



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

SHELTER SERVICES



35 Waller Street
Ottawa, ON K1N 7G4

OttawaMission.com



The reasons for homelessness are complex and longstanding. They include:

Discrimination based on background

Lack of affordable housing

Barriers to services based on factors such as having a criminal record

Failed transitions from a hospital, the correctional system, the child protection system or the immigration system

Family instability and violence

Disabling physical and/or mental conditions

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



Our Frontline team members are the first point of contact for people who have nowhere else to turn 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.



ANDREW & LEANDRO

FRONTLINE WORKERS

"I've learned a lot about homelessness since coming here, especially how debilitating mental illness can be. I've also learned about empathy, compassion and discretion in terms of how to respond to clients to meet their needs. Each client is different, and each teaches me tolerance, acceptance and how to support each person. Ultimately, all clients want to move on from the shelter, and we want them to do that. We help them along their way to independence, everything from helping them get their meds to small things such as handing out toiletries."



"Homelessness is completely non-discriminatory, and anyone can become homeless. Clients appreciate the support they receive across programs, which is phenomenal. I'm happy to hear from former clients after they've left the shelter and are doing well."



DEAN

FORMER SHELTER GUEST

"The people here have been just outstanding. This place has been a Godsend."