every meal with compassion — a simple smile or kind word across the serving line can make a big difference.



## PARTNERSHIPS

We couldn't serve over 1,300 meals per day and almost 480,000 per year without the steadfast support from our many partners, for which we're very grateful. Two in particular stand out:

**Shopify:** Five days a week Shopify donates cooked meals to The Mission. These donations consist of anywhere from 20 to 200 portions of each dish. Over the course of one week, this helps us to serve 300 to 700 meals.

**Capital Meat:** Since 2015, The Mission has received donations of individual pies for special meals. For both our Thanksgiving and Easter meals, we receive over 2,000 individual pies.

The meal program receives many generous in-kind donations, including those from:

- Farmboy
- Loblaws
- Boko Bakery
- Cupcake Lounge
- CTV/CFRA
- Chateau Laurier
- Hampton Inn Conference Centre
- Italfoods
- Nando's
- DoveTale Collections
- Jacobsons Gourmet Concepts
- Rideau Bakery
- Starbucks — The Dining Hall
- St. Paul's School
- Jewish Community School
- Cadman's Bagels



## Why I work for The Mission: WILLIAM



**William works in the Mission kitchen.** As both a former client and graduate of The Mission's Food Services Training Program (see page 16), he has the unique perspective of both being homeless and providing support to those who are homeless.

William's father died when he was 13, sending him into foster care. "I was one of those people who fell through the cracks." He also suffered substance abuse and mental health issues, but managed to summon the strength to go on.

While William never finished Grade 9, he nonetheless graduated class valedictorian of the FSTP program. "When I took this course, I could see how it could change my life. For the first time, I knew I had a future." After graduation in 2016, William began working part-time in the Mission kitchen. As of December 2017, he works full time as a cook in the kitchen.

Now, as a Mission employee, it means a lot to William to help others who share what he has been through. "I know what it's like. Now I want to give back. With the unconditional support of The Mission, you can have better life."

## Why I volunteer for The Mission: JEAN



**As she approached retirement after 40 years as a counsellor** and social worker, Jean was looking for volunteer opportunities. Thankfully, she answered the call to help make sandwiches at The Mission. Jean has become a familiar face to the staff and clients, and she never misses her shift, helping to prepare and serve meals.

Serving people in need holds a special place in Jean's heart. At first, many clients are reluctant to even make eye contact with volunteers and staff. Over time, they come to trust you. "Sharing a smile with someone who likely doesn't get a lot of people smiling at them during their day is an uplifting experience. I'm very grateful for this experience."

As Jean was returning home from the shelter recently, still wearing her Mission Volunteer T-shirt, she was approached by a young man. He wanted her to know that five years ago he was a client at The Mission, and his life has totally turned around. He is working full time and has a place of his own. He wanted Jean to know that her work as a volunteer really matters.

# 2017-2018 OUTCOMES + IMPACT

## 1,312

Meals served daily

## 478,880

Meals served last year

**Provides good, wholesome meals that improve health and enable people to deal with other issues in their lives**

**Alleviates social isolation and alienation**

# SHELTER

**We provide clean, safe shelter to those who need an emergency roof over their heads.**

Our team of 38 frontline staff serve as the first point of contact for people who have nowhere else to turn for help. They work around the clock responding to the daily needs of our clients and ensuring residents are comfortably housed at night. Frontline staff are trained in non-violent crisis intervention, security procedures and first aid to deal with a variety of emergencies. They make sure everyone at The Mission is safe and protected.

The Mission offers so much more than “three hots and a cot.” Whether it’s basic support, such as food or toiletries, or links to life-changing wraparound services, our team ensures that those who stay at our shelter find a home for as long as they need it.



## Why I work for The Mission: KURT



**Kurt has worked Frontline at The Ottawa Mission for the past five years** and says, “I’ve learned so much working here.”

The Mission is always open. As the first point of contact for clients, Frontline staff must have fundamental knowledge, training, empathy and consistency. This builds rapport with clients, so we can meet their needs.

Knowledge of programs within The Mission and the larger community ensures that clients can access the services they need to rebuild their lives. “When clients arrive, they know that they can receive food, clothing and shelter, but they often don’t know about other supports that are available to them. We connect them with those supports.”

Training in suicide intervention skills and mental health first aid to assist those in distress, non-violent crisis intervention to de-escalate potential crises, and CPR and defibrillation to help clients in medical distress are all essential to the engagement of Frontline staff with clients. “The safety of clients and staff is paramount, and this training supports our ability to keep everyone safe.” Frontline also links to external supports, such as Emergency Medical Services and the Ottawa Police, when required.

Frontline responds to the daily needs of clients and also extraordinary circumstances, such as water rounds in summer and snow rounds in winter. “Extremes of temperature can harm clients and people living on the streets. We patrol the perimeter of the shelter and beyond to ensure that everyone remains safe during these periods.”

While the life story of each client is unique, many share poverty, mental or physical illness, family crisis or violence, and other factors. Kurt notes the importance of empathy coupled with a consistent approach across all interactions so clients know that they are respected as human beings and also what to expect from staff. “You need to be understanding and dependable in your approach.”

<sup>5</sup> Emergency shelter open to males aged 18 and above. When residential treatment programs are added, the total is 236, and both men and women are included.

<sup>6</sup> Occupancy for the emergency shelter only. When all residential treatment programs are added, occupancy is 89%.

<sup>7</sup> Up to 20 mats can be placed in The Mission’s Chapel to accommodate the additional need for emergency shelter. The significant number of days when overflow mats are required underlines the average occupancy rate of 104% for the emergency shelter.

<sup>8</sup> The average length of stay for the emergency shelter only is seven days; when all residential programs are included it is 34 days. The LOS for the latter has declined from 45 days in 2013 to 34 days in 2017-2018.

# 2017-2018 OUTCOMES + IMPACT

## 2,000

People sheltered

## 186<sup>5</sup>

People sheltered daily

## 45

Average age of resident

## 104%<sup>6</sup>

Occupancy rate

## 63%<sup>7</sup>

Percentage of nights  
overflow mats were needed

## 7 days<sup>8</sup>

Average length of stay

**Stabilized and secure, clients  
can address factors leading them  
into homelessness**

**Clients sheltered and supported  
enhances community security**

# CLIENT SERVICES

**Changing the life of someone in need is often a matter of the right helping hand coming at the right time.**

Our dedicated team of 13 staff, one full-time Canadian Mental Health Association (CMHA) and two part-time Royal Ottawa Hospital (ROH) staff, and up to 24 volunteers provide homeless and vulnerable men and women access to the services and support needed to turn their lives around.

Our services include:

### **INTAKES AND REFERRALS**

One-on-one assessments of people entering the shelter to refer them to appropriate programs and services.

### **PERSONALIZED CASE MANAGEMENT**

Case managers create personalized plans, helping residents find jobs, improve their education, get addiction treatment, secure housing and much more.

### **HOUSING ASSISTANCE**

We help people who are homeless find appropriate, affordable, safe and secure housing. We work with them to fill out social housing applications, acquire furniture, move and connect to community resources. In keeping with the Strategic Plan, housing diversion and housing first were introduced in 2015. Our key partner in many of our housing initiatives is the City of Ottawa.

### **EMPLOYMENT SUPPORT**

Those looking for work can get help preparing resumes, learning job search and interview techniques, and receiving referrals to other agencies. They can also get work-appropriate clothing (pages 14-15), shoes, bus fare and other supports.

### **EDUCATION & JOB TRAINING**

We work with those who want to improve their lives through education, by helping to define goals and use available resources. The Mission's Stepping Stones Learning Centre (SSLC) helps people obtain their high school diploma, learn a trade or improve literacy skills. And Discovery University (DU) provides free, non-credit university courses. Community partners who assist with our education programs include the University of Ottawa, St. Paul's University, Carleton University, First Baptist Church, Continuing Education — Ottawa-Carleton District School Board, and St. Nicholas Adult High School. Our Food Services Training Program (pages 16-17) provides men and women on-the-job training to learn how to work in a commercial kitchen.

### **MENTAL HEALTH SERVICES**

In-shelter mental health services, in partnership with CMHA and the ROH, are provided to clients to help them stabilize and find housing. We also help community members obtain mental health outreach services, assessment, counselling and psychiatric support. This enhanced support in 2015 was consistent with the strategic directions outlined within the last Strategic Plan.



**Why I turned to  
The Mission  
for help:  
GLEN**



**Glen has spent much of his adult life in and out of shelters**, struggling with addiction and searching for a way to stabilize his life.

Glen stayed with us for several months and says while life can be challenging sharing a dorm, he feels The Mission is one of the best shelters in Canada. He appreciates the volunteers and staff that work hard to keep the shelter clean and prepare meals.

“Dealing with a serious addiction for most of my life left me on the streets for years. Asking for help was hard — I always felt judged. But I didn’t feel that way at The Mission. A case manager worked with me to find a safe and affordable place to live, which, in turn, stabilized my life.”

Even now that he has his own place, Glen continues to receive support for practical things like paying bills and establishing a routine. Glen is happy to finally have his own place and is grateful for The Mission.

**Why I turned to  
The Mission  
for help:  
BARRY**



**Barry had a good job for 14 years as a window installer** — until the company closed its doors. Then he had some serious medical problems that left him with a long recuperation, unable to work. For the first time in his life, Barry found himself needing social assistance to make ends meet.

While Barry’s health improved, he didn’t uncover any job opportunities. Part of the problem was, having been in the same job for so long, he was at a loss at how to conduct an effective job search.

Client Services helped him to build a solid resume, provided computer training, assistance with his job search, helped him complete application forms, and even provided proper clothing for interviews. “People at The Mission were unbelievably helpful. They went the extra mile for me, and I’ll never forget it.”

# 2017-2018 OUTCOMES + IMPACT

## PERSONALIZED CASE MANAGEMENT

**53**

**Clients engaged  
in case management**

**8**

**Clients graduated from housing-  
based case management services**

**4**

**Clients had changes in income**

**6**

**Clients gained employment**

**2**

**Clients started in an  
education program**

**7**

**Clients engaged in  
social participation**

**5**

**Clients engaged in cultural  
or recreational activities**

# 2017-2018 OUTCOMES + IMPACT

## HOUSING ASSISTANCE

**171**

Households diverted to  
alternative accommodation

**599<sup>9</sup>**

Housing-related supports  
provided to clients

**230**

Clients successfully housed

## EDUCATION SERVICES

**75**

Stepping Stones students

**6**

High school graduates

**108**

Discovery University graduates

## MENTAL HEALTH SERVICES

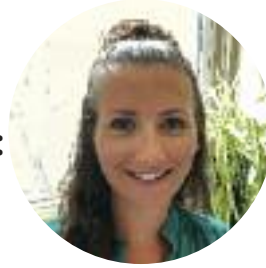
**25**

Clients engaged in case management

**43**

Clients referred to  
Royal Ottawa Hospital

**Why I partner  
with The Mission:  
ROBYN**



**Robyn is a social worker with the Canadian Mental Health Association (CMHA)** who has worked within The Mission for the past three years supporting clients with untreated severe and persistent mental illness. In 2015, The Mission identified a need to connect with isolated, long-term shelter residents who were unable to access proper mental health care, and partnered with the CMHA to create Robyn's position.

Robyn delivers intensive case management to her clients. "I believe that all people, despite their circumstances, want to improve their lives. Mental illness can impact people's insight, organizational skills, and ability to set and achieve goals. Building rapport and trust is essential to addressing these barriers and supporting individuals."

"Change is slow, and often hard. 'Success' is different for each client. For some, it can mean securing and maintaining housing. For others, it can be as simple as connecting with someone. I feel privileged to support this," Robyn adds.

"Mission staff want what's best for clients and are very flexible to help clients get there. They help resolve barriers, such as providing tenants' insurance, furniture, immediate medical care, and other supports. The Mission is fantastic in doing everything it can to help clients meet their goals."

**Why I turned to  
The Mission  
for help:  
JOEL**



**A welder by trade, Joel turned to The Mission** because he was unemployed and had nowhere to live. He has been working with Client Services to develop a good resume and navigate job opportunities.

In the meantime, something magical happened in Joel's life because of Discovery University, which allows people who are homeless or low income to participate in non-credit, university-level courses at no cost. Thanks to a collaboration between The Mission, the Universities of Ottawa, Saint Paul and Carleton, and First Baptist Church, courses are taught by university professors and course materials are provided at no cost to students.

Joel had a "dormant passion" for photography, so he jumped at the chance to take a digital photography course through Discovery University. Joel graduated with great praise from his instructors. Some of his work has been published, and it's also proudly on display at The Mission!

## Why I turned to The Mission for help: JASON



Jason was in an accident several years ago and suffered a brain injury that impacted his mental and physical health. He was drifting, troubled and looking for a better life when a simple act of kindness changed everything. A cab driver saw him by the roadside at 4 a.m. and brought him to The Mission. We welcomed him and offered him food and shelter for as long as he needed it. Much has happened since then.

As with many people who come to The Mission, Jason took a while to open up and trust people, and to see what kind of help was available. He received counselling and medical support but, most importantly, Jason became an eager student at SSLC. With the support and guidance of Kathy, he worked hard and received his certificate in Medical Transcription from Algonquin College earlier this year!

Jason's next task is to find a job, and he is working with a local agency that helps people with disabilities find the right fit. In the meantime, he is volunteering in the community to build up his resume.

## Why I work for The Mission: KATHY



Kathy is the teacher at Stepping Stones Learning Centre. As she says, "It's a small classroom with a big impact."

SSLC is a unique centre within The Mission that helps students achieve their individual learning goals, including: receiving a secondary school diploma; applying to a post-secondary institution; helping FSTP students with the theoretical components of the program; supporting English and French ESL students; providing literacy support; teaching computer literacy; and other educational activities.

Kathy also provides emotional support through positive hobbies for students such as art projects and a book club, as well as group extracurricular activities.

The impact of trauma, poverty, learning disabilities, and other barriers leave many of Kathy's students with the impression that they cannot be successful. Kathy works hard to dispel those feelings.

"I meet them where they are and success is unique for each student. It means a lot to me to work closely with students in a safe and supportive space to achieve their dreams."

As her students learn from Kathy, she learns from them. "They know the meaning of perseverance. I admire them so much."

# 2017-2018 OUTCOMES + IMPACT

## EMPLOYMENT SUPPORT

# 174

Clients helped with resumes

# 638

Clients supported in job search

# 242

Clients provided with employment referrals

# 77

Clients provided with education referrals

# 23

Clients obtained transcripts

# 2,820

Bus tickets/passes provided

# 131

Pairs of work boots provided

# 20

Voice mail activation or renewal

# CLOTHING

**Clean, warm and respectable clothing provides dignity, self-respect and confidence to people who are homeless and in need. It also provides them with life-saving protection from the elements, particularly during the winter months.**

The Mission's Clothing Room is stocked with new and gently-used items that are donated by caring individuals, local retailers, or are collected through workplace clothing drives throughout the year.

Having access to clean, respectable clothing means that residents and community members can access appropriate, seasonal clothing for job interviews, new jobs, weddings, funerals, family gatherings, court dates and other functions.

The Clothing Room is open to those in need at select times weekly, while the clinic, front desk, chaplaincy and hospice can access it as needed. One staff person is dedicated to the Clothing Room and is supported on a regular basis by volunteers.

## **PARTNERSHIPS**

- Moore's:  
Annual suit drive
- Suits His Style:  
Suit donations
- Dymon Storage:  
Shoe drive





## Why I give back to The Mission: CHAD



**When Chad first came to The Ottawa Mission over six years ago**, he was, in his own words, “that guy on that street wearing the same clothes for 30 days.”

Chad had a rough childhood and had struggled with addiction. He arrived in winter with only the clothes on his back. The way Chad has transformed his life since then is remarkable.

He spent a month in the shelter, and then moved on to our Stabilization program where people receive counselling and support to get their lives and health in order before entering addiction treatment. “After years of suffering, The Mission showed me that there’s nothing wrong with me as a human being, and they gave me the strength to commit to long-term treatment and move on to a better life.”

After volunteering and working in the community, and with a deep desire to give back, Chad enrolled in Algonquin College’s social worker program, and is earning top marks! He married and bought a house.

Recently, Chad came to the shelter for a “full circle” moment, to donate some of his own clothing, so that others will benefit from the same care and compassion he received. This was very special for him, and for us.

**“For I was hungry and you gave me something to eat, I was thirsty and you gave me something to drink, I was a stranger and you invited me in, I needed clothes and you clothed me, I was sick and you looked after me, I was in prison and you came to visit me.”**

MATTHEW 25: 35-36

# 2017-2018 OUTCOMES + IMPACT

## 1,520

Clothing Room visits  
by shelter residents

## 6,636

Clothing Room visits by  
members of the community

# FOOD SERVICES TRAINING PROGRAM

**Cook a meal for someone and they can eat once. Teach them how to cook, and they can feed and support themselves.**

For men and women looking to change their lives, a team of three staff delivers a five-month, five-day-a-week job training program to teach the skills necessary to work in a commercial kitchen.

FSTP applicants must demonstrate only one qualification to be accepted into the program — a strong desire to change their lives for the better. Students pay no costs and we make sure they have all the tools they need to succeed. Their training includes courses in WHIMIS, health and safety, Food Handler's Certification and first aid/CPR.

## PARTNERSHIPS

### **"I have been a chef for 35 years.**

I am also an armed forces veteran, as well as a recipient of the Queen's Jubilee Medal for community service. I'm proud to volunteer with the FSTP, as I believe in what it stands for: to give people a second chance and provide them with self-worth and independence. The success rate of this program is excellent, and I have hired recent graduates. I strongly support this program."

**ANTONIO C. GRANDE**

### **"I have been a Red Seal chef since 1980**

and am currently a culinary account manager with High Liner Foods and a part-time instructor at Algonquin College in the culinary department.

I have been volunteering for several years, instructing the students in the FSTP at The Ottawa Mission.

This program is second to none. When the students graduate, they are ready for employment at every level in the culinary industry. The program is close to my heart; I feel so fortunate to give back and share my knowledge with the students."

**CHEF CLAUDE LEBOND**



## Why I work for The Mission: CHEF RIC



**Chef Ric, who has overseen The Mission's kitchen** and the FSTP for the past 14 years, maintains there's much more involved in the program than just teaching people to cook. In his words: "This program builds self-esteem and confidence, which are fundamental to success in any career."

As a survivor of homelessness and addiction himself, Chef Ric understands the power of paying it forward. "When I was young, a co-worker took me under his wing and saved my life. That's why this training program exists: he showed me how to change your life through food. So when students come into the program, that's how I support them to change their lives. This program comes from my experience, and my heart. It's an incredible feeling of empowerment when you're supported unconditionally to change your life."

In 2014, Chef Ric was the recipient of the Canadian Culinary Federation "Chef of The Year" award. He was the first non-profit chef to receive the award.

## Why I turned to The Mission for help: THURAYA



**Thuraya and her family moved to Ottawa from Jordan** over a year ago in search of a better life. Her first priority was to find a job, but she ran into the same roadblock experienced by many new Canadians — finding work without Canadian experience. Thuraya met with a counsellor at a community association and when she talked about her passion for cooking, she was referred to the FSTP and began her new life.

Thuraya says she learned many new practical skills working in The Mission's kitchen for five months. But over and above this, the people at The Mission who run the program — Chef Ric and his crew — were very understanding. "They really want you to learn and succeed, and they were very patient and took the time to make sure that I got the help I needed."

Thuraya graduated from the FSTP in December 2017, and by then she already had a job! On top of this, she enrolled at Stepping Stones Learning Centre to obtain her high school diploma, and plans to continue her culinary training at the college level. "The Mission has made a big difference in my life, and my family and I are very grateful."

# 2017-2018 OUTCOMES + IMPACT

## 2

Five-month sessions  
(fall and winter)

## 20

Graduates

## 19

Graduates employed  
at graduation

## 120

Graduates since 2004

## 90%

Of graduates employed in the food  
services industry at graduation

Increase in self-confidence  
and self-sufficiency

# ADDICTION AND TRAUMA

**Addiction and trauma are often linked. Many sink into addiction to cope with physiological, psychological, and spiritual pain resulting from trauma. Our team of 19 trained professionals works with men to break this cycle, so they can take the first all-important steps to recovery.<sup>10</sup>**

The journey to wellness comes through a five-stage program that includes drop-in harm reduction and residential treatment, gradually moving towards abstinence and independence. Treatment is tailored to each individual's needs. Partners in our Addiction and Trauma programming include Men in Healing and Royal Ottawa Psychiatric Outreach.

Program components:

## **DAY PROGRAM**

This harm reduction program for men consists of weekday group sessions, individual counselling, and referrals for ongoing or inpatient treatment.

## **HOPE PROGRAM**

A 12-bed, strength-based harm reduction program for men who are contemplating further treatment or working on other recovery goals. Includes day and evening programs, individual counselling and treatment referrals.

## **STABILIZATION**

This 30-day abstinence-based residential program provides therapeutic support and rehabilitation to up to 13 men at a time. Includes daily group sessions, weekly individual counselling sessions, crisis intervention, and referrals to Mission programs and community partners to help stabilize clients before entering an addiction treatment program or accessing safe housing.

## **LIFEHOUSE**

This five-month intensive residential addiction and trauma treatment program includes group sessions, relapse prevention, anxiety management, spirituality and individual counselling sessions.

## **SECOND STAGE**

Two Second Stage homes provide transitional housing for up to one year to clients who have graduated from LifeHouse. Group meetings, life skills training and other techniques help them as they repair relationships, work or attend school.

## **AFTERCARE**

Individual counselling and group treatment are available to LifeHouse graduates for up to two years following treatment.



<sup>10</sup> The average LOS for residential ATS components ranges from 17-58 days depending on the program. The average total number of people participating in ATS residential treatment programs is 32. The average occupancy rate for residential treatment program beds ranges from 83-87% depending on the program.

## Why I work for The Mission: JESS



**As the co-ordinator of our 13-bed Stabilization unit,** Jess helps clients reach their long-term goals for addiction treatment. Before entering Stabilization, clients must be abstinent for 24 hours.

Jess recognizes the importance of dealing with past trauma as part of overall treatment. “Trauma is an individual response to something that happens to you, such as violence, or something that doesn’t happen to you, such as neglect. Given the acknowledged role of trauma in addictions, it’s critical that clients understand how dealing with past trauma is key to their recovery.”

Jess also notes the importance of addressing the stigma surrounding homelessness and addiction. “Homelessness and addiction can happen to anyone. Some of the smartest, bravest and most creative people I know have been through this program. We need to tackle stigma, and accept and support clients. This helps them to believe in themselves, and take responsibility for a better future.”

This is poignantly illustrated by a message Jess received from a former client: “I am now working right across from The Mission, and every day I walk out of the building and make a point to look up at the window where I slept while I was in Stabilization and think that, at that time, I thought my life was next to over — that there was no hope left to be a productive and prosperous part of society. What you and the addictions team see in the men, that they cannot see themselves when we come to you for help, is truly a gift from God.”

## Why I turned to The Mission for help: GEORGE



**George was born in Newfoundland.** When the cod fishery collapsed in 1992, many people, George included, lost their livelihood. Some turned to alcohol to ease their pain. George was one of them.

As George searched for sobriety and work, he stayed in shelters across Canada. It wasn’t until he came to The Mission that he got the help he needed. George’s journey led him through the full range of ATS programs, and we also helped him access a custodial skills training program.

Today George lives in one of our Second Stage transitional houses while he works part time and continues his recovery. “The Mission has a full range of services available all in one place. I wouldn’t be here today without the wonderful staff at The Mission and the people who support their work.”

# 2017-2018 OUTCOMES + IMPACT

## 30

Daily attendees at Day Program

## 20

Graduates from Hope Program

## 72

Graduates from Stabilization

## 27

LifeHouse Graduates

## 21

Second Stage residents

**Clients report feeling accepted unconditionally by staff, providing them structure, camaraderie and a sense of family**

# HEALTH SERVICES

To meet the healthcare needs of people with little or no access to medical care, we provide on-site primary healthcare, dental, and end of life palliative care.

### PRIMARY CARE

People who are homeless are:

- 29 times more likely to have Hepatitis C;
- 20 times more likely to have epilepsy;
- five times more likely to have heart disease;
- four times more likely to have cancer;
- 3.5 times more likely to have asthma;
- three times more likely to have arthritis or rheumatism.<sup>11</sup>

Nurse practitioners and two on-call physicians provide healthcare services seven days a week at our primary care clinic to men and women who are homeless or at risk of becoming so. Residents and community members can receive medical help for:

- Episodic care (colds, flu, etc.);
- Serious mental health conditions and issues;
- Physical exams, prescription refills, STI screening, vaccines, immunizations, phlebotomy, lab results and consults;
- Musculoskeletal and cardiovascular conditions;
- Significant chronic diseases;
- Stopping smoking.

The Primary Care clinic is a partnership between The Mission and Ottawa Inner City Health (OICH).<sup>12</sup> Community specialists in the clinic are provided by the Ottawa Hospital, Elizabeth Bruyère Hospital, ROH and other community groups.

### HOSPICE

No one deserves to die alone. Our Hospice provides 24-hour palliative nursing care to people facing the final days of their lives. Crucial physical, emotional, and spiritual support is provided in an atmosphere of dignity and compassion. This includes guidance for patients and their family or friends, pet therapy, music, acupuncture and visits from volunteers. The Hospice was expanded in 2015 to enhance service provision and to welcome more people who would otherwise spend their final days in the hospital or on the street.

This amazing work is the result of a partnership with OICH, Carefor, Elizabeth Bruyère Hospital, and the Champlain Local Health Integration Network. Since 2001, we have been a leader in Hospice care for the homeless, and are proud to work with partners to expand this essential model to sites such as the Journey Home Hospice in Toronto.

### DENTAL CARE

The dental clinic provides free emergency, preventative, and restorative dental care to those who are homeless and living in shelters. Services provided include oral exams, cleanings, X-rays, and fillings, extractions, partials and dentures.

The clinic is a partnership with Dr. Tom Harle and 50 volunteer dentists, as well as 60 volunteer hygienists, dental assistants, and denturists.



<sup>11</sup> Stephen Gaetz. The Real Cost of Homelessness: Can We Save Money by Doing the Right Thing? The Homeless Hub, 2012.  
<sup>12</sup> OICH staff provide direct service to clients, supported by four Mission staff.

**Why I partner  
with The Mission:  
CARRIE**



**Carrie is a Nurse Practitioner** who has been part of The Mission's clinic team since it began in 2007. On any given day, she sees around 12 patients with everything from bronchial infections to frostbite, to open wounds. "I have worked in other primary care clinics and have left them to work here full time. There is nowhere better to connect with clients who have multiple conditions and are so in need of quality primary care. Trust is a big issue with this population, but once you have gained it, there is a reliable therapeutic relationship and they feel able to come to you with all of their health concerns."

**Why I turned  
to The Mission  
for help:  
CAROLE**



**Carole has been a client of The Mission's primary care clinic since 2007**, when it first opened. Before that, she didn't have a family healthcare provider and was instead relying on drop-in clinics.

Carole visits the clinic once a month. "The service at The Mission clinic is incredible. The staff are very friendly, welcoming and thorough. They get things done, including referrals for tests and other follow-up care. They've also pointed me in the right direction for additional supports. At the clinic, I know I'm getting the best possible service. I have a lot of anxiety, and the clinic has a very caring atmosphere that alleviates fear. I know all the staff, and, for me, it's my safe place," Carole notes.

As a long-time Mission client, Carole has also received dental care from Dr. Harle (see page 22). "He did a great job at lessening my fear of seeing a dentist — he made it easy to be in the dentist's chair."

"The Mission is one of the best shelters around. The support from staff is great. I'm very excited about the expansion of the health clinic to serve even more people who need support (see page 27)," Carole concludes.

<sup>13</sup> The average LOS for the Hospice is 70 days and the average occupancy is 86%.

# 2017-2018 OUTCOMES + IMPACT

## PRIMARY CARE

**7,600**

Patient visits

Fewer visits to emergency rooms, clinics and the Royal Ottawa Hospital

## HOSPICE

**53<sup>13</sup>**

Patients

**30**

People passed away

**9**

Memorials held in our Chapel

## DENTAL CARE

**622**

Patient visits

**1,892**

Volunteer hours

**\$169,394**

Value of service

### Why I turned to The Mission for help: JEFF



**Ottawa-born Jeff is friendly and gracious.** In his younger days, he spent time on the stage, and then embarked on a career in food services.

Later in life, when Jeff struggled and had nowhere else to turn, he would stay with us at The Mission: he knew he was always welcome.

When Jeff became seriously ill and could no longer take care of himself, he immediately thought of our Hospice. Since moving in, he is feeling better. He says the Hospice is a very special place: beyond being clean and bright, and having good food, it's the staff who make all the difference. "I am often overwhelmed with gratitude for the care I'm receiving here. The nurses are fantastic — they are very knowledgeable, kind and compassionate. Anyone who is struggling should know that the doors at The Mission are always open."

### Why I volunteer for The Mission: PAUL



**Paul is a gentle person** whose love of God, and his fellow human beings, shines through in all that he does. He is a certified Pastoral Care and Palliative Care Worker and the Hospice benefits from his expertise in both areas.

Paul visits patients weekly, and each visit is unique. Sometimes he prays with them, sometimes he brings magazines and other items, and many times he just listens. In doing so, he often gains insights that help him in his own life and enrich his faith.

Paul's empathy and desire to give back is grounded in his own journey of recovery, now in its 35th year. "If I make one spark of a difference, then I have done my job."

### Why I volunteer for The Mission: DR. TOM



**Dr. Tom Harle had spent 15 years** offering dental care overseas when he realized that he was needed just as badly at home by people in our community who are homeless.

So, in 2007, he established The Mission's dental clinic, which offers a full range of care thanks to over 100 volunteers — all recruited by Dr. Harle — and 14 dental labs that offer specialized services. The clinic was honoured with the Canadian Dental Association's 2011 Oral Health Promotion Award.

The clinic has made a huge impact on those who are in pain, some of whom could not even eat properly, and hadn't had access to dental care in years. It also works wonders building the self-esteem of the people it serves, and, in many cases, improves their chances of finding work. As Dr. Harle says, "We're humbled by the gratitude of those who come to us for help. Giving people back their smiles is very satisfying."



# SUPPORT SERVICES

**Our ability to offer life-changing programs to people in need would not be possible without essential support services, including spiritual support through the chaplaincy, volunteer services, community engagement, housekeeping, maintenance and IT. Each of these services supports the seamless and integrated delivery of programs to our clients.**





**Chaplaincy provides spiritual and emotional support** to residents and members of the community to help these people along their life journey. Our full-time Chaplain leads daily chapel services and provides spiritual guidance to people dealing with addictions and to those living out their final days in our Hospice. The Chaplain also provides one-on-one counselling services to those who seek help in coping with the stresses and pressures of everyday life, and spends time getting to know clients in our lounge. The Chaplain is supported by a team of volunteers to provide spiritual care to people in need.

### **2017-2018 OUTCOMES + IMPACT**

Clients feel they are part of The Mission “family” and they feel safe, welcome and cared for.

### **PARTNERSHIPS**

Several community partners interact with Chaplaincy services, including volunteer musicians, local church groups, Ottawa Inner City Health (OICH) and many other groups.



**The Mission is committed to engaging members of the community** to raise awareness and promote public understanding of the issues surrounding homelessness. We regularly host community, school, faith and corporate groups at the shelter. We also actively seek out opportunities to participate in local events and special activities that allow us to engage with the public.

### **2017-2018 OUTCOMES + IMPACT**

Over 1,000 people were engaged with The Mission through community outreach activities.

### **PARTNERSHIPS**

Many community partners are involved, including third-party service providers, community groups, businesses, schools, churches and other groups.



**Housekeeping provides clients with a clean, safe, warm environment to call home.** It is essential for clients to feel good where they live since they are more motivated to access services if they are comfortable. Staff treat each client with dignity and respect, and are trained to help them access programs and staff as necessary. Housekeeping services are delivered by 16 staff, who keep six onsite and offsite buildings clean. Housekeeping is also responsible for: sorting material donations; set-ups for meetings; client funerals and student graduations; and student placement for custodial training.

### **2017-2018 OUTCOMES + IMPACT**

We are a sector leader in shelter standards, standard of care and work with partners, including: pest control through innovation in mattress covers and bed frames; and laundry facilities (with maintenance) through redesign to allow laundry to be done in-house in one shift, thus reducing time and costs.

### **PARTNERSHIPS**

Housekeeping works with several partners, including: Furniture Bank, for furniture donations, and Hardy Mattress, to assist with pest control.



**Volunteer Services engages individuals, businesses and community groups in the life of The Mission**, to provide care, hope and dignity to people in need. Volunteering with The Mission helps volunteers in aspects of their own lives. Volunteers also act as community ambassadors for The Mission. This service is delivered by two staff.

**2017-2018 OUTCOMES + IMPACT**

Last year, 1,027 active volunteers were engaged at The Mission. An average of 250 volunteers gave an average of 600 hours of service per week. Volunteers enhance services to clients, including: food quality through preparation work; maintaining cleanliness (inside and outside); set-up of the clothing donation room; and providing one-on-one support to hospice patients.

**PARTNERSHIPS**

Many different groups, including employees, faith, community, armed forces, and others, help deliver our many programs.

**HOW THE MISSION HELPS VOLUNTEERS**

**JEAN MARC** has been volunteering in Food Services at The Mission for over a year. He struggles with PTSD, is not able to work, and has said that his volunteer work has been very helpful for him.

**MEGAN** is a university student who volunteers in an administrative capacity and has had the opportunity to develop her administration skills, as well as her leadership ability.

**DANIELLE** came to volunteer at The Mission as part of a program to help new Canadians gain experience working in a Canadian context and was able to secure full-time employment.

**FRANCOIS** began volunteering in 2018, which is helping him with his immigration application.

We also provide volunteer opportunities to agencies that work with young adults with developmental disabilities, who can develop skills in a work environment.



**At 75, Harvey has done a lot of volunteer work.** He feels fortunate and wants to give back to his community.

Harvey had never visited The Mission in person until last year and, for him, it was an eye-opening experience. He realized the extent of the good work that takes place here and decided that he wanted to be part of it. Now, every Wednesday, Harvey hops on the bus for his 45-minute ride to The Mission, where he spends the morning helping in the kitchen and serving lunch to several hundred people.

“The work that goes into providing good food to people in need is extraordinary,” says Harvey. “The Mission’s kitchen team is welcoming and very well organized, and volunteering here simply makes my day. I go home pretty tired after my shift, but it’s so gratifying to know I’ve made a difference.”



**Maintenance ensures that all buildings and systems are in proper working condition** through regular preventative and corrective procedures, as well as planning and upgrading systems to reduce the need for costly and time-consuming emergency repairs. Maintenance is also responsible for renovations and expansion projects. The total area of Mission facilities is approximately 50,000 square feet. Services are delivered by eight staff.

### 2017-2018 OUTCOMES + IMPACT

Facilities were maintained to the highest standards so all departments were able to provide optimal service to meet the needs of our clients 24/7/365. Where possible, repairs and renovations were completed by Mission staff to keep costs down and do high-quality work, to withstand the heavy usage of The Mission's facilities.

### PARTNERSHIPS

Contractors are chosen based on cost and the quality of service they provide. Many of these providers give back to The Mission by hosting or participating in charity events, giving reduced rates and by showing the clients respect and courtesy.



**Information Technology maintains the high availability of IT systems for staff** at each Mission location in a 24/7/365 environment. IT works with all departments to customize solutions to meet their unique needs, including: monitoring network and website to identify potential issues and ensure continuous service; assisting staff with any difficulties with computers, peripherals, office and cell phones; working with frontline and maintenance to maintain and upgrade the security system to leading industry standards, including research on trends in the camera/CCTV industry; planning and executing special projects and future projects; and upgrades to the network to ensure continuous operations as services grow.

### 2017-2018 OUTCOMES + IMPACT

IT services ran efficiently and effectively at all Mission properties and for remote staff access. IT upgrades and projects were executed precisely and successfully to ensure the network ran smoothly at all times, to minimize unplanned service interruptions and support daily operations.

## Why I work for The Mission: BEV AND ANDREW



**Bev and Andrew are friends and colleagues who started at The Mission one month apart — over 35 years ago.** Between the two of them, they have given more than 70 years of service!

This shared commitment is built on a foundation of dedication to the most vulnerable in our community.

For both, working at The Mission to ensure a clean and comfortable home for those living here is more than a job. It is a calling reflective of the core purpose, mission and vision of The Mission, founded on the Christian values of compassion and inclusion.

From Andrew's perspective, what began as a job to tide him over until he went on to a different career, turned into a ministry and a labour of love. As Andrew says, "When I go home, I feel good about what I've done. Our clients who work so hard to improve their lives are a source of inspiration."

The quiet strength of clients also inspires Bev: "My work here is part of my faith. I'm proud that what I do here to ensure a comfortable home for our clients is helping them on their journey to healing and hope for the future."



# LOOKING TO THE FUTURE

**Imagine what life would be like if you had nowhere to go, no place to call home.** That would be hard enough. But it's even more difficult when you're sick.

People who are homeless or at risk of becoming homeless bear a much higher burden of disability, mental and physical health problems, addictions, and even premature death. Before The Ottawa Mission opened its Primary Care Medical Clinic in 2007, those who were homeless often ended up in a hospital emergency room if they were sick and needed help.

The Ottawa Mission's Primary Care Medical Clinic is made possible thanks to a partnership with Ottawa Inner City Health (OICH) and is open seven days a week to men and women who are homeless or on the street. This can mean the difference between life and death for our clients.

Despite our best efforts, we must regularly refer patients offsite to receive adequate primary care. For those we serve, there are many barriers to referrals in the community — this means that many do not receive the care they so desperately need, and their illnesses and conditions worsen.

**This is why The Mission is expanding its Primary Care Medical Clinic in 2018-2019.** We need to enhance our ability to provide care to meet the increasing needs of those who are homeless, both in terms of the numbers of people who are homeless and the severity of their conditions. This expansion will allow us to offer new and enhanced services on-site, which will allow us to treat up to twice the number of patients within our new space. Not only will this expansion improve the health of our clients, it will positively impact the community as a whole by diverting visits to emergency rooms for conditions that can be treated at our clinic.



## MEMORIAL SERVICE FOR MIKE ALLARD

**When someone dies in our Hospice**, a memorial service is often held to provide a chance for friends, family and staff to mourn. A plaque with the person's name is placed in our Chapel, and if no family members are found or involved, the person is buried at The Mission plot at Beechwood Cemetery.

Mike passed away on March 5, 2018. He lived at The Mission's Hospice for over two years. During this time, Mike suffered severe health problems with grace, humour and respect for others.

Mike was a generous and deeply kind person who had lived in Ottawa's lowertown for most of his 68 years. At his memorial service in The Mission's Chapel, Mike's friends, family and The Mission staff who cared for him, joined with others in our community and collectively grieved and shared stories of Mike and our time with him.

# SPOTLIGHT

## INDIGENOUS PROGRAMMING

**Indigenous Peoples (including First Nations, Métis and Inuit) are over-represented** among the homeless populations in all urban centres in Canada, and unfortunately Ottawa is no exception. While Indigenous peoples represent about 5% of Canada's population, they comprise 28%-34% of shelter users.<sup>14</sup> This is particularly concerning, given that Ottawa has the highest Inuit population outside of Nunavut. This disproportionate burden is rooted in historical trauma, such as colonization and residential schools, and ongoing racism and discrimination.

## INUIT COUNSELLING

The Mission is proud to partner with Tungasuvviat Inuit (TI), which provides crisis intervention, counselling, social support and cultural activities for the Inuit community. TI outreach worker Nick Camerucci provides drop-in counselling services at The Mission on Mondays. Nick offers guidance and support to people seeking addiction and trauma counselling, health support services, and referrals to a variety of community services — as well as residential school support programs. "Word is spreading about the help available on site at The Mission, and it's great to see people be able to access services that many did not even know about until now. And, it's a pleasure working with staff at The Mission. It's a great atmosphere here — they really treat people with dignity and compassion, encouraging them to seek the help they need."

<sup>14</sup> Canada Without Poverty: Just the Facts (factsheet, no date)

## RELOCATION OF LIFEHOUSE TO ALBERT STREET

When we developed our new Strategic Plan three years ago, we were guided by the underlying need to introduce new programs and enhance existing ones, with the ultimate goal of helping people in our care achieve wellness — in mind, body and soul. To that end, we undertook the relocation of our LifeHouse residential addiction treatment program.

The Mission has operated a residential addiction treatment program since the 1980s. Recently, we have placed more emphasis on the root causes of addiction — which almost always involve past trauma — and on enhancing services to allow residents the best chance of success. To do so, we hired professionals who are experts in treating trauma and made the decision to move LifeHouse to a facility away from the shelter — to an environment that is more conducive to long-term healing. This massive undertaking included an investment of \$2.5M to purchase and refurbish a new home for LifeHouse.

Since opening LifeHouse's new doors in 2017, we have increased evening and weekend activities. Having trained addictions staff available around the clock means that residents are getting the best possible care. With more space available, we have also

expanded services. Two new therapy groups have been added to help men understand the effects of addictive substances and how to create a healthy and sustainable lifestyle.

Our success rates with residents in the past year are encouraging: Our capacity increased from 11 to 13 beds, and the number of client relapses decreased by three from the previous year. Twenty-seven men graduated from LifeHouse in 2017-2018.

*"As soon as I went to the building on Albert Street for my LifeHouse assessment, I felt right at home. LifeHouse was a home for me and in a way it still is. The Mission is like a home for me and it has gotten me through all this. I know it's my own drive and my own push that has gotten me this far, but the support has been very important.... The house is very clean and very warm. Everyone does an awesome job with the chores and taking care of it. I hadn't felt home in a long, long time. I would recommend this program to anyone."*

- WAYNE, former resident of LifeHouse



# RIGHTS

## COUNTRY FEAST

Once a month, The Mission hosts a country feast of traditional Inuit foods, such as caribou, seal, rabbit, and other dishes in our Chapel. This is offered in partnership with OICH and the Shepherds of Good Hope. The genesis of the program started with providing service to our Inuit Hospice clients who were unable to travel to the Shepherds shelter to enjoy the feast provided there. (The Hospice has had a high percentage of Inuit clients.) We are so pleased that this gap in service has been closed. Now many folks within the Hospice and beyond attend. This nourishment feeds not only the body, but also the soul. In the words of Padluq Ashoona: "It means a lot."



# WHY I SUPPORT THE MISSION

**“The Mission does extremely commendable work in helping the less fortunate. I am proud to help this organization help as many people as possible.”**

CECIL WEST



**ANN AND PHIL  
NAGY**

**Anne and Phil Nagy are retired, but not idle.**

Every week, they volunteer in The Mission’s kitchen, helping to serve 1,312 meals a day to shelter clients and community residents.

In addition to volunteering each week, Anne and Phil are also generous in their financial support of The Mission. Besides giving monthly, the couple celebrated their 50th wedding anniversary by buying a meal for The Mission. “We wanted our anniversary to be meaningful,” Anne says. “And, after we gave it some thought, we decided that this option was perfect.”



**DYMON  
STORAGE**

**In 2017, Dymon Storage partnered with The Mission**

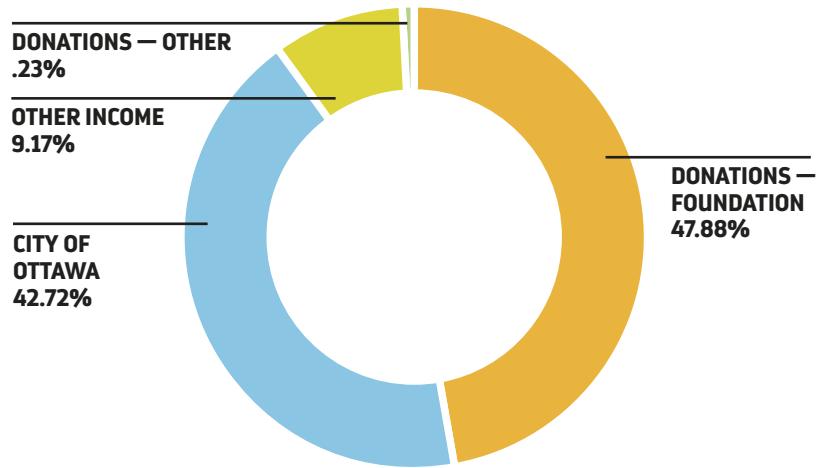
for the annual fundraising day, Giving Tuesday. Dymon’s pledge of up to \$15,000 to match donations helped raise more than \$82,000.

“The Mission does great work and they need corporate support to continue to do that,” says senior vice-president Steven Creighton. Dymon also supports an annual shoe drive in Ottawa, from which several hundred pairs are donated to clients of The Mission.

“We’re locally owned and operated, and we’re proud of that. We feel an obligation to do what we can do to help people less fortunate, particularly in the Ottawa area.”



## REVENUE 2017-2018



**“I just want to thank The Mission for all the support and help they gave me, and I want to thank all the supporters of The Mission.”**

MONIQUE, Food Services Training Program Graduate



**JOAN  
McRAE**

**At age 102, Joan McRae is an extraordinary woman** who continues to be active and involved, including translating her compassion for the plight of homeless people into action.

As a long-time Mission supporter, Joan has changed lives through supporting many important projects, including our new LifeHouse building. “I am happy to be able to do what I can to help people in need. I feel that the people at The Mission are doing such a wonderful, dedicated and inspiring job helping so many people begin new and fulfilling lives.”



**ADAM  
SEGUIN**

**Adam Seguin of LRO Staffing is a member of our Young Professionals Network.** As a father, he joined the YPN Executive Committee to help make a difference in our community.

“With reports that our middle class is disappearing while we see increases in our vulnerable population, it’s organizations like The Mission that are providing positive changes and impact. More young professionals need the opportunity to take ownership of our communities and become leaders of change within them.”



+

THE ottawa mission



**Thank You**

**to all our volunteers, donors, supporters  
and partners who help us deliver life-changing  
programs to meet the needs of our clients.**

**“Your tireless dedication to our vulnerable citizens is greatly admired and appreciated. Thank you.”**

MARIE, Facebook, April 2018

**“The Ottawa Mission gave me all the tools necessary to change my life. I wouldn’t be here without them.”**

MAURICE

**“Thank you for making our community a more compassionate place.”**

VANESSA, Facebook, April 2018

**OttawaMission.com**



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