



IMPACT REPORT

2020-2021



We know that suffering produces perseverance; perseverance, character; and character, hope. And hope does not put us to shame, because God's love has been poured out into our hearts.

ROMANS 5:3-5

WELCOME TO OUR ANNUAL IMPACT REPORT

Over this past year, COVID-19 has impacted our shelter like no other event in our history. We continued working with our partners, including *Ottawa Public Health (OPH)*, *Ottawa Inner City Health (OICH)* and the *City of Ottawa* to minimize the risk of infection while delivering desperately needed services.



Shaun Baron

As one example, although a prosperous community, Ottawa has deep pockets of hunger made worse by COVID-19. Our meal service was modified to supply three takeout meals daily through our garage so community members continued to be fed without entering our shelter. We launched our *Mobile Mission Meals* program to feed those who couldn't reach our shelter due to disability, lack of money for transportation, or other reasons. As a result, **our average daily meal count grew by an astounding 80%** to 2,500 meals per day by August 2021.



Peter Tilley

Many of these necessary changes have been painful. For example, our *Hospice* provides palliative care and support to homeless men and women with compassion and dignity. Volunteer visits are critical, but we had to suspend in-person visits. We bridged this gap through virtual visits, providing solace to our patients.

The pandemic also increased the toxicity of street drugs, leading to more overdoses. We initially had to limit intake to our *Addiction and Trauma Services* program to our shelter guests, but then incorporated online support for guests and community members to keep them on the path to recovery.

Since March 2020, our employees, volunteers and partners have remained vigilant concerning the risk of COVID-19. For this, we're truly grateful. Moving into year two of the pandemic, and with our community returning to stricter infection controls, we learned a lot about supporting those in crisis while keeping everyone safe and practicing self-care.

Ottawa was already experiencing a homelessness emergency and opioid-use epidemic before COVID-19. Given the impact of the pandemic on our collective mental health, finances, food insecurity and risk of homelessness, we anticipate remaining the first place of refuge for more vulnerable people after COVID-19 has passed.

In coordination with OPH and OICH, in January 2021 we began mass testing of clients, staff and volunteers in response to increased cases in our community. Multiple positive cases were identified among asymptomatic individuals due to an outbreak within our sector. Shelter residents who tested positive were moved to isolation centres; staff who tested positive isolated at home. Contact tracing was done for everyone, and all shelters across Ottawa went into lockdown.

We worked with our partners to ensure that those needing help while our intake was paused could access safe and appropriate shelter. Fortunately, the lockdown ended in February and we returned to accepting new shelter guests.

In the spring, working with our partners, we offered vaccinations to those who are homeless and those who care for them. Other points of light in this past year have included the **celebration of our Millionth Hour of existence since 1906, work to actualize Chef Ric's**, our new social enterprise to help even more people find careers in the culinary field, and preparations leading up to the **20th anniversary of the founding of our Hospice**, a shining star in offering palliative care for vulnerable people.

While this year has been daunting, it's shown us that Ottawa is a profoundly compassionate city. We're humbled by your support, which is essential to delivering the programs that are needed now more than ever before.

Thank you for your kindness.

Shaun Baron
CHAIR, BOARD OF DIRECTORS,
THE OTTAWA MISSION

Peter Tilley
CEO,
THE OTTAWA MISSION



MEETING THE NEED

Since March 2020, the impact of the pandemic on our community has been overwhelming. From personal finances and the risk of homelessness and hunger to compromised mental health and increased addictions, COVID-19 has affected people from every walk of life.

IN OCTOBER 2020, OUR SHELTER RELEASED A POLL OUTLINING THE IMPACT OF COVID-19 IN OTTAWA. IT SHOWED THAT:

> 1 in 10

were receiving the Canadian Emergency Response Benefit (CERB), or someone in their household was

1 in 2

were concerned or somewhat concerned about the possible negative impact of a second wave of COVID-19 on their finances

2 in 3

reported a negative or somewhat negative impact due in part to isolation and mental health struggles such as anxiety, stress and depression

1 in 5

said that it had increased or somewhat increased the risk of homelessness for loved ones, and just under 1 in 10 said it had increased their own risk

That was almost one year ago. Since that time, our community has endured a third wave of the pandemic and is facing a fourth wave this fall. All this has meant a dramatic increase in the need for our services.

IN AUGUST 2020, we introduced our *Mobile Mission Meals* food truck program to feed those who couldn't reach our shelter. As a result, our average daily meal count grew by 40% from our fiscal year 2019-2020 to 2020-2021.¹ Measuring the growth through to August 2021, the increase is a shocking 80%.²

COVID-19 has forced many people to choose between paying their housing costs and buying groceries. As Ryan, a food truck client, noted, ***"I don't have to go hungry today. I go two, three days without eating, sometimes four. If I had bus fare, I could go down to The Mission."***³

In July 2021, less than one year after its launch, we surpassed 100,000 meals served by our food truck.

If current trends in the number of meals served to our guests and clients of our community meal and food truck programs continue, in 2021-2022, we will serve between 900,000 and 1 million meals.

IN OCTOBER 2020, a report tabled with the City's *Community and Protective Services Committee* noted that the number of people sleeping outside had increased from 90 to 150 (67%) since 2019.⁴ The Mission collaborated with the *City of Ottawa* to reduce our number of shelter guests to reduce the risk posed by COVID-19 through diverting shelter guests to overflow shelters and those guests with COVID-19 symptoms to the Routhier self-isolation centre. While these measures reduced our overall capacity to below 100% for the first time in three years (see page 8), capacity nonetheless remained very high at 94%.

COVID-19 has increased vacancies for apartments in Ottawa⁵, but rents remain unaffordable.⁶ In fact, average rents consume more than 100% of earnings for *Ontario Disability Support Plan* and *Ontario Works* recipients, almost 100% of the average benefit of Old Age Security and Canada Pension Plan recipients, and 50% of the earnings of minimum-wage earners.⁷

IN MAY 2021, figures from *Ottawa Public Health (OPH)* showed that overdose deaths nearly doubled since the beginning of the pandemic, rising from 65 to 124 people⁸ due to the increasing toxicity of the drug supply. These findings follow a report from the Government of Ontario, which showed a 60% rise in opioid-related deaths from 2019 to 2020. During the pandemic, almost one in six opioid-related deaths in Ontario occurred among people experiencing homelessness, and opioid-related deaths among this population increased by 139%.⁹

There is often a fine line between those who are homeless and those who are not. Many of our shelter guests bear the heavy burden of compromised health (particularly mental health issues and addictions) and difficult life circumstances, such as financial problems that led them to become homeless.

In March, we began to deliver vaccines to our clients. While this provides a ray of hope, Ottawa is nonetheless seeing higher levels of mental health conditions, addictions, financial stress, hunger and housing insecurity in our community as a whole. This, coupled with structural issues such as the continued lack of affordable housing, exacerbates the risk of homelessness. Given this overwhelming impact of COVID-19, we need to ensure we can meet the needs of more vulnerable people after the pandemic has passed.

Poll after poll at both the local and national levels show overwhelming support for meaningful action on homelessness.^{18,19,20} Given the magnitude of homelessness in Ottawa and the impact of COVID-19, all levels of government must work together to address this problem now and to ensure that even more of our citizens don't become homeless.

While these trends are very serious, they were present in our community long before COVID-19.

In terms of HOMELESSNESS, in January 2020, Ottawa City Council unanimously declared a homelessness emergency. Homelessness became worse since the city's 2014 *Housing and Homelessness Plan: from 2014 to 2019, the number of people using emergency shelters and the number of households on the waiting list for affordable housing each rose by over 25%.*¹⁰

In June 2020, over six years after its first 10-Year *Housing and Homelessness Plan* was passed, the City of Ottawa released its refreshed 10-year Plan covering the period from 2020 – 2030.^{11,12}

In terms of HUNGER, a 2019 *Feed Ontario* report identified Rideau-Vanier as the riding with the highest food bank usage in the province, with Ottawa South and Ottawa West-Nepean also among the top 10 ridings.¹³ In terms of our meal provision at our shelter, **our total number of meals has more than tripled from 216,000 in 2001¹⁴ to almost 728,000 in 2021.**¹⁵

In terms of MENTAL HEALTH & ADDICTIONS, OPH reported in 2018 that **the number of people hospitalized for a mental health condition or an addiction had increased by 45% from 2007 to 2016.**¹⁶

Overdose deaths due to opioids were 2.7 times higher during 2009–2015 compared to 2003–2008.¹⁷



More than a shelter.



LIFE CHANGING: How The Ottawa Mission Helps

At The Ottawa Mission, we support clients to enhance the quality of their lives. We nourish the body, mind and spirit of those who seek our help, and enable people in crisis to heal and build hope for the future. We provide a full range of services and programs to help shelter residents and community members in need. These include:

- 
EMERGENCY FOOD & SHELTER
including resident and community meals and frontline services
- 
HOUSING SERVICES
including placement, diversion away from the shelter and outreach
- 
CLIENT SERVICES
including employment and educational support, mental health services and clothing
- 
ADDICTION & TRAUMA SERVICES
including day programs, stabilization and residential treatment
- 
HEALTH SERVICES
including primary, dental and palliative care

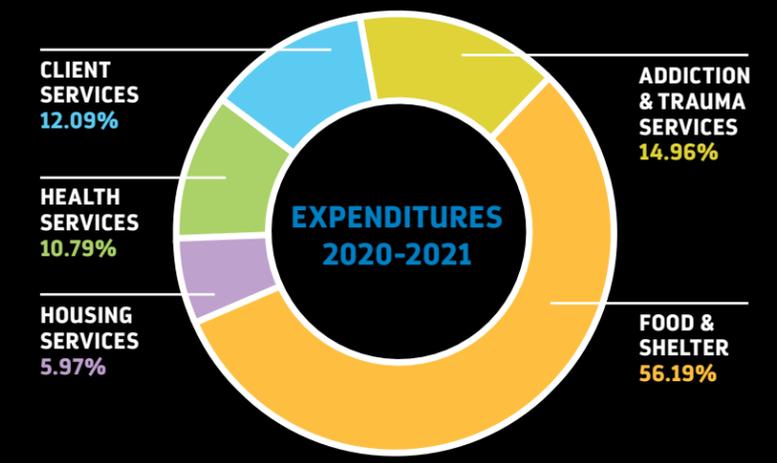
Each of these programs is supported by a wider team that includes volunteers, partner agencies, spiritual support and operational support.

At The Ottawa Mission, direct costs are categorized based on program outputs and have been grouped into five main categories:

- Food & Shelter
- Addition & Trauma Services
- Housing Services
- Health Services
- Client Services

The cost of delivering these programs includes the costs of volunteer services, community engagement and a full-time chaplaincy department. These costs are allocated to programs based on estimated time spent on each one.

Further information is available at ottawamission.com/foundation-reports-and-impact/



FOOD

We provide hope and strength by feeding hungry men, women and children in poverty who cannot afford nutritious food. Each day, our team of 21 staff and 25 volunteers prepares and serves delicious meals so that no one in our community goes hungry.

Behind the scenes, our team maintains a clean and safe kitchen, and ensures that meals are always available. Our team serves every meal with compassion and respect; they know that a smile given in kindness can make a big difference.

Partnerships with our Committed Community

We couldn't serve almost **728,000 meals per year** without the steadfast support of our incredible partners and in-kind donors, for which we're very grateful, including:

- Pelican Seafood Market & Grill
- Shaw Centre
- Urbandale Corporation
- Orleans Fresh Produce
- Bytown Catering
- IKEA
- Capital Meat
- House of Commons
- Farmboy
- Loblaws Isabella
- Loblaws Kanata Centrum
- Cupcake Lounge
- Italfoods
- Nando's Merivale
- Golden Baguette
- Maverick's Donuts Byward Market
- Maverick's Donuts Bank Street
- Starbucks
- Pasticceria Gelateria Italiana



FOCUS → Innovation to meet hunger in Ottawa made worse by COVID-19

Ottawa has among the highest median incomes in Canada. But this prosperity is not shared equally: several neighbourhoods have far lower median incomes and a higher prevalence of low-income residents.

Income and hunger have always been linked. It comes as no surprise, then, that **three of Ontario's top 10 ridings for food bank usage are in Ottawa**. It's evidence of the income disparities across our community.

As the pandemic took hold, several meal programs offered by other community agencies and religious institutions were stopped. And as incomes disappeared or declined, our meal numbers increased significantly. To keep people fed, we adapted our community meal service through our garage entrance so guests did not have to enter the shelter. We also ensured that meals were kept warm throughout the day so people didn't have to wait in long lines in the cold.

Still, that wasn't enough to meet the unbelievable need for food. We started the Mobile Mission Meals food truck in August 2020 to reach even more people in need. The truck now has 19 stops and serves over 3,000 meals a week.

In the words of a food truck client, **"These guys are lifesavers. If it wasn't for The Ottawa Mission truck, a lot of people would not have at least two good meals a week."**

Why I volunteer with The Mission: NORMAND



Normand started volunteering with The Mission four years ago, and over 2,000 hours of volunteering later, he keeps coming back every week.

But last year, due to COVID-19 restrictions, Normand wasn't able to leave the building he lives in for nine weeks, which prevented him from volunteering.

"It was terrible," he says. **"You become so close to the staff and other volunteers, it's as hard as not seeing your family."**

However, the day he was allowed to leave again, he remembers the feeling of picking up the phone to call The Mission and schedule a shift.

"It felt like I had won the lottery," he says.

Why I volunteer with The Mission: SVJETLANA

Svjetlana walked by The Mission every day on her way to work, seeing the growing demand for its services firsthand. She started volunteering on her own several years ago, and she found herself quickly drawn into the community of care developed by the staff and volunteers.

"You meet so many different people that have crossed so many different paths," she says. **"And you learn something from each of them."**

With many volunteers having to stay away due to the pandemic, it's been hard on the community.

"I've made real friendships here, the kind where you call to check in on one another," she says. **"Speaking with them, you can tell it causes them hurt that they aren't able to come in."**

For Svjetlana, that's one of the reasons it was still important for her to continue to serve, despite the risk.

"If not now, then when?" she says. **"As long as there are people in need, we'll be there. We have to come together as a community, now more than ever."**

Indeed, beyond the friendships formed, the volunteers show up for the people they serve. Many say the experience has changed their perspectives on poverty and homelessness.

Why I volunteer with The Mission: CEZAR

Cezar is a law student at the University of Ottawa, just a few blocks away from The Mission.

"On campus, I feel many students know there's a shelter over there, but not the exact details of what happens here," he says.

It was while taking a social justice course that Cezar started volunteering at The Mission and discovered the breadth of services offered.

Eventually he got other students involved through a student group he founded, which included fundraising and volunteering as a group.

"Before I introduced them, they all had their own biases and preconceptions about why people are homeless," he says. **"By volunteering here, they really learned how poverty affects people, and how homelessness can happen to anyone."**

Those fellow students he introduced have continued to volunteer on their own now, something Cezar attributes to the volunteer community and culture of The Mission.

"Help is like a two-way street here," he says. **"I've always been told here, if I ever run into food problems or anything like that, we're all here to help you."**

2020-2021 OUTCOMES + IMPACT

1,994²¹
average number of meals served daily

727,903
meals served last year

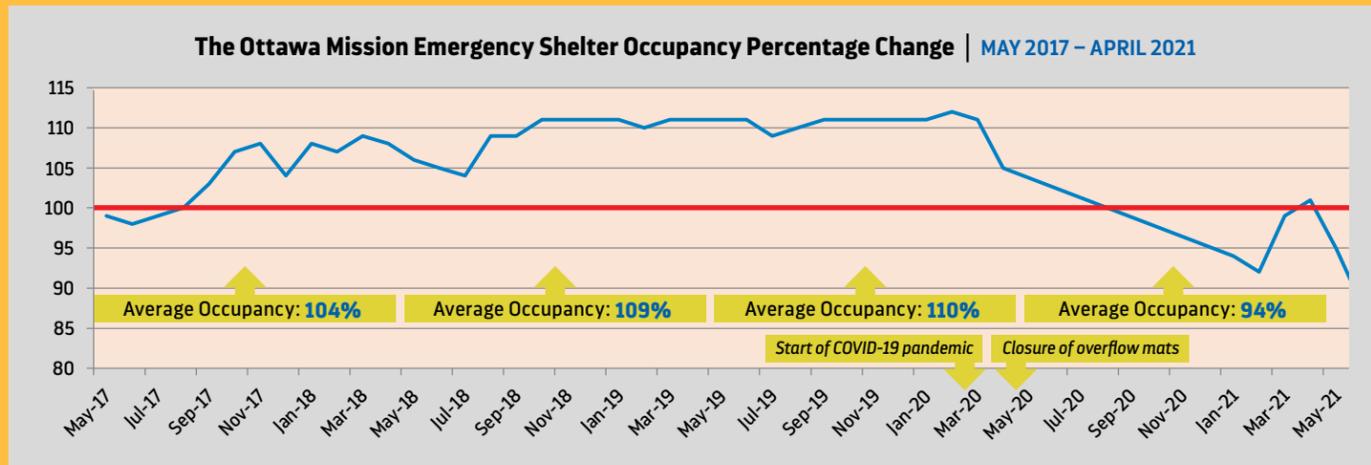
SHELTER

We provide a clean, warm and safe place to those who need emergency shelter.



Our Frontline team of 17 full-time and 12 casual staff members are the first point of contact for people who have nowhere else to turn to for help, **24 hours a day, 365 days a year**. They respond to the needs of our clients and ensure our guests are provided with comfortable shelter at night.

Frontline staff are trained in non-violent crisis intervention and First Aid to deal with a variety of situations. They ensure everyone at The Mission is protected, and they provide access to basic emergency supports, such as food, toiletries, clean and warm clothing appropriate for job interviews and other occasions, and connections to wraparound services. Our team ensures that those who stay at our shelter are safe and secure.



FOCUS → Working with our partners to ensure a safe place to stay during the height of the pandemic

Prior to COVID-19, our shelter had been over capacity for three years, rising to 110% in 2019-2020 (see chart). This made social distancing extremely challenging when the pandemic was declared.

The City of Ottawa established overflow shelters to alleviate crowding within all shelters and, for the first time in years, no one slept on a mat in our chapel. A number of beds within our shelter had to be closed to facilitate social distancing, but the City, Ottawa Inner City Health and Ottawa Public Health all collaborated to open the Routhier centre in March 2020. With our support and the support of other shelters, this location served people who were homeless and had symptoms of COVID-19, providing them a secure place to self-isolate.

Shelter guests throughout the system were tested by OICH nurse practitioners, who swabbed thousands of people within our health clinic and throughout the community (see page 18).

As we entered the second wave of the pandemic, our shelter was the first to embark on mass testing of shelter guests and staff in January 2021, revealing multiple positive cases, almost all of which were asymptomatic. The asymptomatic nature of so many cases made the true extent of COVID-19 very difficult to detect until this time.

We worked with the City to refer positive guests to additional overflow shelters to reduce the risk of new infections, and the infected staff self-isolated at home. All shelters were closed to new clients, but we worked with the City of Ottawa to ensure that anyone seeking emergency shelter could access it.

Under these measures, we were able to accept new clients as of February 2021.

Why I work for The Mission: KAILYN



Kailyn has been with The Mission since November 2016. Beginning with a student placement through Algonquin College, she gained employment within Frontline Services and was promoted to Supervisor just under two years ago. *“I’m responsible for meeting the needs of both clients and frontline staff. We try to ensure that clients have a smooth day, and also that staff can meet the needs of clients to the best of their abilities.”*

Kailyn notes the impact of COVID-19 on clients. *“So many places were closed for such a long time, and so shelter guests had nowhere to go. This increased their anxiety, which meant that Frontline staff dealt with that on a daily basis. We do our best to provide service, and it’s important for clients to feel safe to come to us if they’re having a bad day.”*

Certain pandemic-related changes affected some clients more than others. For example, to minimize the risk of infection while also continuing to deliver needed services, the dining room had to be closed to clients not staying at the shelter. Instead, community-based clients could only access take-out meals from The Mission. *“We’ve had less interaction with community clients and so less opportunity to see how they’re doing, which has been hard,”* she says.

Kailyn notes the importance of reducing the sense of isolation felt by people who are homeless during the pandemic. *“At the best of times, many people who are homeless can be very lonely. People will walk by them on the street without noticing them. It’s important that we have the opportunity to talk to them,”* she says.

The risk of contracting COVID-19 has been continuously present for Frontline staff since the beginning of the pandemic. *“Staff have been very careful to limit their contacts with people outside of work and wear their PPE properly to minimize the risk to others of infection,”* she says.

People who are homeless and at risk of homelessness can develop addictions to deal with trauma, which puts them at increased risk of overdose during the pandemic because of an increasingly contaminated drug supply. Frontline staff have routinely revived clients and community members outside the shelter.

“People don’t realize how bad it’s been,” Kailyn explains. Tragically, overdoses have nearly doubled during the pandemic (see the “Focus” section on page 16). “When this happens, we always have a debrief afterwards to see what happened and how people are doing. It’s very hard on everyone.”

Kailyn points out that no one is immune from the factors that can lead to homelessness, such as job loss and mental illness, especially coming out of the pandemic. “That’s why it’s so important not to judge,” she says.

2020-2021 OUTCOMES + IMPACT

1244
unique individuals sheltered annually

138
individuals sheltered nightly on average

185
individuals sheltered nightly on average in all programs

0
mats²²

94%
occupancy rate²³

HOUSING

A key principle of The Mission's Housing First strategy is that housing is a human right and vital for wellness, dignity, and the ability to live a wholesome life.

Being housing-focused is a collaborative effort across The Mission's departments to help guests prepare and transition to live independently.

Our dedicated team of seven full-time and one part-time staff provides homeless and vulnerable men and women access to the supports needed to be independent within their own homes.

Our Case Managers do one-on-one assessments of people entering the shelter and refer them to the appropriate programs and services. They also work with each client to create housing plans that reflect their individual circumstances. Our services include:

Diversion

Staff help people seeking shelter to identify immediate alternate housing arrangements and, if necessary, connect them with services and financial assistance to help them return to permanent housing.

Placement

Staff support each client to secure safe, appropriate and affordable housing based on their unique needs.

Outreach

Staff work with seniors, families, singles and youth who are homeless, under-housed and/or at risk of losing their housing. The goal of the program is to prevent homelessness by helping clients to find and/or maintain their housing.

Management of Community Properties

The Mission operates two Second Stage homes in the community that provide transitional housing for men who have completed our LifeHouse program or similar abstinence-based residential treatment programs. Group meetings, life skills training, individual counselling, and other techniques ensure that they have the needed support to maintain and strengthen their recovery, repair relationships, work, or even attend school for up to one year after treatment. The Mission also owns two apartment buildings in the community that provide a mixed housing model, combining market-rent apartment units with subsidized units available to individuals who have completed programs at The Mission.

FOCUS → Continuing to place people into housing during COVID-19

Last year, our new Housing department surpassed our targets for placing people into housing despite restrictions imposed after the pandemic was declared in March 2020. Challenges included the fact that many external agencies curtailed or stopped their operations altogether, and that stay-at-home orders made it difficult to support clients in their housing searches, whether with home viewings or with other supports.

As restrictions eased at different times throughout the pandemic, some clients were still uncertain about searching for homes given the risk of COVID-19. However, departmental staff continued to support them throughout the entire year.

As part of this, **we successfully housed 144 clients and diverted 142 households away from the shelter to alternative accommodation. In total, 541 individuals were served by our Housing Case Managers.**

These impressive results in spite of challenging circumstances provide a positive outlook on the future of our work to ensure that everyone has a home.

Why I work for The Mission: SHAYNE



Shayne has been with The Mission for over four years. Hired as Frontline staff, Shayne later moved into a role helping shelter guests and community members find housing.

Initially, Shayne worked from 8 am to 4 pm, but because some shelter guests are employed, they couldn't meet with housing workers during normal working hours. This is, of course, an indication of just how unaffordable housing has become. It's a serious challenge, because other community supports are not available outside these hours either.

So when our Housing department was created, Shayne took on a 2 pm to 10 pm shift to expand our support to clients. Other improvements were also made to the housing intake process. Housing interviews grew from 20 minutes to 1 hour for a greater focus on individual needs and a better assessment of other necessary supports (around addiction, trauma, education or employment, for example).

We also changed how diversion was approached. Diversion means trying to divert clients away from the shelter by exploring immediate options for housing and connecting them with services and financial assistance. At The Mission, a fundamental priority of diversion is that clients find somewhere to stay that's safe and appropriate for their needs.

"Diversion involves repairing relationships so clients see that people want to help them. I reconnect clients with people who can offer support. Often people don't want to bother people they've known by asking for help. In fact, many of these people want to help because they care about these clients."

Shayne finds this work meaningful. **"There's a tangible difference from when I first meet clients up to when they're housed. It's rewarding when clients talk about the positive difference in their lives from having a permanent home."**

Why I turned to The Mission for help: SHAUN



Shaun is a friendly 45-year-old man who lived in and out of shelters for many years. In 2020, he moved into our new building in Overbrook that combines market-rent apartments with rent-geared-to-income units for former Mission clients.

"My apartment is really nice. I'm really grateful to be here. The building is very clean and there's a good mix of people."

Shaun's addiction contributed to him being homeless, and he stayed with us several times. **"I was always around The Mission and have great respect for the people there: Chaplain Timothy, Frontline staff, people with Housing and Client Services, Chef Ric and his team — everyone. All staff go above and beyond to help people like myself."**

Shaun had previously been in and out of recovery but acknowledges that he "never really wanted to get clean."

When he was ready, he was admitted to our Stabilization program, and later to our Second Stage Aftercare.

Shaun also returned to school. **"I'm finishing up my grade 12 through the ACElinks program offered by the John Howard Society."** The program prepares students to pursue postsecondary studies, apprenticeships or employment. There's noticeable excitement and pride in his voice when he talks about it.

Shaun notes how important The Mission's supportive housing program is for people who have faced challenges in their lives. **"It's too bad that there's not more places like this. Programs like ODSP aren't enough for people to afford their own place. I feel very fortunate to be here."**

2020-2021 OUTCOMES + IMPACT

144

clients successfully housed

142

households diverted to alternative accommodation

541

unique clients served by case managers²⁴

23

second stage participants

CLIENT SERVICES

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

Our dedicated team consists of staff, volunteers, and partners from the Canadian Mental Health Association (CMHA) and The Royal who support homeless, low-income, and marginalized individuals in accessing services, resources, and paths to empowerment to improve their quality of life.

These supports include client-centred case management, crisis intervention, system navigation, referrals and practical supports. Clients may receive support to work on self-identified goals related to housing, employment, education, substance use and mental health.



Employment Support

Those looking for work can receive support with résumé building, job searching, interview coaching, access to work-related training, and appropriate work attire.



Educational Support

Individuals seeking to improve their lives through education are supported through the journey that is right for them. The Mission's Stepping Stones Learning Centre can help people obtain high school diplomas, complete postsecondary education, learn a trade or improve literacy skills. Discovery University (DU) provides free, non-credit university courses.



Mental Health Services

In-shelter mental health services, in partnership with the CMHA and The Royal, are available to clients. This may include crisis intervention, assessment, relapse prevention, coping strategies, and psychiatric and psychological supports.



Case Management

Case Managers collaborate with clients to support them in meeting their self-identified goals, which may be related to housing, education, employment, finances, substance use, health (physical and mental), and other practical needs.

FOCUS → Adaptation of education programs to online learning and phone support

One of the many changes our shelter was forced to make when the pandemic hit was to immediately suspend educational programs for community clients, since most in-person classes were not allowed.

As the pandemic wore on, our Stepping Stones Learning Centre teacher, Kathy, transitioned students to phone support for their classes. We were also very fortunate to have support from our generous donors to purchase iPads for our Discovery University students so they could participate in courses virtually. This way, **we were able to support all our students, including two high school graduates, one college graduate, and 21 Discovery University graduates!**

These educational programs offer our students a sense of pride and accomplishment, so we were very pleased to find innovative ways to continue these learning opportunities.

Why I turned to The Mission for help: DOMINIQUE

Dominique has enrolled in *Discovery University* courses intermittently for the past three years, including subjects in philosophy, science, humanities and drama.

As someone on a low income and who suffers from a mental health condition, it means a lot to Dominique to be able to

learn and socialize on a regular basis. She describes the DU atmosphere as stress-free and without judgement. *"I look forward to each class. Everyone is treated with respect and dignity. This removes the fear I sometimes have around other people. We are all there to learn, and I enjoy other students' perspectives on issues."* Dominique is also inspired by her student colleagues. *"When I see a student who has gone through hard times and is now working, it gives me hope."*

Dominique is very impressed with the quality of the learning material, comparing it to university courses, but without the added anxiety that comes with tests and exams. This form of learning environment is ideal for Dominique, as it supports her to retain what she has learned.

"DU provides university-level subjects and readings, without the performance anxiety... When I was in school, I dreaded the assignments and exams that would follow, and the intense anxiety prevented me from benefitting from my education."

One of Dominique's favourite courses explored the topics of childhood development, parenting techniques and choices, and influences on the development of our moral compass. "I really enjoyed it and still find the information very useful," she notes enthusiastically. Dominique looks forward to enrolling in future courses.



Why I turned to The Mission for help: DAVID

David is a thoughtful man who first came to the Mission for help after years of problematic alcohol use were made worse by difficult personal issues.

"There was nowhere else to go. If it wasn't for the Mission, I'd be dead now."

David spent two years living at our shelter, and with the help of staff, found a place to live. Although he was living independently, he still accessed Mission programs such as the community meal service and the Day Program. *"Help is always available from the Mission and I love that."*

David was also a resident of LifeHouse, which, as he notes, *"helped me to learn new things and take a different point of view,"* about his life. He also connected with our in-shelter teacher, Kathy, who has supported him tirelessly as he works through his Algonquin College program in medical transcription, which he expects to complete by December of 2021. In addition to Kathy's help, The Mission helped with his tuition, textbooks, computer, pedal for transcription, and other supports to ensure his success.

"I'm a college student at 50 – it's a real gift," he smiles. *"It's magical how it all came together. I wouldn't have made it without the support and encouragement I received here. I'm very grateful."*

2020-2021 OUTCOMES + IMPACT²⁵

107 clients helped with résumés

199 clients helped with job searches

8 clients provided with employment referrals

51 Stepping Stones students

2 high school graduates

1 college graduate

19 Discovery University graduates

17 clients engaged in CMHA-Transitional Case Management²⁶

113 clients referred to The Royal

0 Clothing room visits (closed through the pandemic)

95 unique clients served by Client Services Case Management²⁷

FOOD SERVICES TRAINING PROGRAM

Teach someone to cook, and they can feed and support themselves and others.

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

Program 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.



Students graduate with not only a credential that allows them to be self-supporting, but also with newfound confidence, pride and dignity.



Their training includes courses in:

- Knife skills
- theory
- WHIMIS
- Occupational Health and Safety
- Food Handler's Certification
- First Aid/CPR

FOCUS → Bringing Chef Ric's to life



As part of our current strategic plan, we confirmed that we would expand the Food Services Training Program (FSTP) to offer hope and independence to even more people in need. Begun in 2004, this program had outgrown our capacity within the shelter, which meant that we had to turn away applicants because we could not accommodate them.

The search for a new offsite training centre to expand the program was long and exhaustive. Finally, in the fall of 2020, through the incredible generosity of Lalit Aggarwal, President of Manor Park Holdings, we acquired the space occupied by the former Rideau Bakery at 384 Rideau Street for the unbelievable price of \$10 per year for seven years. We can't thank him enough.

At our new social enterprise, **Chef Ric's**, we have expanded capacity to offer three training sessions per year, up from two. Additionally, we have adapted to provide more diversified training for students, including a baking component.

In addition to expanding this very successful program, **Chef Ric's** also provides more capacity for our rapidly growing catering business, with proceeds going back into the culinary training program. It also provides a storefront to serve healthy, nutritious meals at an affordable price to the entire community, including those who normally couldn't afford it.

Opening this September, **Chef Ric's** is proud to carry on the feeling of home and inclusion that the Rideau Bakery provided for almost 90 years. We can't wait to see you there!

Why I work for The Mission: CICELY



Cicely and her youngest child came to Ottawa in the summer of 2019, fleeing a difficult home situation. They arrived with almost nothing and initially had to make use of the city's shelter system. "We were living in a hotel," she remembers. "I desperately needed something to get me back into the workforce." She was at Ontario Works one day when she saw a flyer featuring Chef Ric and his culinary students. "I liked their uniforms," she laughs. "I thought, I could do that."

Her excitement only grew when she went for an interview. "I saw the kitchen and all the beautiful equipment, and I really wanted to get in," she says. The moment she was accepted, she felt incredible relief. "I knew I was going to get a job after that," she says. After graduation, she found work as a dishwasher and gradually worked her way up. Now Cicely is back at The Mission, working as a food truck cook and driver.

"We go seven days a week," she says of the Mobile Mission Meals program. "COVID is a difficult time for many reasons, and there were a lot of places where people were falling through the cracks." In response to the rise in hunger, the food truck now makes stops all across Ottawa. Cicely helps prepare and distribute over 400 meals a day, and she knows firsthand what a difference it makes. "I think about when I first got to Ottawa," she says. "I would have loved to have this."

Why I work for The Mission: MERCY



One of **Chef Ric's** new employees is Mercy. Originally a nurse from Ghana, Mercy fled her home in 2019 because she was about to be forced into a marriage. Upon arriving in Canada, she had difficulty securing the support she needed to feel safe, included and valued — until she enrolled in The Mission's culinary program.

"Getting into this program was one of the best decisions I've ever made," she says. "Coming here, I felt accepted; I saw that everyone wants me. This program gave me hope — I saw it not only as an opportunity, but also a career. Cooking for the community, I finally saw myself fulfilled. Waking up every morning and having this responsibility, it gave me joy, it gave me happiness."

Mercy graduated in May 2021 and works in the **Chef Ric's** baking department. She also deals with inventory and customers at the point of sale. "This has increased my confidence and self-esteem. I'm so grateful to The Mission."

2020-2021 OUTCOMES + IMPACT

2 full-time sessions

17 graduates

14 graduates employed at graduation

190 graduates since 2004

90% of graduates employed in the food service industry at graduation

ADDICTION & TRAUMA

Addiction and trauma are often linked. Many sink into addiction to cope with physiological, psychological and spiritual pain from trauma. Our team works with men to break this cycle so they can take those first all-important steps to recovery.

The journey to wellness comes through drop-in harm reduction and residential treatment, gradually moving towards abstinence and independence. Treatment is tailored to each person's needs. Our partners include Men in Healing and Royal Ottawa Psychiatric Outreach.

Day Program

A drop-in group focused on peer support and education.

Group topics include relapse prevention, emotional regulation and trauma. In addition to group programming, clients may also access individual counselling. There is no requirement of abstinence, but participants are asked to arrive sober.

Hope Program

A three-month treatment program focused around harm reduction.

The program has 12 beds and offers a safe environment for clients to explore their goals and create change through daily groups and individual counselling. Although abstinence is not mandatory, clients may not be under the influence while on the program floor.

Stabilization Program

A 13-bed abstinence-based treatment program for men who identify as having problematic substance use or who are at risk of relapse.

Clients work to stabilize their lives and develop healthier lifestyles through daily groups and support from a primary counsellor. To enter Stabilization, clients must be sober for 24 hours prior to their intake.

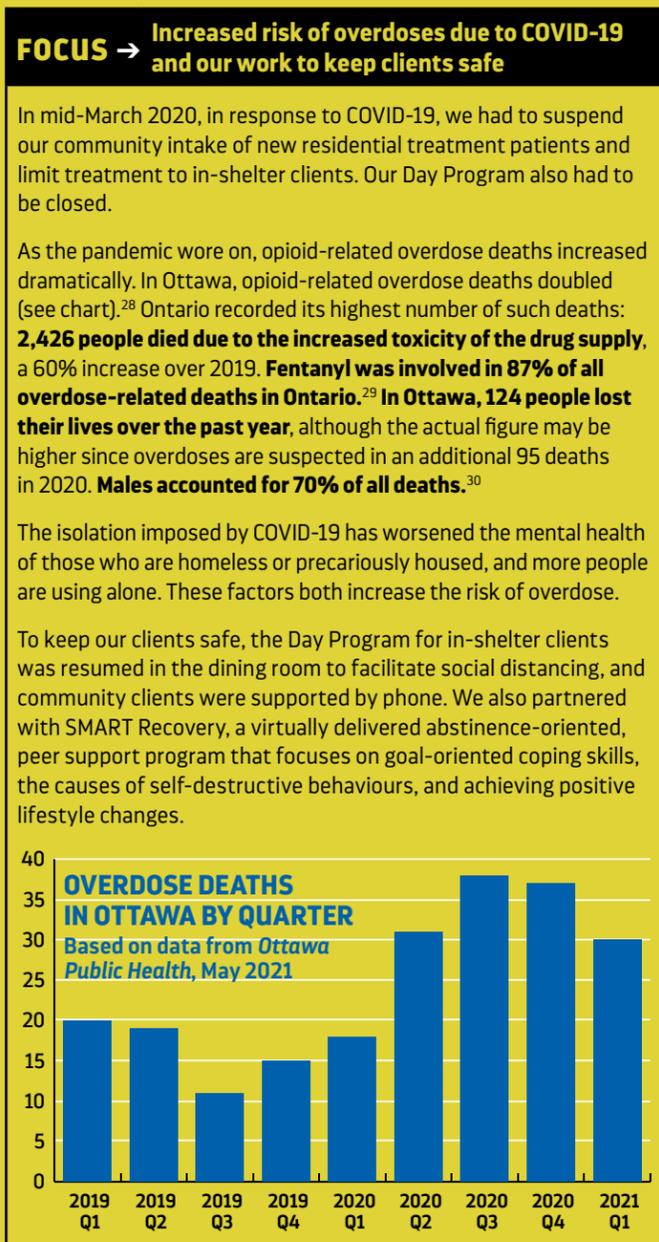
LifeHouse Program

A 5-month, 13-bed treatment program for men with a history of trauma and addictions.

It consists of two phases that aim to help men heal from experiences associated with addiction. Clients attend weekly counselling sessions and daily groups that focus on anxiety, trauma, relapse prevention, spirituality and creative healing strategies.

Aftercare

Aftercare offers services such as individual counselling, group treatment, case management and life skills support for clients currently housed through Ottawa Mission programming as well as clients living in the community.



Why I turned to The Mission for help: DEAN



Dean is a quiet and respectful man of 61 years from Brockville. He worked to maintain his sobriety, but losing five people close to him, including his mother and brother, drove him to return to alcohol to cope with his pain.

In 2019, after he decided to give up drinking, he travelled to Ottawa seeking help. Dean spent four months in a shelter dorm with seven other clients, which could be challenging. "I would sometimes think about leaving, but not until after lunch," he smiles, a testimony to how good Chef Ric's meals are.

Dean was then admitted to a residential treatment bed. He praises The Mission's approach to addiction as "really good, and making all the difference." Dean also received help to replace his birth certificate and health card, complete his income taxes, access his employment insurance and Canada Pension Plan, and secure a new apartment. **"The people here have been just outstanding."**

Dean felt safe at The Mission as the pandemic unfolded. **"I felt as safe here as I would in a hospital. The precautions they take are really good."** Dean appreciated Mission staff finding ways to deliver essential programs to support clients, such as virtual SMART Recovery meetings, the resumption of Chaplaincy services, and other supports. **"This place has been a Godsend. I know for a fact that I wouldn't be sober — I couldn't do it on my own."**

Why I work for The Mission: ROBERT



Robert is an Addictions and Trauma Counsellor and has been with The Mission for over two years.

A former corporate lawyer, he decided to make a change after leaving his last position in law. **"I missed connecting with people, but I didn't miss the work. I discovered during career counselling that that's what made me happy — helping people."**

Building on his undergraduate training in psychology and earlier work with young offenders, Robert pursued a master's degree in Counselling and Spirituality at St. Paul's University, during which he looked for intern placements. The list provided did not include The Mission, but Robert had donated clothes to the shelter in the past. So he wrote in, and after several meetings, committed to a placement. Later, this grew into a permanent position. "I had the possibility of a placement elsewhere. Nives convinced me that there was a greater need for me here."

Robert works within the Day and Hope Programs, providing one-on-one counselling to shelter guests and community members. He has learned that although his clients have different backgrounds, levels of trauma and life experiences, **"they are all people first, and we need to recognize and embrace our shared humanity."**

Robert is also grateful for his relationships with clients. **"I receive acceptance from my clients, which has made me more accepting of myself. Many clients are overwhelmed with gratitude to receive support, and in turn they support me in my work. This has been The Mission's gift to me."**

2020-2021 OUTCOMES + IMPACT

13
Day Program attendees³¹

29
Hope Program graduates

43
Stabilization graduates

13
LifeHouse graduates

64
Naloxone Kits given out³²

278
addiction counselling sessions with community clients³³

15
clients moved into housing at the end of treatment³⁴

HEALTH SERVICES

To meet the healthcare needs of people who are homeless or precariously housed with little or no access to medical care, we provide primary healthcare, dental services and palliative care on site.

Hospice

No one deserves to die alone. The **Diane Morrison Hospice** is a special place where homeless men and women receive 24-hour palliative nursing care and emotional and spiritual support in an atmosphere of compassion and dignity. This includes guidance for patients and their family and friends, and visits from volunteers and spiritual companions.

The circle of care consists of a multidisciplinary model created and delivered by **The Ottawa Mission** and our partners at **Ottawa Inner City Health (OICH)** and **Carefor**. Since 2001, we have been a leader in palliative care by offering medical and psychosocial support tailored to each person who enters our Hospice. Our team treats all those in our program with a caring approach and a specialized understanding for complex mental health needs and addictions.

DYMON Health Clinic

Imagine what life would be like if you had no place to call home. That would be hard enough, but it's even more difficult when you're sick. People who experience homelessness are much more likely to suffer from serious health conditions. Our team of nurse practitioners provide primary healthcare services seven days a week, including several on-site specialized clinics available to men and women. Physicians and other medical practitioners work closely with our team to offer treatment based on our patients' needs.

These services are made possible thanks to our partners, including **OICH, The Ottawa Hospital, Bruyère Family Medicine, The Royal**, and other valued community groups.

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, fillings, extractions, partials and dentures.

The clinic is a partnership with **Dr. Tom Harle** and with over 100 volunteer dentists, hygienists, dental assistants and denturists.

FOCUS → Offering hope during the pandemic through vaccines

One of the most difficult impacts of the pandemic has been on the provision of health services, both for patients and clinic staff. Swabbing thousands of people, arranging vaccination clinics and ensuring proper protocols within the clinic to minimize infection risk left less time for regular patient visits. Since people who are homeless and precariously housed often have compromised physical and mental health, this was a real concern for us and the nurse practitioner partners from OICH who work in our clinic.

In January 2021, after community transmission began rising, our shelter was the first to engage in mass testing, which revealed multiple positive cases, most of which were asymptomatic. The enormity of the outbreak across the shelter system was extraordinarily challenging for everyone (shelter guests, staff, volunteers and partner agencies) across our sector.

In early March, **in partnership with OICH and Ottawa Public Health, we were able to start offering vaccinations to shelter guests, staff, volunteers and others.** At our first clinic on March 5, the sense of hope, relief and happiness was palpable.

Most shelter guests did not need to be convinced to take the vaccine. Poignantly, some said that if the supply was limited, then the shot should be given to someone else because they didn't deserve it — a visceral example of how many people who are homeless internalize the stigma that accompanies it.

Since then, almost 400 people have been vaccinated at our shelter, and we continue to offer the vaccine to those who want it.



Why I work for The Mission: KATE



Kate is an OICH nurse practitioner who works within the DYMON clinic. "I came eight years ago as a temp and have been here ever since. It was a great place to land."

Kate grew up in Cambodia and had expected to work overseas. *"It's why I became a nurse: I wanted to do something meaningful. But I was surprised by the need here. I'm very lucky to work here."*

Navigating the health system is especially difficult for people who are homeless or precariously housed, and who are often facing crises. "Many of our clients feel that the system is not meant for them," she explains. Kate helps patients address their physical and mental health concerns, especially since some are afraid to receive bad news about their health. *"It's rewarding for me when I see them since I know the effort they've put into being here. I have a simple discussion about whether there's something that they're worried about and what the most important thing is for them during their visit."*

The pandemic has been hard on both patients and clinic staff. "For clients, life seemed to stand still. We called people earlier in the pandemic to see how they were, and have had some really good reunions with them recently."

For Kate, working at the clinic has taught her much about the impact of trauma. "Particularly if it happens to you as a young person, it can have an influence for the rest of your life."

Why I turned to The Mission for help: RAYMOND



Raymond was a gentle 63-year-old from a farm in Manitoba who passed away on December 30, 2020. When he was seven, his mother moved in with his new stepfather, who drank. His mother, began to drink too. Alcohol fueled fighting between them, and also the beatings from his stepfather. Raymond also contracted polio as a child, but fortunately he recovered.

From a Cree background, Raymond's mother ensured that he didn't go to residential school but instead to a day school. But that didn't protect him against discrimination and abuse.

After he left the farm, Raymond had jobs across the country. Sadly, as he moved in search of new jobs, new homes and a new life, his own problem with alcohol increased. This affected his ability to keep a job and have relationships with his five sons.

Raymond developed serious health problems as he grew older. After he came to Ottawa, he moved into supportive housing run by the Shepherds of Good Hope called The Oaks. Eventually he became unable to look after himself and moved into our Hospice in 2020.

Tragedy continued to follow Raymond: he sadly lost both his sisters and his grand-daughter. He found solace in his relationship with his youngest son and his brother.

Raymond also found comfort in his relationships with Hospice staff. *"It's so quiet and peaceful here. There's no pressure. The staff are so accepting, likeable and helpful. Kevin helps me with my shower and Pat runs errands for me to the corner store. I really appreciate it."*

2020-2021 OUTCOMES + IMPACT

15,362

primary care patient consults

52

dental care patient visits³⁵

65

Hospice patients

19

deaths in Hospice

15

Hospice memorials

2

interments at Beechwood³⁶

SUPPORT SERVICES

Our ability to offer transformational programs to people in need would not be possible without essential support services including *Chaplaincy Care, Volunteer Services and Operational Support*, which is comprised of *Housekeeping, Maintenance and IT*. Each of these services supports seamless and integrated delivery of programs to our clients.



CHAPLAINCY SERVICES

The Chaplaincy extends *mercy, dignity and compassion* to all who seek solace and comfort, and it lets them know that God loves them. Led by Rev. Timothy and supported by three part-time Assistant Chaplains and many volunteers, Chaplaincy has four doorways to service:

- **The Chaplain's office offers connection and listening "with heart."** People receive spiritual resources, encouragement, prayer and a friendly checkup.
- **The Chapel is a place with a Gospel message and a focus on God's love.** There are daily chapel services, Bible studies, prayer and meditations, spiritual discussions for staff and memorials for Hospice patients.
- **The Chaplaincy brings a spiritual component to our treatment programs.** Through counselling and group meetings, strong relationships and supportive connections form as the men move forward through their recovery.
- **The Chaplaincy helps those within our Hospice find rest and peace in their final days.** Chaplains support each person to understand their life, and they offer grief support to families, friends, staff and loved ones.

FOCUS → Bridging the gap to deal with loss during COVID-19

Another difficult aspect of the continuing pandemic has been the sense of loss that has accompanied all of the restrictions, and the isolation that everyone has faced to keep ourselves and others safe. For people who are vulnerable, this sense of loss has only amplified their feelings of being alone.

This was especially hard when we had to suspend both in-person visits to our Hospice and also memorials in our chapel for people who had passed away. In-person visits are very important for residents of our Hospice to maintain a sense of human connection. Memorials allow a person's community (including birth family, chosen family, friends, volunteers and staff who have cared for them) to grieve and comfort each other after the individual passes away.

To bridge this gap, **we moved to providing virtual visits from Hospice volunteers and others to Hospice residents to maintain their sense of community during the pandemic.** To support the grief process after a resident's passing, **we moved to providing interments at our beautiful plot for Mission residents at Beechwood Cemetery as well as memorials over Zoom.**

Despite these challenges, there have been benefits to the changes. For example, the move to virtual memorials enables people who cannot get to Ottawa to participate in these gatherings, which has widened the circle of care for those left behind. When we return to in-person memorials, we will continue to incorporate a virtual element so that people who cannot be physically present can still be included.

OPERATIONAL SUPPORT



HOUSEKEEPING provides clients with a clean and comfortable place to call home. Services are delivered by 16 full-time staff, who keep seven on-site buildings and three off-site buildings spotless. Housekeeping is also responsible for sorting donations, setting up spaces for client funerals and student graduations, and overseeing student placements for custodial training. Housekeeping works with several partners, including:

- **Furniture Bank** for furniture donations for clients moving into their own places.
- **Hardy Mattress** to guard against pests through vinyl mattress coverings.
- **Breast Cancer Health Fund of Canada**, which takes clothing donations and turns them into funds to support those in our community with breast cancer.
- **St. Nicholas Adult High School**, which runs the Custodial Skills Training Program for shelter clients on Ontario Works. We have hired five staff members from this program.



MAINTENANCE ensures that all buildings and systems are in proper working condition through regular preventative and corrective procedures, as well as by planning and upgrading systems to reduce the need for costly and time-consuming emergency repairs. Maintenance is also responsible for renovations and expansion projects. Services are delivered by six full-time staff.



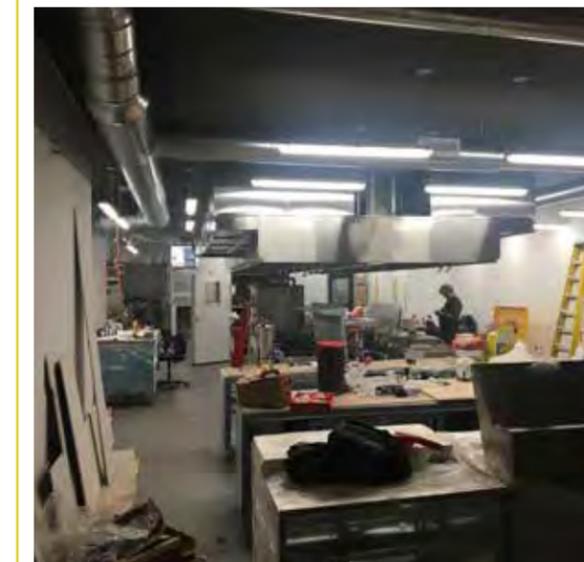
INFORMATION TECHNOLOGY maintains IT systems for staff across locations in a 24-hour, 7-day-a-week environment. IT has two full-time staff who work with departments to customize solutions to meet their unique needs.

FOCUS → Continuing to keep people safe and realizing new dreams during COVID-19

This year has been a busy one across our shelter. In addition to increasing the daily cleanings across our facilities (see Andrew's profile on page 22), we have embarked on bringing our new social enterprise, *Chef Ric's*, to life (see page 14).

We acquired access to 384 Rideau Street in October 2020, and our incredible in-house Maintenance team set about to completely refurbish the new site. Following on their success of rebuilding our LifeHouse location external to the shelter (2017) and our primary care clinic beside our shelter (2019), our Maintenance team replaced and updated everything at the Rideau location, including the roof, plumbing, electrical, drywall, flooring, painting and more. New equipment was installed, including new cooking ranges, exhaust hoods and IT equipment such as cameras, an electronic menu board, a point-of-sale system and other enhancements.

Our state-of-the-art *Chef Ric's* is cooking up a new future for even more people in need and serving up healthy and delicious meals. We look forward to welcoming you soon.



Why I work for The Mission: ANDREW



Andrew is the Assistant Manager of The Mission's Housekeeping Department and has served the organization he loves for the past 38 years.

Andrew works tirelessly to ensure the highest standards of cleanliness. For Andrew, gleaming floors, spotless bathrooms and linens laundered daily is a tangible demonstration to shelter guests that they have innate worth. This standard of excellence, in turn, encourages guests to care about their shared environment.

"It's rare to have any graffiti here. Keeping our shelter as clean as possible shows our guests that we respect them, and this lifts them up. They feel valued and want to ensure that our shelter reflects that."

Cleaning during the pandemic has been daunting. "We've increased daily cleaning, so we have to do even more in the same amount of time while also respecting social distancing. So it's challenging, but also rewarding."

Andrew's work is grounded in his faith. *"I've learned from Jesus to strive to be excellent and to serve those who are homeless in a meaningful way. Most of all, I've learned to give our clients hope, and not to judge."*

VOLUNTEER SERVICES

Volunteer Services engages individuals, businesses and community groups to provide care, hope and dignity to people in need. Volunteers also act as community ambassadors for The Mission. They enhance services to clients, taking part in:

- food preparation
- cleaning
- folding laundry
- sorting donations
- setting up our clothing room
- tutoring students
- hosting rec events for the clients
- supporting special events
- providing support to Hospice patients

The volunteer program is delivered by one full-time and one part-time staff.



FOCUS → Continuing to deliver services with fewer volunteers

At The Mission, we have been very fortunate throughout our long history to work with many long-standing and dedicated volunteers. In fact, there is no way that we could deliver our programs without the steadfast support we receive from our volunteers.

When the pandemic took hold, in addition to stringent infection control measures within our shelter, we ensured that those volunteers at higher risk of COVID-19 took a pause from volunteering to ensure their own health and minimize their risk. When we went into lockdown due to an outbreak across shelters in January 2021, we had to reduce the number of volunteers who entered our shelter even further.

As a result, the volunteers who continued to deliver programs in collaboration with staff worked even longer hours. Without this incredible commitment, we would not have continued to deliver our many programs to help our most vulnerable citizens.

On behalf of our shelter guests and community clients, we extend a huge thank you to our amazing volunteers.



LOOKING TO THE FUTURE

As we move through this extraordinary period and the serious challenges posed by the pandemic, we need to consider how to continue meeting the needs of our most vulnerable citizens over the next several years.

In 2019, as part of our current strategic plan, The Mission opened its new Housing department to enhance the support offered to shelter guests and community clients. Within its first year of operations, and despite the restrictions imposed the pandemic, The Mission surpassed its goal for placing people into housing. As the pandemic went on, and in spite of the limitations, we continued to find homes for people and to divert them from having to stay in our shelter in the first place.

Ottawa was already in a homelessness emergency before the pandemic. But now the risk of homelessness is even greater because of COVID-19; people can once again be evicted for non-payment of rent through no fault of their own.

Continued vigilance against COVID-19 and increased access to vaccines have offered hope that the pandemic will end soon. However, the after-effects of COVID-19, including an increased risk of homelessness for so many in our community, likely will not.

In addition to finding permanent homes for people in need, we also provide them. In 2009, we established Holland Properties Association and purchased a small apartment building to provide permanent homes for our former clients within a mixed-use building. In 2019, we purchased a larger apartment building following the same mixed-use model to provide even more homes to people who desperately need them. In 2020, we purchased a third building to increase the supply of affordable housing that we offer.

As we launch deliberations for our next strategic plan this fall, we will consider how to build on these achievements with Holland Properties Association to ensure that even more people have the permanent homes they need and deserve.



SPOTLIGHT

A meal leads to so much more



The new *Chef Ric's* is an expanded social enterprise and a community asset for people from all walks of life.

Located in the former Rideau Bakery storefront at 384 Rideau Street, *Chef Ric's* embraces the vision of the beloved Bakery.

Established by the Kardish Family in 1930, the Bakery provided warmth and inclusion for almost 90 years.

Chef Ric's embraces this vision through:

A RETAIL SPACE

where people can purchase healthy and affordable prepared foods.

AN EXPANDED FOOD SERVICES TRAINING PROGRAM

Over 90% of our graduates find jobs in this industry. Now, even more students will be trained and continue their journey toward independence.

AN EXPANDED CATERING SERVICE

with proceeds directed back to the program.

Chef Ric's opened this September. We are honoured to continue the legacy of kindness of the Kardish family and look forward to welcoming everyone in our community to our new home.

Why I turned to The Mission for help:
RON



Ron is a peer support worker at Somerset West Community Health Centre, a partner agency in the food truck program. He is also a client himself, noting the essential role it plays for those with few options to make ends meet. *"After rent and other expenses are paid, for people who are on ODSP (disability) or other public programs, there's not a lot left. That's why this truck is so needed."*

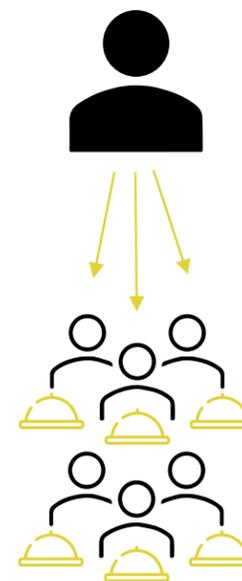
Our food truck program began with five stops, Monday through Friday, delivering 100 meals at each stop. By last fall, we had increased the number to 13 stops to try to meet the unbelievable need for food.

Now the need is even greater. The Mobile Mission Meals program has 19 locations rotating throughout our community seven days a week, delivering over 3,000 meals per week.

At this point, our average daily number of meals has risen by over 80%. We also have a waiting list of partners who hope to join our program.

Every day hundreds of people line up at our food truck: in walkers, in wheelchairs, and with their children. People who never worried about feeding themselves and their families until COVID-19 arrived come to our truck to survive.

A SURVEY OF OUR FOOD TRUCK CLIENTS SHOWED THE FOLLOWING:



8%
were picking up meals for 6 or more people

51%
of respondents visited the food truck weekly

58%
of respondents had not accessed any other Mission services

34%
were families with children

There is overwhelming support for the food truck and the staff who are working on it.

WHY WE SUPPORT THE MISSION



When Urbandale celebrated its 60th anniversary in 2018, the homebuilder marked the occasion with major gifts to local charities, including a \$50,000 gift to The Ottawa Mission.

Urbandale and The Mission have worked together since the early 2000s, but the 2018 donation sparked a new era in the partnership.

“Philanthropy is extremely important for the company, and is usually something we do a bit under the radar,” notes Urbandale president Terry Nichols. *“Homelessness and hunger is something we focus on a lot, so working with The Mission was a natural fit.”*

The homebuilder has sponsored several of The Mission’s annual events, including the **Blue Door Gala** and **Coldest Night of the Year**. Most recently, the company donated another \$65,000 to fund the **Mobile Mission Meals** food truck.

“We loved the idea of the food truck because it enables the team to reach a much broader group of hungry individuals. We were super happy to be able to help them get the first one off the ground.”

For Urbandale, witnessing the food truck in action and seeing the smiles of the people in line puts everything in perspective. *“It’s a reminder that these are real people that you’re helping, not just a number or a statistic,”* says Terry.

“Employees take pride knowing that they work for somebody that’s out there supporting the community and helping the less fortunate. It can also inspire some people to go out and volunteer on their own time, which creates this nice cycle of giving.”



**JOAN
McRAE**

Born in England in 1916, Joan attended secretarial school in the 1930s and held increasingly responsible positions in London. During World War II she remained in Britain to support the war effort. During a dance to support troops on leave, she met George (Bud) McRae, a young Canadian officer. It was love at first sight, and they were married in 1944.

Following the war, Joan came to Canada as a war bride. She and her husband and children lived in communities throughout Canada as Bud pursued his career as an engineer while Joan focused on raising the family.

After receiving a small inheritance in the 1960s, she became interested in investing and, according to her son Paul, she became good at it. Joan retired to Ottawa in the 1980s, and that’s when her association with The Mission began.

“Our mother had a strong social conscience. She had lived a good life and knew it, and because of this, she was committed to giving back. The Ottawa Mission was one of her favourite charities.” Joan generously supported The Mission for years. She had a deep respect for the work done and greatly admired the staff for their dedication. Her loyal support provided hope and transformation for countless individuals.

After Joan died in 2020, Paul made a gift from her estate to The Mission on behalf of the McRae family. Part of it was used for general purposes and part went to the **Joan McRae Fund**, which Joan had created through gifts of securities during her lifetime. *“My mother believed in paying things forward. She wanted to make a difference and was happy to support work she could not undertake herself.”*

Thank you Joan for your years of support for our shelter, and thank you Paul for ensuring that your mother’s support continues into the future.



Thank You to all our volunteers, donors, supporters and partners who help us deliver transformational programs to meet the needs of our clients.



- 1 In 2019 – 2020 (May 1 – April 30), our average daily meal count was 1,422, and in 2020 – 2021 it was 1,994.
- 2 In August 2021, the average daily meal count was 2512.
- 3 Joanne Laucius. “I don’t have to go hungry today’: The Ottawa Mission’s ‘loaner’ food truck serves up 2,000 meals a week.” *The Ottawa Citizen*, November 25, 2020.
- 4 Review of street outreach efforts. Presented at the City of Ottawa’s Community and Protective Services Committee, October 15, 2021. COVID-19 was listed as one factor in the increase.
- 5 Vacancies rose from 1.8% to 3.9%. Canada Mortgage and Housing Corporation (CMHC). Rental market Report 2021 (Ottawa), January 2021.
- 6 For a bachelor apartment, the rent was \$1,000. For a one-bedroom, it was \$1,244. For a two-bedroom, it was \$1,517. And for a three-bedroom, it was \$1,850. Ibid.
- 7 Ottawa By the Numbers: A look at data related to community safety and well-being, July 2020. CMHC defines affordable housing as comprising no more than 30% of one’s income.
- 8 Ottawa Public Health. Opioid Overdose Related Deaths by Quarter. Released May 2021.
- 9 Public Health Ontario. Report on Changing Circumstances Surrounding Opioid-Related Deaths, May 2021.
- 10 Community and Family Shelter Data 2014-2019. Progress Report 2019.
- 11 This plan promises to: 1) create 5,700-8,500 affordable housing options (new units and housing subsidies) for low to moderate income households, including 10% for new supportive housing and 10% for new accessible housing; 2) preserve the existing affordable housing supply.
- 12 Unfortunately, as of the time of writing (early September 2021), community shelter data has not been released, so it is not possible to include this information here or to consider the effectiveness of the new plan.
- 13 Feed Ontario Heat Map, July 2019.
- 14 The Ottawa Mission. Always Open, Never Closed, 1906-2020. One Million Hours Supporting Our Community.
- 15 See page 7.
- 16 Ottawa Public Health. Status of Mental Health in Ottawa, 2018.
- 17 Ottawa Public Health. Drug Overdose Deaths in Ottawa, 2000-2015.
- 18 In terms of municipal priorities, housing and homelessness was listed as the number one priority in Ottawa. Nanos Research, November 14, 2019.
- 19 Nearly three in four Canadians think it is urgent to work to end homelessness in Canada, and over eight in ten Canadians say they support or somewhat support investing in building new affordable housing. Nanos Research, August 11, 2021.
- 20 Just under eight in ten Canadians say they would be more supportive or somewhat more supportive of a political party if they proposed concrete action to end homelessness and build safe, affordable, housing in Canada. Nanos Research, August 11, 2021.
- 21 1,994 is the average number of daily meals served during our fiscal year from May 1, 2020 - April 30, 2021; please see endnote 1.
- 22 Closed and transferred to temporary shelters in May 2020.
- 23 Occupancy rate does not include closed beds. The number of available beds each night is reduced based on number of beds allocated to Mission clients in the temporary overflow shelters. Closing beds has allowed for more social distancing within the shelter.
- 24 New statistics that measures the number of unique clients served by shelter-based case management over the fiscal year. Client Services case management has been reported separately.
- 25 Reported statistics for résumés, job search and employment referrals may look different than previous years due to updated data tracking systems. Current statistics may not be comparable to previous years.
- 26 Previously named “Clients engaged in case management.” The name has been changed for clarity. It continues to be identically calculated and is comparable to previous years.
- 27 Although similar to Housing Services, Client Services case managers provide more long-term support for clients with complex needs. They have been counted separately from Housing Services, where previous years have combined these services.
- 28 Ottawa Public Health. Opioid Overdose Related Deaths by Quarter., op.cit; see note 8.
- 29 Public Health Ontario. Report on Changing Circumstances Surrounding Opioid-Related Deaths, op. cit.; see note 9.
- 30 “Opioid-related deaths in Ottawa nearly double during pandemic,” CBC News Ottawa, May 20, 2021
- 31 Day Program was only offered in a limited capacity when in compliance with local lockdown restrictions.
- 32 New information included here given the poisoning of the drug supply and increased overdoses.
- 33 New information included here given COVID-19 restrictions and adaptation of service provision to Addiction and Trauma Services clients.
- 34 New information included here to show the full continuum of care from Addiction and Trauma Services to Housing Services.
- 35 Plus the costs saved due to the Hygienist on staff completing the work with these 52 clients.
- 36 New information about interments included to give a more complete picture of Chaplaincy/Hospice services.
- 37 This included reimbursement for COVID-19 related costs.



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