



about **THE OTTAWA MISSION**

Since 1906, The Ottawa Mission has been serving the homeless, the hungry and the 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 medical and dental services, hospice care, mental health and addiction treatment programs, housing services, spiritual care, educational support and job training to thousands of men and women.

In 2019, The Ottawa Mission launched a new housing department to reflect the belief that a home is a human right for everyone. In September 2020, The Mission marked its one millionth hour serving the community.



THE OTTAWA MISSION

HOUSING SERVICES



35 Waller Street
Ottawa, ON K1N 7G4

OttawaMission.com



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

Client Services was the umbrella department for many of these services, but to reflect the growth and variety of housing services, a new Housing Services Department was created in 2019.

Our dedicated team provides homeless and vulnerable men and women access to the supports needed to be independent within their own homes. Our Case Managers do 1:1 assessments of people entering the shelter to refer them to the appropriate programs and services, and they work with each client to create housing plans that reflect their individual circumstances.



We support shelter guests and community members through:



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.



SUPPORT & ASSISTANCE

Staff work with seniors, families, singles and youth who are homeless, under-housed or at risk of losing their housing. The goal of this program is to prevent homelessness by helping individuals find or maintain their housing and refer them to other appropriate community supports.



COMMUNITY PROPERTIES

We operate two Second Stage homes that provide transitional housing for men who have completed our LifeHouse program or similar abstinence-based live-in treatment programs. We ensure that they have the support they need to maintain and strengthen their recovery, repair relationships, and work or attend school for up to one year after treatment. The Mission also owns two apartment buildings that provide market rental apartment units with subsidized units available to individuals who have completed programs at The Mission.



SHAYNA

HOUSING CASEWORKER

"Systemic and structural factors can increase someone's risk of homelessness. But it's also true that it only takes one thing to go wrong and anyone can become homeless. Given the stigma surrounding homelessness and the difficulties navigating the system, I'm happy to support our clients out of homelessness to independence."

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MICHEL

FORMER SHELTER GUEST

"My apartment is very nice. I'm grateful to The Mission and to Shayna for helping me find my own place."

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MARC

MANAGER OF HOUSING SERVICES

"Shelters will always be necessary, but we have a critical role to play in ending homelessness."