

THE OTTAWA MISSION

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For I know
the plans
I have for
you...plans
to give you
hope and
a future

-Jeremiah 29:11

Opening
doors to *hope*



Annual Report 2008

Hope:

“The desire and search for a future good, difficult but not impossible to attain with God’s help.”

PHOTO COMPLIMENTS OF KARL ROEDER

Success

Faith



Mission Statement: The Ottawa Mission reflects Jesus' love in serving the homeless, the hungry and the lost by providing food, shelter, clothing and skills and offers faith and *hope* for building a wholesome future.

A Place of *hope*



Executive Director Diane Morrison and Laird Eddy, Director of Mission Services share a laugh with Richard who is enjoying a warm, healthy meal.

The Executive Director's Message

Every day, hundreds of people walk through the doors of The Ottawa Mission. They are often road-weary and disconnected from the world. We offer them hope by providing hot, nutritious meals, a clean place to sleep and staff who care. I have been the Executive Director at The Ottawa Mission for almost eighteen years and during that time, I have watched people gain self-confidence, find faith and become successful members of our community.

It takes courage to take that first step into The Ottawa Mission, but once inside, there are opportunities for anyone who wants to renew their life. The Ottawa Mission is a place that offers a future, a place where God's love is shown to all. It is a place of hope for everyone who walks through our doors.

Diane Morrison

Executive Director, The Ottawa Mission



“We serve over 1,100 meals a day. In addition, we prepare bagged lunches, special breakfasts and holiday meals. The food services we offer are top notch. We want people to know that no matter where they find themselves in life, they deserve the best.” – Chef, Ric Watson

A Story of *hope*



Rob Nelson

President

The Board President's Message

Hope saturates every page of the Christian story. It is central to stories that describe the sick being healed, the lost being found and the poor being fed. This same hope is found in the services offered at The Ottawa Mission. In 2008, we served more meals than ever, initiated new, life-changing programs and opened a second-stage home in the community.

I commend all of the staff for their hard work this year. Everyone from the program staff who help change lives, to the front desk, maintenance and

housekeeping staff who ensure that The Mission is in good order plays an integral part of the hope we offer. Thanks to the superb leadership of Diane Morrison, Laird Eddy and The Ottawa Mission team, we are able to live out the Bible's call to hope.

Of course, none of this good work could be accomplished without the tremendous support of our community, volunteers and donors. Thanks to you, our conviction that “Hope will not disappoint us, because God has poured out love” (Romans 62:5) is deepened.

In faith, Rob Nelson



Ottawa Mission Volunteer Board of Directors

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Jack Murta, Vice-President
David Spillenaar, Treasurer
Paul McKechnie, Past President
Patricia Younger, Secretary

Rev. Anthony Bailey,
David Kilgour, **Kathleen Lauder**,
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Patrick Slack

416,032 meals served and 76,110 shelter stays in 2008

“For several years, I attempted to manage my addiction on my own, but I couldn’t do it. LifeHouse has helped me get a handle on my addiction. Graduation is an important day for me. I know that I’m on the right path now.”

– PETER, A LIFEHOUSE GRADUATE AND RESIDENT AT THE OTTAWA MISSION’S SECOND-STAGE HOUSE



“The troubling reports we hear on the news of traumatized children and youth – almost all of the homeless and addicted adults that come to Addiction Services at The Ottawa Mission have a childhood story like that. These are the people we serve.”

– Jay Fox, Senior Program Manager



Reasons to Hope!

In 2008,

- **850** people participated in one of our addiction treatment programs
- **450** people attended our “drop in” day program and 350 attended our evening program
- **30** people participated in LifeHouse, our 6-month, residential addiction treatment program

Addiction *treatment* Services

“Thanks for giving me my grandson back,” she said during a graduation ceremony from LifeHouse, one of The Ottawa Mission’s many addiction treatment programs. In 2008, we helped more people face an addiction than ever before.

New! Second Stage Housing

Many people who graduate from our LifeHouse addiction treatment program have lived in an institution or shelter for years and need support to live independently. In 2008, The Ottawa Mission leased our first second-stage house in the community where graduates take the first step toward independent living and long-term success.

More People “Seek Safety”

80% of those enrolled in our LifeHouse program report being abused as children. So in 2008, Addiction Services expanded the Seeking Safety program which helps people explore the connection between trauma and addiction. Your support allows us to offer this vitally important program to everyone in the shelter.



“I see success every day in Client Services. Success comes in many forms. It can mean being clean for a day or going back to school after twenty years. Every client who walks through our door wants to change their life and we are here to help.”

– Simon Brazier, Manager of Client Services

Client Services Centre

Work accomplished in Client Services in 2008 can be summed up in one word – **More!** **More** people enrolled in the Stepping Stones Learning Centre, The Ottawa Mission’s on-site school, than ever before. **More** people were given help to find a job. **More** signed up for the Maintenance and Food Services Training programs. **More** received computer training. **More** moved into a place they can truly call home.

H2H – A Provincial Success!

In 2007, the Ontario government subsidized several Hostels To Homes (H2H) pilot programs aimed at helping long-term shelter users move into housing and back into the workforce. Of the 41 clients taking part in The Ottawa Mission pilot program, 40 were successfully housed, 22 became employed and 10 attended school.

New! One-On-One Support For Those Most Alone

Thanks to a new case management system implemented in 2008, 45 shelter residents struggling with severe mental illness now have a caring case worker to help them access the programs and services they need to live their best life. Our dream is that each person we serve receives the care they need to live the life God set before them.

Reasons to Hope!

In 2008,

- **100** people on average visited our Client Services Centre every day
- **170** people upgraded their education in our Stepping Stones Learning Centre
- **320** people got help finding housing



“PHOTO COMPLIMENTS OF ROSS PRYDE”

“My mother has been through so much. I know how much she has had to deal with. Words can't even express how proud I am of her today. I am graduating too, but I feel more proud of her than I do of myself.”

– CRYSTEL, AT HER MOTHER MARIA'S GRADUATION FROM THE FOOD SERVICES TRAINING PROGRAM.

“The Ottawa
Mission hospice
is the nicest place
I have ever lived.
No one in my entire
life has ever cared
for me this much.”

– JACK, A FORMER
HOSPICE RESIDENT



“We provide a safe place for people to access medical care where they aren’t judged or looked down on, a place where they feel comfortable. Health care is a basic right of all Canadians, including the most marginalized.”

– Marg Smeaton, Manager of Health Services



Reasons to Hope!

In 2008,

- **4,832** visits to the Primary Care Clinic
- **2,020** visits to the Dental Clinic
- **19** people lived their final days with dignity and respect in our Hospice

Health Services

“They could not bring him to Jesus [for healing] because of the crowd, so they removed the roof above him and lowered the mat on which their friend laid.” – Mark 2:4

There are many “roofs” or barriers to health care for those who are homeless. The Ottawa Mission helps break through them by offering programs and services that tend to those who are suffering. In 2008, our Primary Care Clinic, Dental Clinic and Hospice were busier than ever caring for our homeless friends in need.

Service With A Smile

Since The Ottawa Mission volunteer dental clinic opened in 2007, patients have visited it 2,020 times. While the clinic provides a great service to those in need, its goal is to offer education and advocacy as well. Now, those managing the dental clinic are working with other centres that serve the homeless to help them establish dental clinics too.

New! Doctor For HIV Patients

Those who are homeless find it difficult to get to the hospital, so making sure that medication is properly dispensed is a challenge. To better support those living with the disease, a doctor now sees HIV patients a day and a half a week at The Ottawa Mission’s Primary Care Clinic.



“Every volunteer has a different reason for being here, but together we achieve the same goal –touching the lives of people in need with goodness. Volunteers remind me on a daily basis of the fundamental kindness and generosity in every soul.”

– Meghan Bartolo, Manager of Volunteer Services

Volunteer Services

At The Ottawa Mission, volunteers put kind thoughts into action and make a real difference in the lives of the poorest and loneliest people living in our community. In 2008, volunteers more than doubled our capacity to serve clients, offering \$264,115.10 worth of services and priceless love and compassion to those in need.

New! Activity Nights Bring Joy

To those who feel hopeless and alone, an evening of fun and games isn't a laughing matter -it's a lifeline. Every Thursday night, volunteers organize and lead activities (games, crafts, poetry, story-telling, movie-viewing) that enlighten lives.

Children Volunteer on Sandwich Saturdays

In 2008, a new sandwich-making program was initiated to introduce young children to the art of volunteering. On Saturday afternoons, families bring sandwich supplies to The Ottawa Mission dining hall where they assemble and then donate their lunch creations.

Reasons to Hope!

In 2008,

- **26,411** hours were volunteered
- **363** new volunteers offered their services
- **70** dental professionals volunteered **2,505 hours** of service in the dental clinic



“Before I volunteered to plant the garden at The Ottawa Mission, I had this idea that we shouldn’t be providing clothes and food at no cost, that people should pull their lives up on their own. But now I understand that you can’t get your life up and going unless you’re fed and have clothes.”

– INTERNATIONAL STUDENT
VOLUNTEER FROM CLAN
MACLEOD

“I don’t know what I’d do without chapel services. Chapel services at The Ottawa Mission are a part of my daily life. I go to chapel and then I go out and pray for the people staying in the shelter, my family and friends... even people I don’t know.”

– PATRICK,
A HOSPICE RESIDENT

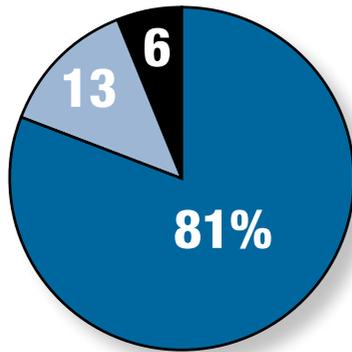


Over 320 chapel services were led and countless hours of spiritual support were offered in 2008. The Ottawa Mission would like to thank the entire chaplaincy team which includes the Deacon Candidates from the Archdiocese of Ottawa who lead Sunday Services.” – Laird Eddy, Director Of Mission Services

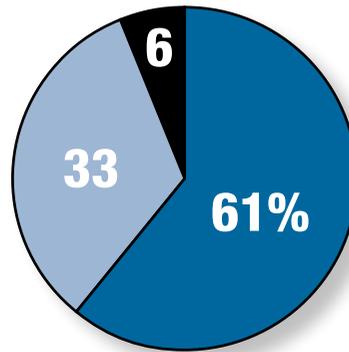


Thank you for Sharing Hope.

“I thank my God every time I think of you” – Phil. 1:3



Programs and Services – 81%
Fundraising – 13%
Administration – 6%



Your Generous Donations – 61%
Government Funding – 33%
Other – 6%

For a copy of audited financial statements please write to mission@ottawamission.com or call 613-234-1144 ext 230.

Share the Hope!

Contact us today to
find out how you
can change a life!

The Ottawa Mission

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Registered Charity #: 10815 0509 RR0001



"Cover photo of The Ottawa Mission entrance
compliments of Karl Roeder"



“May the God of hope fill you with all joy and
peace so that you may overflow with hope by
the power of the Holy Spirit.” – ROMANS 15:13