

# OUR IMPACT

SUMMARY REPORT 2021-2022



## MEETING THE NEED

Our community has weathered the pandemic since March 2020. Things look somewhat brighter now than what they did earlier, but the lingering consequences are nonetheless severe.

The City of Ottawa released its refreshed 10-year *Housing and Homelessness Plan* in 2020. Since the release of the new Plan, the number of people living in shelters and their total length of stay has declined. However, the number of people in shelters and their length of stay remains higher than what it was in 2014, and the number of people sleeping outside has almost doubled.

The pandemic has also resulted in devastating increases in reported mental health concerns, substance use and overdoses, and hunger. These stresses have been augmented by the recent occupation of Ottawa and the economic impact of the war in Ukraine and resultant historically high inflation.

Given these profound impacts of COVID-19 and other factors on our community, we must work harder than ever to meet the needs of increasing numbers of vulnerable community members. Our new strategic plan outlines a bold path forward through extending our outreach efforts to provide education, employment, training and other services, securing new housing, enhancing our efforts to care for the most vulnerable as well as keeping people healthy through new clinics, and providing healthy meals to even more people across our community.

We will continue to serve those in need through the dedication of our staff, volunteers, partners and supporters.

**None of this is possible without your steadfast support, partnership and generosity. On behalf of those who rely upon us, thank you.**



**Shaun Baron**  
CHAIR, BOARD OF DIRECTORS,  
THE OTTAWA MISSION



**Peter Tilley**  
CEO,  
THE OTTAWA MISSION

# SPOTLIGHT

## How The Ottawa Mission is feeding hope and changing lives through food

In 2021, we opened **Chef Ric's** where the tradition of nourishing food and community support begun by the former Rideau Bakery continues in this social enterprise. Food Services Training Program students begin their journey toward new careers, community members can buy healthy and affordable food to feed their families, and our expanding catering business provides delicious food options across our city, with revenues going back into The Mission's programs and services.

Another important activity at Chef Ric's is the meal preparation for our food truck program. Beginning in 2020 with one truck, five stops and 500 meals per week, it has grown to two trucks, **32 stops and 7,000 meals per week!** Combined with our meals to shelter guests and clients of our community meal program, this has pushed our annual number of meals served from **495,360 in 2018–2019**, the last fiscal year before the pandemic, to **938,210 in 2021–2022!**

### DID YOU KNOW?

The Mission served **10,084 Easter meals** in April 2022 — more than **4x** the average number!

Many clients have told us that they go hungry until our truck comes. Other clients have told us that our food truck helps them with family dinners since the cost of groceries has risen so much.

### QUICK FACT

Since its founding in 1906, The Mission has served more than **20 million meals!**



We are happy that we can provide nourishing food to so many in need, and have deep gratitude to our donors who support this service. But **we need to address the root causes of these problems to help even more people in need by stopping them from falling into poverty, homelessness and hunger to begin with.**



*"I am on disability and the food truck helps with dinner once a week for my family. There has been an increase in the cost of groceries so this service helps. I have not used a food bank in two years, but now with the rising cost of food I have needed to start using free food services again."*

CHANTALE, FOOD TRUCK CLIENT

## Why I turned to The Mission for help...



**Erica** was in culinary school in Southern Ontario when she fled with her children to a women's shelter. From there, she got on a housing waitlist in Ottawa and learned about the FSTP.

Erica excelled and especially enjoying working on the Mission's food truck.

*"That truck is a beautiful thing. It's important to know who I'm feeding. I'm not just a cook, I'm cooking for people."*

Today, Erica is cooking for people in St. John's, Newfoundland. "Seafood is my passion."



**Garry** has lived in many different places and worked many kinds of jobs. He first came to The Mission in his early seventies and in need of a place to stay.

*"It was actually a very pleasant experience. I was quite astounded, really — the food was superb."*

He received addiction treatment and worked with Mission staff to find and furnish an affordable apartment.

*"It's all quite comfortable. I'm all established now with furniture and everything."*



**Peter** is an accomplished drummer, a good cook, and has schizo affective disorder. He's working toward his high school diploma at MCA Ottawa Stepping Stones Learning Centre (SSLC).

"I dropped out in grade 9. The illness made school very difficult." SSLC's 1:1 instruction appealed to Peter, but there were still challenges. For example, taking the bus to class triggered his anxiety, so he registered for Para Transpo. He's made more changes during the pandemic, like switching to phone-based learning. *"Peter's a very diligent student,"* says Kathy, his teacher.



**Karen** arrived at the Hospice after a hospital stay. She recovered in an acute care wing. *"The nurses there are really understanding and patient."* While she's no longer in that wing, she still appreciates the support.

*"It's nice to know that somebody is here 24/7."*

Karen's room has a large window. *"It's quite peaceful here."* It's also full of cards featuring nature photography, religious imagery and children's drawings sent through a community mail initiative Hospice staff encouraged her to sign up for. *"They really cheered me up."*

*"My mother passed away when I was 12. I was on my own from age 15. I grew up pretty quick, and alcohol was part of my life."*

*I heard that The Mission had some of the most compassionate staff in the city. Things were going well, but I left Ottawa during lockdown. I went back to drinking and self-isolation.*

*I didn't know if The Mission would take me back, but I was welcome. Stabilization helped me become sober. Now I'm at LifeHouse, and the staff are genuine in their desire to help. The program is very conducive to recovery.*

*I'm so grateful to have another chance at treatment. Thank you!"*

- David B

## 2021–2022 OUTCOMES + IMPACT

### FOOD SERVICES TRAINING PROGRAM



**36**  
graduates

**32**  
graduates employed at graduation

**226**  
graduates since 2004

**89%**  
of graduates employed in the food industry at graduation

### HOUSING SERVICES



**78**  
clients successfully housed

**73**  
households diverted to alternate housing

**591**  
unique clients served by case managers

**29**  
Second Stage participants

### CLIENT SERVICES



**46**  
MCA Ottawa Stepping Stones Learning Centre students

**77**  
Discovery University grads

**125**  
clients helped with resumés

**158**  
clients served by Client Services case management

### HEALTH SERVICES



**52**  
new Hospice admissions

**16,019**  
primary care patient consults

**289**  
COVID-19 vaccinations given

**332**  
dental care patient visits

### ADDICTION & TRAUMA SERVICES



**20**  
Hope Program graduates

**23**  
Stabilization graduates

**16**  
LifeHouse graduates

**28**  
clients moved into housing at the end of treatment



## Why I support The Mission... ADAM

Adam is an energetic man who wants to give back. The youngest of five, he lost one brother to cancer, two other siblings to murder, and both parents to alcohol and substance use.

Diagnosed with bipolar disorder, PTSD and depression as a child, he turned to alcohol and drugs at 12. He cycled in and out of hospitals, institutions and shelters as harder drugs became his only comfort.

While homeless in St. Catharines, Adam connected with his stepmother. "She suggested I try The Mission. She saved my life."

Adam achieved sobriety at LifeHouse, which he maintains after 14 years. The Mission also helped him find an apartment and live independently by providing clothing, housewares and other supports.

Once sober, Adam began volunteering. "Altruism is what keeps me sober and happy. I have gold to share that's worthless if kept to myself." Adam also reconnected with his son, securing joint custody through supportive letters from The Mission.

Adam is now a grateful technician for Rogers. "The Mission laid the seed and now I am a flower flourishing in the nurturing soil that is Rogers." Adam is part of Rogers' Employee Resource team that filled 250 Bags of Hope with socks, hats, gift cards and other supplies, along with handwritten notes for shelter guests to show them that they are cared for.

**"Having a warm meal or dry socks isn't everything.  
But not having them is."**

Thank you for having faith in us, Adam.

## about The Ottawa Mission

Since 1906, The Ottawa Mission has been serving those who are homeless, hungry and lost by providing food, clothing, shelter and skills.



In 2021–2022, The Ottawa Mission provided emergency shelter to an average of **118 people every night** and served an average of **2,570 meals every day**. The Ottawa Mission also provides health services, mental health and addiction treatment programs, hospice care, dental services, housing services, educational support, job training, spiritual care, and clothing to thousands of men and women in need in our community.

In September 2020, The Ottawa Mission marked **one million hours of service** in the community since its founding in 1906.

In 2019, the Mission became a housing-focused shelter reflective of its commitment to a home for everyone as a human right with the launch of its housing department.

Visit [ottawamission.com](http://ottawamission.com) to learn more.

