

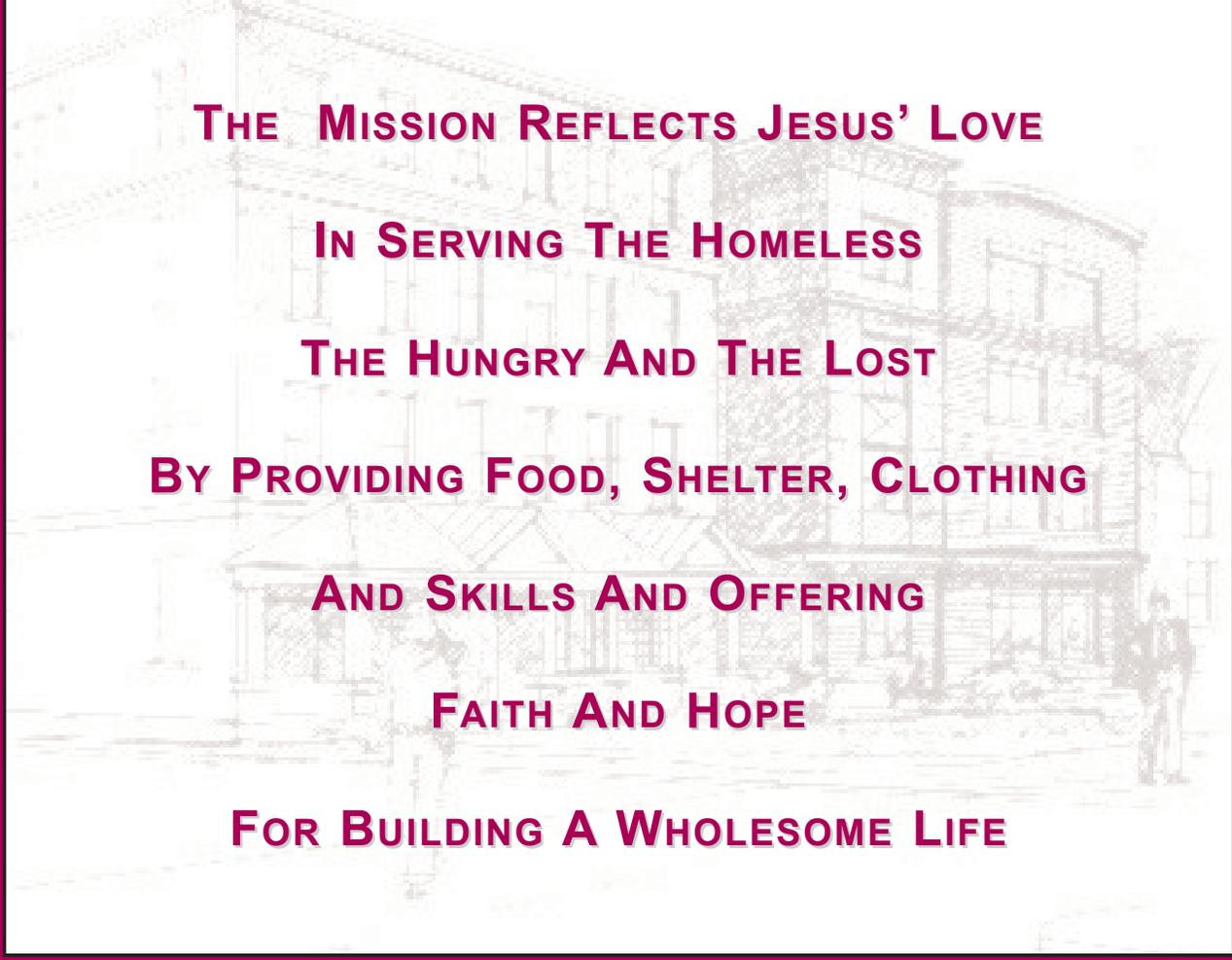
THE MISSION

**ANNUAL REPORT
2003**

*"Dear friends, let us love one another, for love comes from God.
Everyone who loves God, and knows God."*

-1 John 4:7

Our Mission



**THE MISSION REFLECTS JESUS' LOVE
IN SERVING THE HOMELESS
THE HUNGRY AND THE LOST
BY PROVIDING FOOD, SHELTER, CLOTHING
AND SKILLS AND OFFERING
FAITH AND HOPE
FOR BUILDING A WHOLESOME LIFE**

*“Just as shepherds watch over their sheep,
you must watch over everyone God has placed in your care.”*

1 Peter 5:2

President's Report



Patricia Younger, President

In December 2003, after our annual General Meeting, I assumed my two-year term as President of The Mission. Through my involvement with The Mission in various capacities over the past thirty years, I have met some truly amazing and wonderful people. I have had a chance to speak to many members of the staff who have impressed me with their commitment and dedication. Many speak with such enthusiasm about their work that you would almost forget how difficult and challenging their days could be. I really admire the managers and directors who have successfully juggled plans as they have been continually faced with managing 'surprises' offered not only by their daily work, but also by the rather interesting heritage building they occupy.

I have been on the Board for over ten years and I continue to be impressed by the professionalism and dedication of my fellow members of the Board. Although most members have demanding jobs, their interest and involvement after a tiring day at work demonstrates their commitment to the success of The Mission.

You can see from our mission statement that it encompasses the message of Christ and offers an opportunity for people who are not satisfied with where they are in life, to make a change. The relatively recent changes to The Mission, such as the inclusion of the Hospice, separate facilities for lifeskills development and client consultation, have broadened our scope of services. At the moment we are engaged in a strategic planning process that involves discussions and input from representatives from a cross-section of our staff, supporters, partners and recipients of our services. We need to prayerfully consider our next steps in accomplishing our mission.

Whatever you are doing for The Mission - whether working on the front line, participating in the volunteer activities, organizing fundraising events, sending financial donations, praying thoughtfully or offering other forms of encouragement to those involved - I would like to say "thank you". You are making a difference!

Patricia Younger
President of the Board

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BOARD OF DIRECTORS

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Patricia Younger

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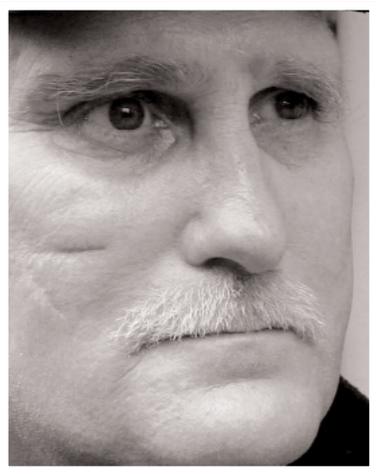
Tim Priddle

Patrick Slack

A Word From The Executive Director



Diane Morrison, Executive Director



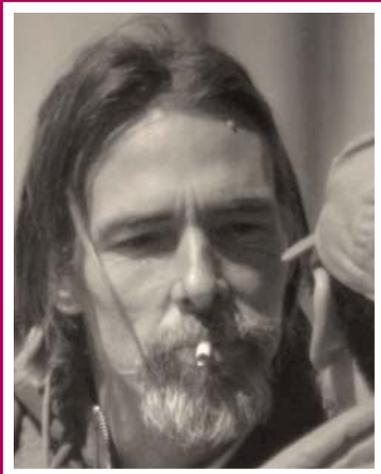
"Who would like this twenty dollar bill?" the man shouted as he waved the brand new bill in the air. Hands shot up all over the room. Cries of "me, me, me!" echoed loudly. Dan had just finished a six-month alcohol rehabilitation program; he had found a job and he was feeling good. He crumpled the bill into a ball. "Now, who would like this money?" he called. Several hands were raised. He took the bill and ground it under his dirty work boot. The edges were ripped and the bill was muddy. Again the query, "Who would like this twenty dollar bill?" A few people looked sceptical, but no one raised their hand.

"I was like this bill, once," he said. "Few people saw any value in me, I was dirty, torn and rejected. Then I went to The Mission and someone there saw that, under the dirt and wear, I had value. They helped me straighten out (and with that he unwrinkled the bill) and they cleaned me up and helped me to overcome my problems. This wrinkled bill is a reminder of where I've been. My value was hidden." And with that, he sat down. His audience was quiet as they realized that they had difficulty seeing value in something that was so dirty and torn.

Jesus calls us to love the "unloved", the torn, crumpled and dirty. With His help, we reach out and offer hope. Hope comes in many forms at The Mission, a good meal, friendship, faith, work boots, health care and prayer. Your support and encouragement are vital to this ministry. We thank you for finding value in those who are lost. May God richly bless you.

Then she will call in her friends and neighbours and say, "Let's celebrate! I've found the coin I lost." Jesus said, "In the same way there is more happiness in heaven because of one sinner who turns to God than over ninety-nine good people who don't need to." Luke 15:9,7

Diane Morrison
Executive Director



Chaplaincy



Rev. Terry Dempsey



Rev. Laird Eddy

Every day, an average of fifty people attend our 11:00 a.m. chapel services. The people who attend are encouraged in the faith and draw strength from the worship offered by our Chaplains.

The Chaplains share in the lives of those who live in our Hospice and who are struggling with a terminal illness. We offer the ministry of presence, spiritual guidance, prayer and a listening ear. In 2003, our Chaplains were asked to preside at the funerals of ten Hospice residents.

For residents of our LifeSkills Drug and Alcohol rehabilitation program, the Chaplains provide ministry that includes a bible study once a week. This is a time for discussion and reflection on many of the spiritual issues faced by those in the program. Individual counselling is available to anyone who requests it.

For the residents of the Mission, the Chaplains offer a helping hand, a listening ear and assistance in connecting with programs that will help them to make positive changes in their lives. Our "open door" policy lets our clients know that they are welcomed and cared for.

We are grateful to all our donors and volunteers who make this ministry possible. Your generosity enables us to touch lives for Christ and to bring hope into a world of despair. On behalf of the many people whom you have helped by supporting our Chaplaincy Program, thank you and God bless you.

The Rev. Laird Eddy
The Rev. Terry Dempsey
The Rev. Mark Slatter
Mr. Andrew Wright

Deacon Eduardo Rivas
Deacon Rick Gervais
Deacon Rudy DeCastro
Deacon Bruce McLeod
Deacon Wayne Lee

"Think how much the Father loves us. He loves us so much that He lets us be called His children as we truly are."

1 John 3:1



Hospice



The Mission Hospice continues to offer loving support to those who may otherwise face their final days alone. Our caring staff provide our patients with a safe and homelike environment in which to spend their final days. In this past year, we have had the privilege to serve thirty-one patients. Eight of our clients have made their final journey with us.

Patients come to us with a variety of different illnesses, from HIV/AIDS, liver cirrhosis, and different types of cancers. There is often a background of street-level addictions, abuse and mental illness.

Our patients come to us with more than the physical pain of their illnesses. There is often the pain of separation from their families and loved ones. This past year, one young man who had been separated from his family for many years, due to mental illness and drug addiction, was reunited with his mother. She was able to spend time with him in his final weeks comforting and caring for him. As painful as it was to watch her son die, she thanked us for giving her the chance to reconnect with the son she had lost.

Patients spend their last days in an environment where their needs are understood and accepted. Patients come to terms with their final journey in an atmosphere respectful of their wishes and cultural values.

Our deepest gratitude to our donors for your support in keeping our doors open.

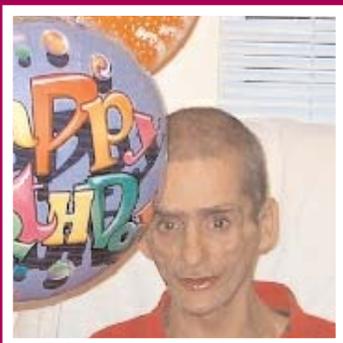
Marg Smeaton
Hospice Coordinator



CARING



LOVE



*“Be not afraid, for I am with thee.
Be not dismayed, for I am your God.
I will strengthen thee and help thee.”*

Isaiah 41:10

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Lifeskills



LifeHouse is a homelike and nurturing place that hosts a Life Skills Addiction Program. During 2003, 48 clients were served through our residential program. An additional 157 clients were assessed and referred to other addiction resources.

Our six-month, three-phase rehabilitation program helps those who have made a life-changing decision to deal with their addictions. We measure success on a daily basis. Clients move through the stabilization, active treatment and the maintenance parts of the program. The goal of the program is to maintain sobriety, search out healthier lifestyles and reconnect with the community. Each day is a new day of sobriety for our LifeHouse residents. Volunteering and finding work are on the top of the list. The aftercare program is an active vital part of the program.

Throughout the year 2003, program staff continued to raise program awareness in the community while focusing on providing skills for clients to help them regain their lives.

Since the opening of LifeHouse, **over 75% of program graduates remain sober** in the community.

Terry's Story

Terry came to LifeHouse early in December 2003 with a variety of lifestyle issues that included recent incarceration and a severe addiction - not a very good spot for a twenty-year old to be in. Terry stated that his life was extremely chaotic and this was evidenced by his recent arrests, inability to hold a job, and the destructive nature of his relationships. He had also suffered physical and emotional abuse in his past.

Today, after working extremely hard on his issues in LifeHouse, Terry has returned to school, and is working on securing a career that he is passionate about. He is also starting to make healthy choices. He regularly attends AA meetings, volunteers in the community and is planning on attending aftercare upon completion of the program.

Thank you for supporting this program that helps to change lives.

Jay Fox
Coordinator

"Therefore, as we have opportunity, let us do good to all people."

Galatians 6:10

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HOPE



PRIDE



Volunteers



Lena King, Volunteer Coordinator

The Mission volunteers are dedicated, compassionate and hardworking members of our community. There are over 300 people in the Volunteer Program, who together, contributed 12,170 hours of service in 2003. They include church and corporate groups, schools, community organizations and individuals.

Our volunteers work with our staff to help prepare and serve meals, organize our clothing room, support maintenance and housekeeping staff with special projects, work in administration and fundraising and assist in the Client Services Department.

We also see their compassion at work in our Hospice, where volunteers provide invaluable support to palliative patients.

We recognize our volunteers as a blessing to The Mission. They touch lives with their generous spirit. Our program continues to grow and we look forward to welcoming more members of our community to our team of volunteers.

Lena King
Volunteer Coordinator



"He who refreshes others will himself be refreshed."

Proverbs 11:25



GENEROSITY



Fundraising



*Lisa Northrup
Fundraising
Coordinator*

*Janet St. Jean
Director of
Development*

The Mission relies on the generosity of the community to support essential programs and services to vulnerable people.

Over the years, our donors have responded generously to our appeals. The Mission has received funding and support from individuals, corporations, organizations, churches and government.

The Mission shares the cost of creative artwork for our appeals with fifty other rescue missions in North America. The content of our appeals are personalized for the needs of our Mission and this cooperation helps us to remain cost effective.

We thank our friends for their support and for their efforts in raising awareness to help the needs of homeless and needy people in our community.

Janet St. Jean
Director of Development

Brunch Program

The Brunch Program was designed to share and inform the community about the work of The Mission, as well as sharing our ministry with churches and organizations that support us. Each Sunday morning, our kitchen staff prepares and delivers a hearty brunch, which is served by volunteers and Mission residents. The program runs from October to April visiting different churches each week. The coordinator is also available to visit and speak at committee meetings and information sessions.

The Mission is truly grateful for the support it receives from our community. Should you like more information about the Volunteer Program or the Brunch Program, please contact Lena at 234-1144 or lking@ottawamission.com.



*“Look! I am placing in
Zion a choice and
precious cornerstone.
No one who has faith
in that one will be
disappointed.”*

1 Peter 2:6

Client Services



With the grand opening in November 2003, The Mission opened the doors to a new Client Services Centre. To date, we have served 4,456 people.

Our client services workers meet with every shelter resident to assess their needs. This may include referrals and direct links to addiction and mental health resources, clinics and to visiting professionals.

In bright professional surroundings, clients have access to computers, a phone and staff resources. Referrals, advocacy and support are provided to clients requesting assistance with employment and training opportunities and housing search support.

New to The Mission in the last six months, the employment and training opportunities staff received over 500 requests for assistance. Staff have worked with 45 individuals seeking structured assistance with educational upgrading and job search skills. At present, sixteen people are now employed and eight others are enrolled in education programs.

The Clients come to us with a wide variety of backgrounds and skills. Chris, a client, had a background in the high-tech sector in Ottawa. When Chris became ill, he lost his job and ended up at The Mission. The Mission connected him with the appropriate resources that could help stabilize his condition. Chris was referred to a refresher training course in the computer industry and then connected with possible employers. Today, Chris is employed and living independently on his own.

The Mission's housing support service continues to benefit those searching for permanent and supportive housing. Advocacy, referrals, assistance with tenant-landlord rights and financial assistance help clients in their transition from shelter to appropriate housing.

Thank you for supporting this program.

Simon Brazier
Client Services Coordinator



HELP

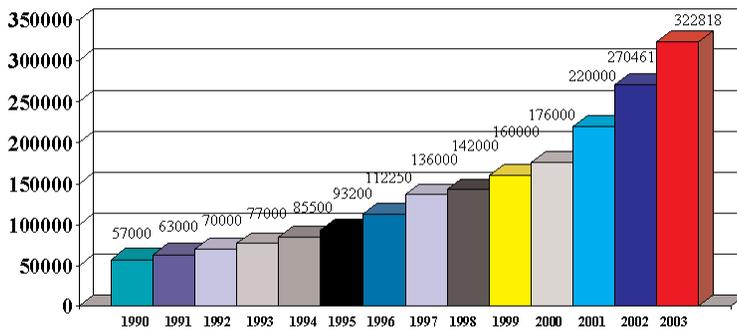
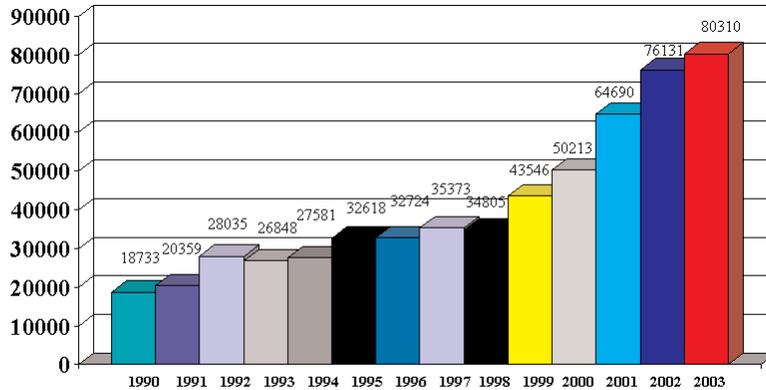


*"Each of you has been blessed
with one of God's many wonderful gifts
to be used in the service of others.
So use your gift well!"*

1 Peter 4:10

Services

Overnight Visits



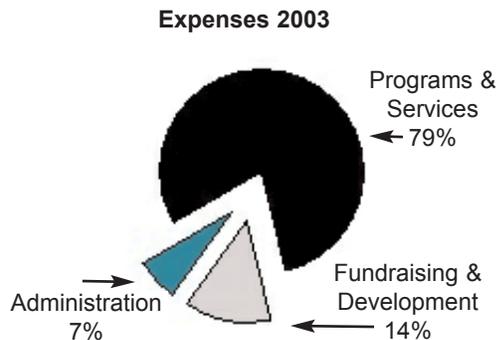
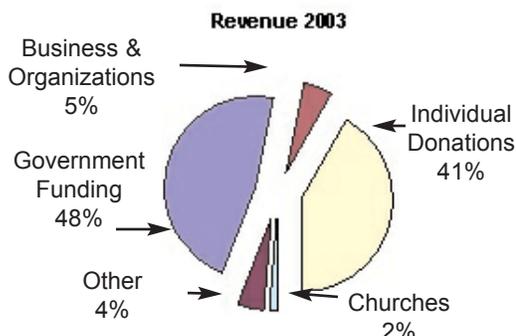
Meals Served

Emergency Shelter

There are 237 beds, which include 166 emergency shelter beds, 42 private rooms, 14 palliative care beds and 15 LifeSkills program beds. We also have 45 floor mats that are used in our chapel for overflow. We do not turn anyone away.

Shelter Information for 2003

Total number of different people	1742
Total overnight visits	80,310
Meals served	322,818
Average length of stay (days)	46
Average age	39
Average occupancy each night	219



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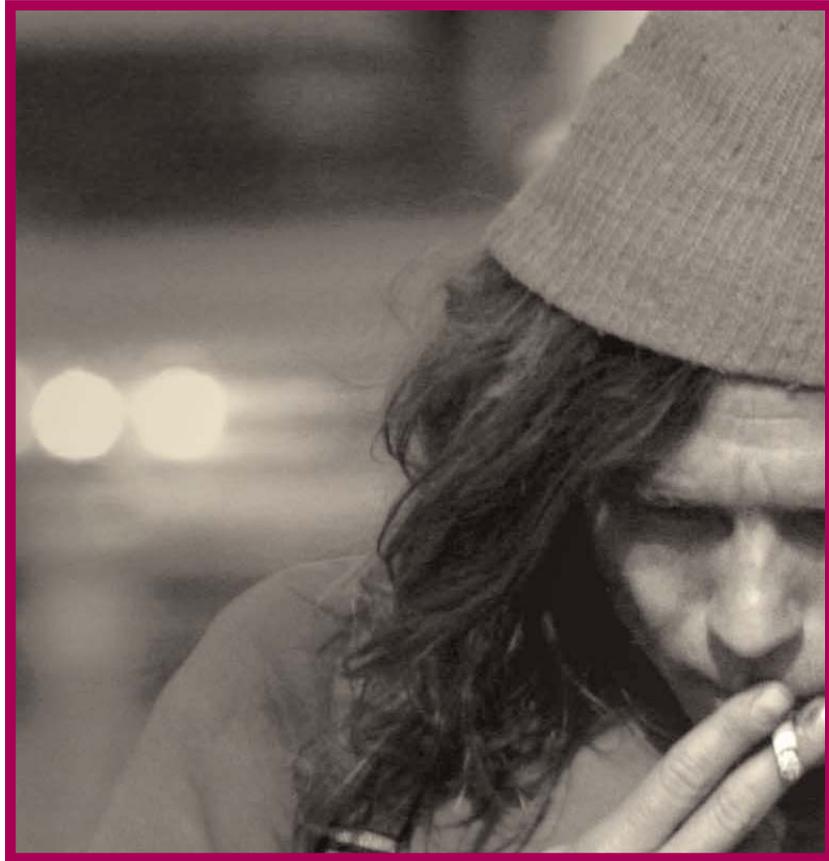


KINDNESS



SUPPORT





When I was hungry, you gave me something to eat, and when I was thirsty, you gave me something to drink. When I was a stranger, you welcomed me, and when I was naked, you gave me clothes to wear. When I was sick, you took care of me, and when I was in jail, you visited me."

Matthew 25:36



THE MISSION

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