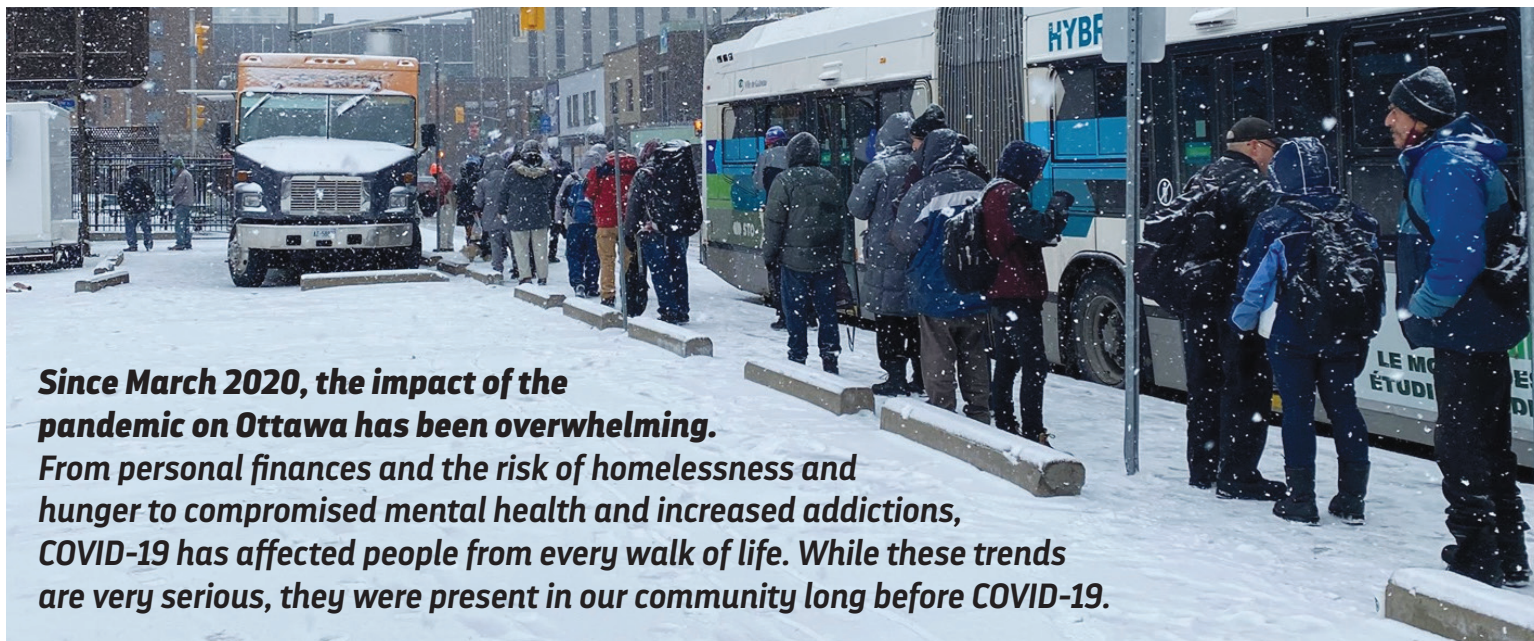


# OUR IMPACT.

SUMMARY REPORT 2020–2021



**Since March 2020, the impact of the pandemic on Ottawa 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. 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%.<sup>1</sup>

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.<sup>2,3</sup>

**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.<sup>4</sup> In terms of our meal provision at our shelter, our total number of meals has more than tripled from 216,000 in 2001<sup>5</sup> to almost 728,000 in 2021.

**In terms of MENTAL HEALTH & ADDICTIONS**, *Ottawa Public Health* 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.<sup>6</sup> Overdose deaths due to opioids were 2.7 times higher during 2009–2015 compared to 2003–2008.<sup>7</sup>

1 Community and Family Shelter Data 2014–2019. Progress Report 2019.

2 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.

3 Unfortunately, as of the time of writing (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.

4 Feed Ontario Heat Map, July 2019.

5 The Ottawa Mission. Always Open, Never Closed, 1906–2020. One Million Hours Supporting Our Community.

6 Ottawa Public Health. Status of Mental Health in Ottawa, 2018.

7 Ottawa Public Health. Drug Overdose Deaths in Ottawa, 2000–2015.

## THE OTTAWA MISSION: *More than a shelter*

Beginning as an emergency shelter in 1906, our programs and services have expanded over time into a modern service hub with wraparound health and social services to meet the increasing needs of the most vulnerable in our community, including:

- **FOOD**, including shelter guest and community members;
- **HOUSING SERVICES**, including placement, diversion, and outreach;
- **SHELTER**, including emergency intake and residential treatment program;
- **ADDICTION & TRAUMA SERVICES**, to support recovery;
- **CLIENT SERVICES**, including employment and educational support, mental health services, job training and clothing;
- **HEALTH SERVICES**, including primary, dental and palliative care;
- **SPIRITUAL CARE**, to support healing, hope and sense of belonging and self-worth.

# OUTCOMES + IMPACT



**1,244**

Unique Individuals Sheltered Annually



**1,994**

Average Number of Meals Served Each Day



**144**

Individuals Successfully Housed



**15,362**

Primary Care Clinic Patient Consults Annually



**39**

Educational and Job Training Program Graduates Annually



**85**

Graduations from Addictions and Trauma Programs Annually



*"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, Former Housing Client



*"There was nowhere else to go. If it wasn't for The Mission, I'd be dead now. Help is always available from the Mission and I love that."*

DAVID, Education Client



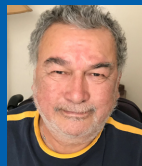
*"Getting into this program was one of the best decisions I've ever made. Coming here, I felt accepted. This program gave me hope."*

MERCY, Food Services Training Program



*"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."*

DEAN, Addiction and Trauma Services Client



*"It's so quiet and peaceful here. The staff are so accepting, likeable and helpful. I really appreciate it."*

RAYMOND, Hospice Patient

