



IMPACT REPORT

2022-2023



**ONE
MILLION**
meals



**Share your food
with the hungry,
and give shelter
to the homeless
and give clothes
to those who
need them.**

ISA 58.7

The beautiful paintings that grace the cover of this year's Impact Report were completed by renowned artist Karen Bailey for our "Portraits of The Ottawa Mission" project completed in October 2022.

Further information is available at:
ottawamission.com/portraits-of-the-ottawa-mission/

Welcome to Our Annual IMPACT REPORT

This last year marked a gradual return to normality for a number of our programs here at The Ottawa Mission. As pandemic restrictions fell away over the course of the year, we were thankful to return programs to full capacity. We were so pleased to welcome folks back into our dining room for community meals. We're able to once again foster a sense of community, fellowship, and personal connection while delivering warm and nourishing meals.

Unfortunately, we're also seeing an alarming "new normal" here and across our community. For yet another year, we've seen a shocking increase in hunger and the subsequent need for our food services. We've once again hit a record high in total meals served, fueled by continued expansion of our *Mobile Mission Meals* service, and new records for total meals served during special holidays.

While the end of the emergency phase of the pandemic was declared this Spring, we continue to see fallout from the three years we grappled with it. Beyond food insecurity, mental health distress, substance use and overdoses remain at tragically high levels across the country and our community.

We've met these challenges head-on and are proud to share some triumphs as we continue to meet the needs of our community's most vulnerable members:

- Through a partnership with **The Ottawa Hospital**, volunteer ophthalmologists now see our community and shelter clients at our primary care clinic. This fills a critical healthcare gap, as those in need can receive no-cost eye exams and treatment that they otherwise would not have had access to.
- Our **Addiction and Trauma Services** welcomed community clients back into the shelter to provide counselling and prevent their risk of relapse.
- **Chef Ric's** continues to flourish as a community asset for everyone, with expanded catering services supporting more community events within our city, and the addition of even more affordable takeaway food options, which is especially important given double-digit food inflation.
- Our **Food Services Training Program** has grown into its newfound space at Chef Ric's and we've been able to increase our average class size. We've grown from an average of about 12 students per class up to 25 per session! We're thrilled to offer opportunities for fresh starts and new culinary careers to even more students who want to change their lives.
- Beyond our food services, other programs have welcomed back in-person delivery. This includes educational programs such as **MCA Ottawa Stepping Stones Learning Centre** and **Discovery University**. For the first time in three years, students and instructors were able to gather together for classes at the *University of Ottawa*, and attend their graduation ceremonies together with friends and family at the *First Baptist Church* to celebrate.

**Your support is critical to our ability to meet the increasing needs of those who depend on us.
On their behalf, we thank you for your steadfast support.**



Shaun Baron

Shaun Baron
CHAIR, BOARD OF DIRECTORS,
THE OTTAWA MISSION



Peter Tilley

Peter Tilley
CEO,
THE OTTAWA MISSION

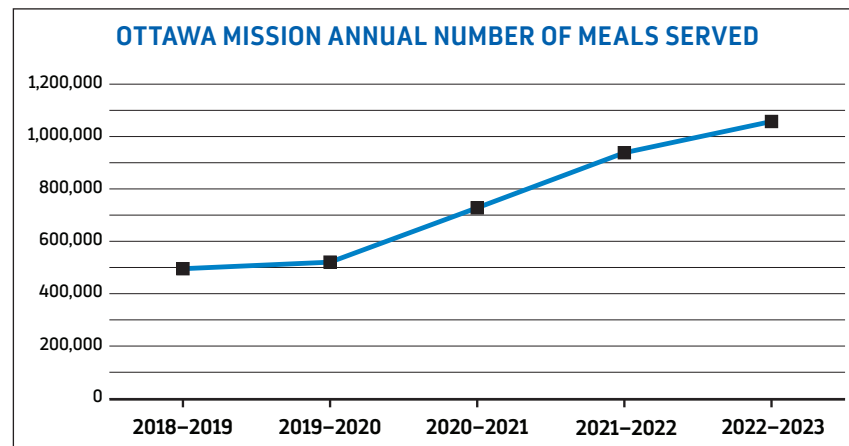
MEETING THE NEED

In 2020, our community faced the pandemic. Fortunately, the prevalence of COVID-19 has declined, and in November 2022, we expanded services that had been scaled back.

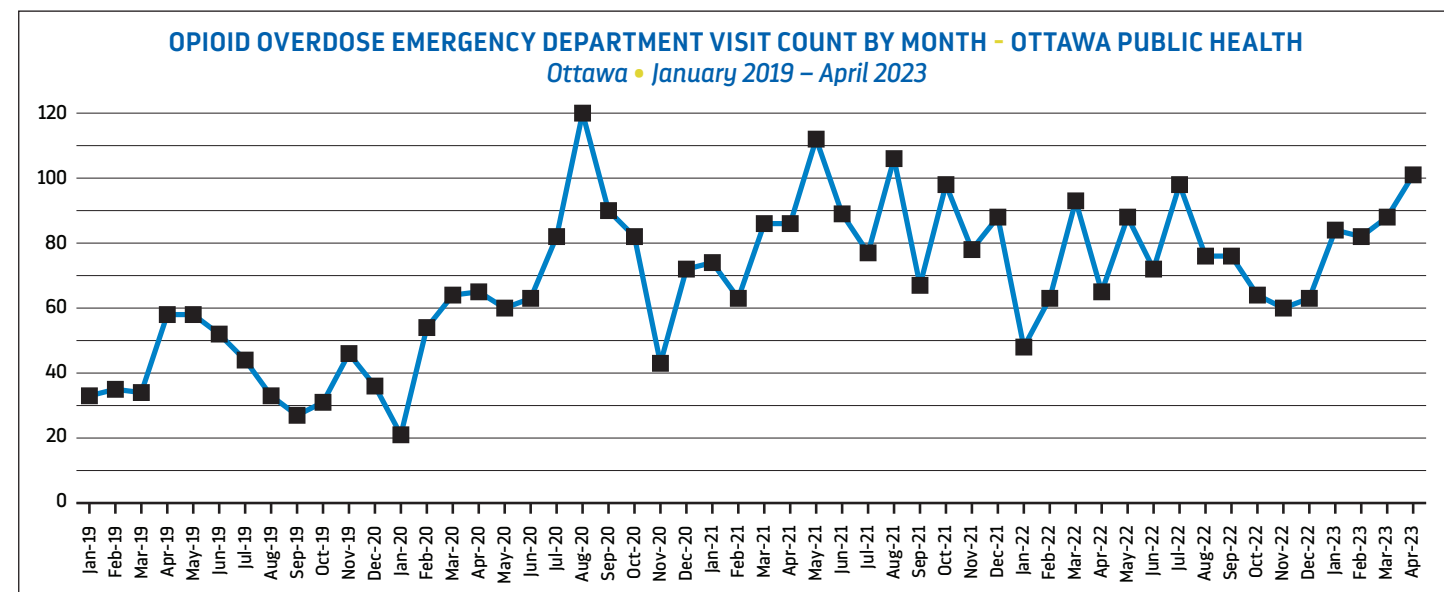
It has been heartening to welcome community clients back into our shelter for meals, educational, employment and housing support, addiction and trauma counselling, and other services they rely upon.

Like hospital emergency rooms, emergency shelters are the entry point for many people within the homelessness continuum of care. While the waning of the pandemic is welcome, our community faces many challenges in a post-pandemic environment such as increases in mental health distress and substance use coupled with inflation, the ongoing housing emergency, and poisoning of the street drug supply.

At The Mission, our annual number of meals served skyrocketed from 495,360 in 2018–2019 to an astounding 1,057,489 meals in 2022–2023. Our food truck program has grown from one truck, five stops and 500 meals per week in 2020 to now two trucks, 35 stops across Ottawa and about 7,000 meals per week¹ served to vulnerable people, including children, across Ottawa. As one program client said: **“I don’t have to go hungry today.”**



Tragically, overdoses have surged during the pandemic. In 2019, monthly ER visits for overdoses ranged from 31 to 58. Since March 2020, that number has changed dramatically, ranging from 43 to 120. Our amazing staff respond to overdoses on average twice a week during 2022–2023. This is one reason why our integrated Addiction and Trauma Services are so important to keep clients safe and reduce their risk of relapse.



In 2019, the Mission became a housing-first shelter reflective of our commitment to a home for everyone as a human right.

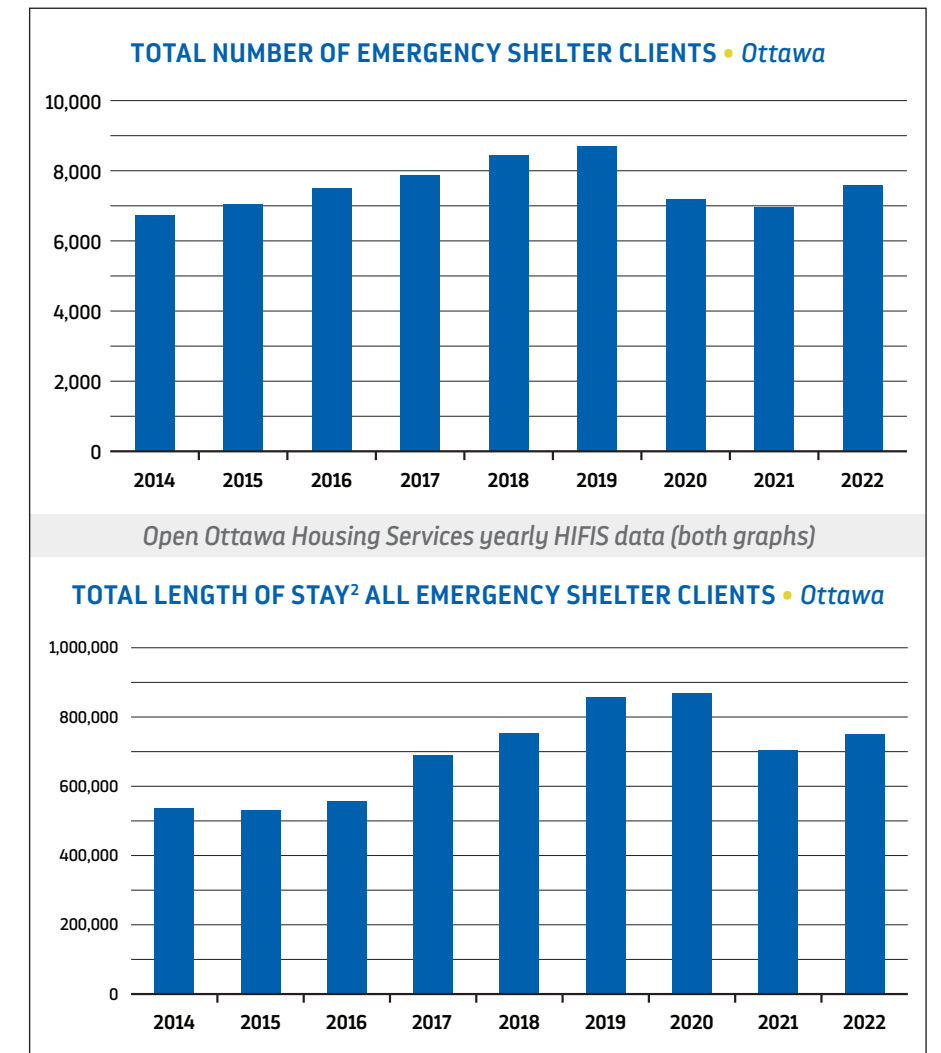
In 2020, Ottawa City Council declared a homelessness emergency. While the number of people living in shelters declined in 2020 and 2021, it rose again in 2022 and remains higher than it was 10 years ago. And about 200 people are sleeping outside — a public health emergency.

For several years before the pandemic, we were at over 100% capacity and laid down mats on our chapel floor so people were not turned away. **During the pandemic, we fell to less than 100% capacity**, as some clients were diverted to Physical Distancing Centres.

While the pandemic made it challenging to find housing for our clients, we nonetheless placed 424 clients into housing from 2019–2020 to 2022–2023. This is remarkable since the *Canada Mortgage and Housing Corporation* has confirmed that there are almost no affordable private rental units for low income households in Ottawa:³ average rents for one-bedroom apartments have risen almost 15.3% since last year and are now \$2,146 per month.⁴ In fact, 10% of people living in shelters are employed, but cannot afford these rents.⁵

As the situation concerning affordable and supportive housing in Ottawa continues to worsen, Physical Distancing Centres are being closed as the pandemic has waned. The City of Ottawa has forecast that an additional 353 shelter beds will be needed by the end of 2024.⁶ So it’s not a surprise that we’ve risen to 105% overcapacity, and must again lay down these mats. We appreciate the increase \$1.5 million for affordable housing in the City of Ottawa’s 2023 budget,⁷ and urge all levels of government to significantly increase funds for affordable and supportive housing so everyone has a place to call home.

Your support of our programs helps vulnerable people reclaim their lives. On behalf of our clients, thank you.



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 shelter guest 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



HEALTH SERVICES
including primary, dental and palliative care



ADDICTION & TRAUMA SERVICES
including day programs, stabilization and residential treatment



FUNDRAISING
making all our services possible¹¹

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



Our colleagues Jesse and Andrew in Housekeeping pose with their portrait by Karen Bailey.



Hospice client Stuey celebrates his birthday with his friends, Hospice staff and volunteers



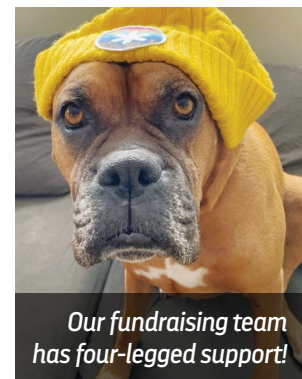
Annika and her Mum Monika raised \$600 for The Mission — thank you!



Discovery University students celebrate their graduation — way to go!



Hospice client George brightens up his day with colourful artwork.



Our fundraising team has four-legged support!

MORE THAN A SHELTER.

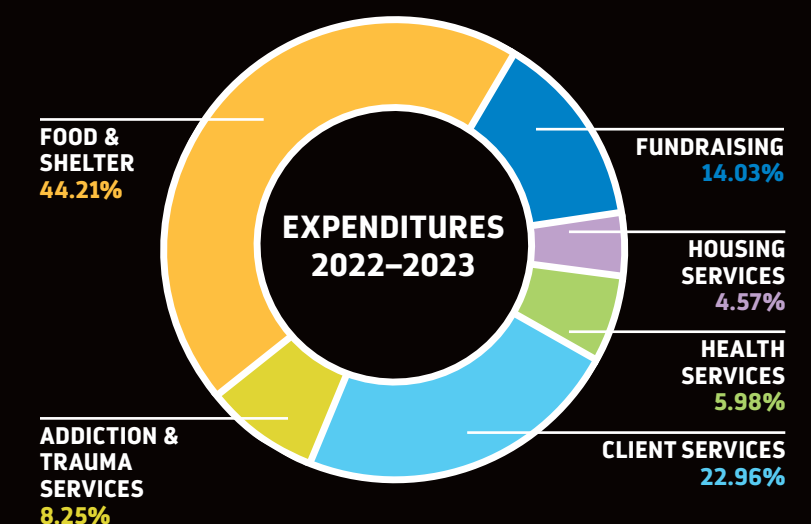


Food Service Training Program students celebrate their graduation — congrats!

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

- Food & Shelter
- Housing Services
- Client Services
- Health Services
- Addiction & Trauma Services
- Fundraising

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 give hope to so many people in need in our community by providing nutritious food through our shelter's kitchen and Chef Ric's, our social enterprise.

Our 31 full-time and 14 part-time staff members, and 55 volunteers prepare and serve delicious meals every day so that no one in our community goes hungry. Behind the scenes, they maintain a clean and safe kitchen, working hard to ensure meals are always available and served with kindness.

We couldn't serve **over 1,050,000 meals** without the incredible support of partners, for which we're very grateful. They include:

- 3L Equipment
- Abbot Point of Care
- Abell Pest control
- Algonquin College
- Barrhaven Food Cupboard
- Bearbrook Farms
- Bytown Catering
- Canada Pakistan Association
- Canadian Ice Carvers Society (CICS) — Chef Ikuo Kanbaayshi
- Capital City Mission
- Capital cooler rentals
- Capital Meat
- Carsons Community House
- Centre 507
- Chef Antonio Grande
- Chef Dan Halden
- Chef Duane Pieroway
- Chef Jean Paul Georges Manzac
- Chef Luke Campbell
- Chef Matthew Eng
- Chef Patrick Turcott
- Chef Phil Cameron
- Chef Scott Warrick
- Chef Semra Gulder
- Chef Steph Legari
- Chef Stephen Gervais
- City of Ottawa
- Coaching Association of Canada
- Cobbs Bread (Westboro)
- Coconut Lagoon — Chef Joe Thottungal
- Confederation Court Community House
- Cornerstone — Chef Paul Skinner
- Costco (Hunt Club)
- Cote Poultry
- Cupcake Lounge
- Donnelly Automotive Group
- Farmboy
- Freshco (Bells Corners)
- G Burger
- Gabriel Pizza
- Glebe Centre
- Gloucester Emergency Food Cupboard
- Golden Baguette
- Gusto TV
- Happy Goat
- Hazelview properties
- Heron Road Emergency Food Center
- High Liner Foods — Chef Claude Leblond
- Hilton Garden Inn — Chef David Vinoya
- Hometown Sports Grill
- House of Commons
- IKEA
- Infinity Centre
- Italfoods
- KFC Bells Corners
- Langlois Sound Performance Car and Truck Accessories
- Little Caesars
- Loblaws (Isabella • Kanata Centrum • Rideau)
- Lowertown Community Resource Center
- Maverick's Donuts (Bank St. • Byward Market)
- Michael Northcote Professional Corporation Research Centre
- Morning Owl — Todd Simpson
- Nando's (Merivale)
- Odawa Native Friendship Centre
- Orleans Fresh Fruit
- Ottawa Art Gallery — OAG
- Ottawa Blooms
- Ottawa Community Housing — OCH
- Ottawa Food Bank
- Ottawa Markets BIA
- Ottawa Senators Foundation
- Ottawa Titans Baseball Club
- Ottawa University — Chef Janik Quintal
- Pelican Seafood Market & Grill
- Piggy Market
- Prohibition House — Chef Jesse Bell
- Pub 101
- Pure Kitchen
- RA Centre
- RBC Bluesfest
- Rideau Rockcliffe Community Resource Center
- Ronald McDonald House
- Rotary Club of Canada
- Royal Oak Restaurants
- Russell Heights Community House
- Saadia Sarkar
- Sai Service Ottawa
- Salvation Army
- Second Harvest Food Rescue
- Seventh Day Adventist Church (Overbrook)
- Shaw Centre
- Sherwood Deli
- Somerset West Community Health Clinic
- Starbucks
- Sysco
- TD Place
- The Well
- Thyme and Again Catering
- Théâtre Action
- Toronto food Safety Training — Sharon Elston
- Urbandale Corporations
- Ursula Guy
- Van Lang Community (Westboro)
- Vanier Community Service Center
- Westin Hotel
- Your Independent Grocer (Elmvale)



FOCUS

A welcomed return to in-person community meals

As pandemic restrictions eased over the past fiscal year, the resumption of in-person dining for our community meal service has been a very meaningful return to standard programming at The Ottawa Mission. In addition to meals for shelter guests, we open our doors three times a day to serve anyone from the community in need of a nutritious, filling meal. And for our special holiday meal services, Christmas 2022 marked the return to in-person dining.

Meals eaten in our dining room return true meaning to our 'community' meal service, during which our staff, volunteers, and clients can find fellowship, warmth, and belonging after three long years apart.

As one Christmas 2022 dinner attendee put it: ***"It's a lifesaver because I experience loneliness and depression. This is a time of year that's really rough and The Mission is always there for us."***



**Why I work for The Mission...
TETIANA**

Tetiana is a youthful 45-year old former accountant from Ukraine. A mother of two, she fled with her husband after her home city of Mariupol fell to Russian forces. Her 19-year old son stayed in Ukraine to be available for military service, and she sent her 10-year old daughter to live with her first husband in Slovakia since she was unsure if she could provide for her in Canada. "It was a hard decision," she notes ruefully.

After arriving in Ottawa last year, Tetiana learned about The Food Services Training Program.

Tetiana applied and was accepted into the program, while her husband was offered a job as a cleaner at The Mission's kitchen. The Mission also found them a free apartment close to the shelter, and provided furniture and housewares to make it a true home away from home. And since graduating from the FSTP, Tetiana has worked at Chef Ric's.

"It's an amazing opportunity to start a new life in Canada. It means a lot to me. It's so hard to organize a new life. If not for the help of The Mission, we couldn't do anything."



**Why I volunteer with The Mission...
LINDA**

Like so many of our selfless volunteers, Linda is inclined to highlight others as opposed to herself. We spoke to Linda about Lloyd, who was a remarkable kitchen and food service volunteer for the Ottawa Mission.

Of Lloyd, Linda remembers "He had a way of making you feel special when he spoke to you. He was a warm, humble man."

A dedicated volunteer herself, Linda has helped prepare and serve meals alongside fellow volunteers for the better part of 15 years. Over that time, those fellow volunteers became close friends. She's also helped out at our special community events, such as bingo night.

Linda is passionate about breaking down the stereotypes faced by those who use our services. She remarks that many of those that come through our dining hall doors have jobs but simply cannot afford to always purchase and cook their own meals at home.

She knows just how much vulnerable people in our community appreciate a helping hand. When asked about her favourite part of volunteering, she replies ***"The gratitude of the people we're serving"***.

2022-2023 OUTCOMES + IMPACT

2,898
average number
of meals
served daily

1,057,489
meals served
last year

51,161
number of
grocery bags
handed out⁸

6,897
average number
of food truck meals
served per week

34
food truck stops

SHELTER

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



Our frontline team of 24 full-time and 20 casual staff are the first point of contact for people who have nowhere else to turn. They are available 24 hours a day to respond to the needs of our clients, and they ensure our guests have 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 that everyone at The Mission is safe and secure, and they help clients access basic emergency supports like food, toiletries, warm clothing and connections to wraparound services.

FOCUS

Shelter occupancy back at overcapacity

The outbreak of the pandemic saw an unprecedented need to create space and physically distance those who are street-involved and those within our shelter systems. As a result, the City of Ottawa repurposed community facilities into overflow shelters, adding hundreds of additional beds, and providing shelter to over 2,500 people over the span of 3 years.⁹

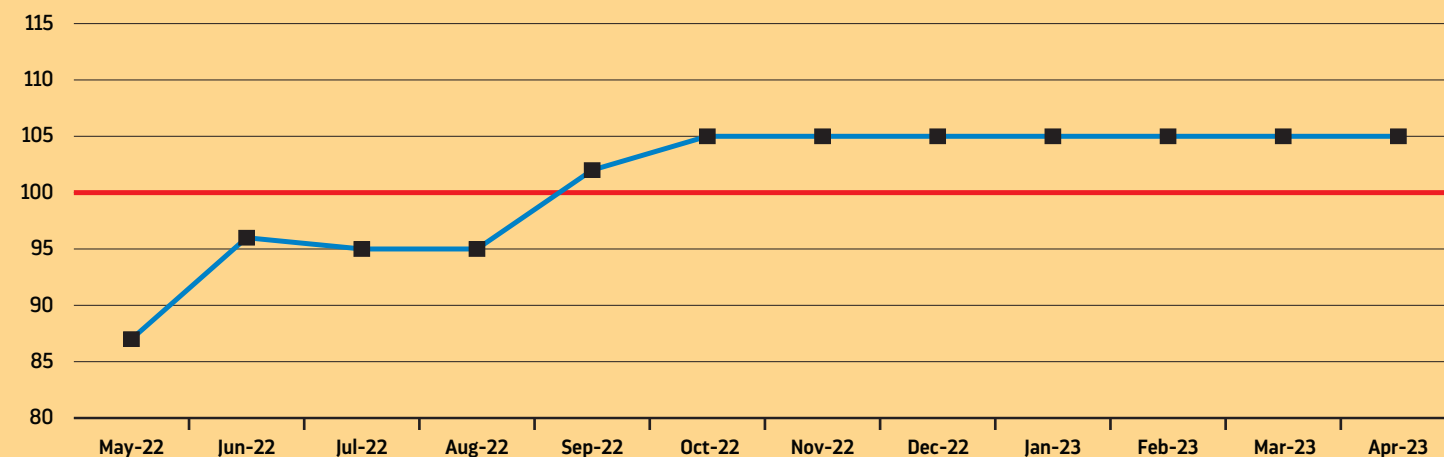
Now with the emergency stage of the pandemic over, the city has closed all but two overflow shelters.

During the pandemic, our occupancy rate dropped below 100% for the first time in three years. However, as the pandemic has waned, our shelter

numbers have again surpassed 100% as Ottawa continues to experience a critical lack of affordable and supportive housing, with the City of Ottawa has forecast that an additional 353 shelter beds will be required by the end of 2024.¹⁰

With emergency shelters back to full capacity, the City of Ottawa is discussing the viability of obtaining a private-market facility to replace the closing pandemic-era overflow shelters. The need for beds still far outnumbers actual beds available. If solutions aren't found, even more people could be sleeping outdoors this winter. We will work with the City of Ottawa to ensure that those who need shelter have it.

SHELTER OCCUPANCY • May 2022 – April 2023



Why I work for The Mission...
SHAD

Shad is now into his sixth year working for Frontline. He's gone from a part-time, casual position to a full-time position as a front desk supervisor and has picked up valuable experience every step of the way.

Being the first point of contact for clients as they walk through our doors means that Shad and Frontline are tuned into the clients and their needs.

"You get to know the clients and learn to speak their language. It's important to keep things light and friendly when you're able to, and find a balance of mutual respect between you and the client. Strong communication skills, de-escalation techniques, and empathy are some of the most important qualities you can have."

And over the years, Shad has witnessed a shift in the demographics and needs of our shelter clients. While reasons like a lost job were more common for guests checking in at the shelter when Shad started out, addiction-related issues have been on the rise.

As the opioid crisis has hit Ottawa, Shad and Frontline staff have adapted in response. In addition to non-violent crisis intervention and First Aid, all now have training in administering Naloxone, the medicine that rapidly counteracts an opioid overdose.

"We never used to carry Naloxone, now all Frontline staff do. From January to April of this year alone, we've responded to 37 overdoses. Meaning we're the responders that get to and treat the person first."

Dealing with these distressing situations mean Shad and the rest of the Frontline team form strong bonds. *"As a team, we rely on each other and pick each other up when it's needed. We all trust one another; you go out and do the best that you can."*

There are meaningful moments of positivity within such challenging times and Shad believes that working Frontline is a rewarding job.

"A simple thank you or a message of appreciation from a client will brighten up our day and remind you of the importance of the job. The smile you receive when you provide a client with a warm shirt on a cold day, or someone expressing gratitude for being able to stay the night and have a shower for the first time in days, it really helps. You can see the genuine appreciation in their eyes."

2022-2023 OUTCOMES + IMPACT

1,830

unique individuals sheltered annually

177

individuals sheltered nightly on average

233

individuals sheltered nightly on average in all programs

63%

of nights mats open

100%

shelter and mat occupancy rate¹¹

HOUSING

At The Mission we believe that housing is a human right and vital for wellness, dignity, and a wholesome life.

So we work hard to find safe, appropriate and affordable housing for our clients and help them to live independently.

Our 8 full-time staff and 1 part-time peer support worker help vulnerable men and women on their housing journey, including the one-on-one support they need to either find new housing or to stay in their existing homes.

Our services include:

Diversion

When clients first turn to us for shelter, we work with them to explore immediate alternative housing arrangements, helping them access the resources or financial assistance needed to secure more permanent housing.

Placement

Our housing services staff support our clients with case management needs to ensure they are document ready with the focus of finding secure, affordable homes based on their needs.

Outreach

Our staff support clients who have moved into their own homes. The goal of outreach is to ensure that individuals moving into their own homes are connected to different community resources they can access that will help them live independently and stay housed.

Property Management

We operate two Second Stage homes for men who have completed our LifeHouse program or similar live-in treatment programs. They attend group meetings, life skills training, individual counselling, and other needed support to maintain and strengthen their recovery for up to one year after treatment. The Mission owns two apartment buildings that combine market-rent units with subsidized units as well as a refurbished rooming house for people who have completed our programs. Additional support (e.g., counselling) for people living in these properties is available upon request.

FOCUS

Helping house vulnerable veterans

Our Housing Services program contains a specialized veterans case management role,¹² supported by the City of Ottawa, dedicated to working with veterans to find safe and affordable housing. This role is the only of its kind in the city, with organizations like *Ottawa Innerscity Ministries*, *The Royal Canadian Legion*, and other area shelters referring veteran clients to us for assistance. The veterans case manager supports individuals who are homeless and at risk of being homeless.

While housing is the end goal, veteran clients are also helped in many other ways, including supports for mental health, help with taxes, and help obtaining identification. Last year, 30 veterans received case management support and 6 veterans were successfully housed.

A major veterans housing resource in Ottawa is *Veterans' House Canada*. As of right now they are the first and only location offering permanent, supportive housing for homeless veterans in the country. We enjoy a close relationship with them as we collaborate to find housing solutions for veterans.



Why I turned to The Mission for help... **ANDRE**

Andre, a former naval officer, has a wealth of experience living and working across Canada and in different parts of the world.

But a debilitating heart condition and memory loss meant that one day, Andre found himself unable to work. Eventually, he was without a home and staying in our shelter.

“When you’re living in a shelter, it’s frustrating because you’re not home. And when someone treats you with kindness, it makes all the difference in the world,” he says.

That someone Andre is speaking of is his case manager Elizabeth, and The Ottawa Mission as a whole.

“The Ottawa Mission saved my neck; I want to thank God for the Mission.”

Many barriers might prevent clients from being able to find housing. Andre’s condition meant he had difficulty finding and tracking the information and paperwork needed to secure a home. Administrative mix-ups also meant he was no longer receiving his benefit payments from the government.

Elizabeth helped Andre navigate and resolve his issues, including his most pressing one. They found a safe, affordable one-bedroom apartment that Andre is now proud to call home.



Why I turned to The Mission for help... **BRYON**

“Safety should be a priority in everyone’s life,” says Bryon, a thoughtful man of 74.

Since moving to Ottawa 10 years ago, Bryon had a hard time finding safety. With limited income, and lacking the resources to thoroughly search for safe, affordable housing, Bryon had no choice but to live in various rooming houses around the city.

Living in these houses, where multiple rooms are rented out individually, Bryon was robbed and suffered verbal and physical threats, along with unsanitary living conditions.

When he came to the shelter to participate in our abstinence-based Stabilization program, Bryon connected with Kristin from our housing support staff. Soon, he received some fantastic news.

“I’m coming downstairs and Kristen says ‘Come here! We found you a place!’ She pulled up some photos of the apartment and I was just blown away”.

Bryon found the safe housing he needed. He says: **“It’s so nice just to have your own place. Most of the people in the building are elderly, like myself. The Ottawa Mission has helped me a lot.”**

2022–2023 OUTCOMES + IMPACT

91
clients successfully housed

63
clients diverted to
alternative accommodations

1,007
unique clients served by
housing case managers

20
Second Stage participants

30
Veterans received case
management support¹³

6
veterans successfully housed¹⁴

CLIENT SERVICES

We help clients access the resources they need to improve their lives and build their futures.

Our team of 6 full-time staff support homeless, low-income, and marginalized individuals to access services, resources, and paths to empowerment to improve their quality of life and build their futures. Our services include:

Employment Support

We help people find work by supporting them with résumés, job searches, practice interviews, job-related training and appropriate workplace attire.

Educational Support

Our in-shelter teacher and educational partners help people to improve their lives through attaining their education goals. The Mission's MCA Ottawa Stepping Stones Learning Centre helps people obtain high school diplomas, complete post-secondary education, learn a trade or improve their literacy skills. And in partnership with University of Ottawa, Carleton University and Saint Paul University, our Discovery University program provides free, non-credit university courses for people living on low incomes.

Mental Health Services

In partnership with the Canadian Mental Health Association and The Royal, we ensure our clients have access to any needed psychiatric and psychological supports, including crisis intervention, assessment, relapse prevention, coping strategies, psychiatric and psychological supports.

Case Management

Our case managers help clients meet their self-identified goals, which may include housing, education, employment, finances, substance use, health, and so much more.



FOCUS

Students welcomed back to class at Discovery University

With pandemic restrictions lifted, The Mission was delighted to welcome back students to attend in-person classes. While the students and volunteer professors did a fantastic job with fully remote and hybrid course offerings, the return to the classroom allows for a more engaging environment, where students can socialize, discuss, and collaborate in their learning.

In April 2023, 19 students graduated from our Science & Social Values and Digital Darkroom programs. For the first time in over three years, students, friends, and family were able to gather at the First Baptist Church as the new graduates received their course certificates and celebrated their mutual achievements!

DU provides those who are homeless, precariously or under-housed, and those living on low incomes, the opportunity to study and learn from a university-level curriculum. While these courses are non-credit, DU students value the chance to learn and work hard to use critical thinking and practical skills throughout their studies. Classes are generally 20-25 people in size, with three student intakes and two graduations running per year.



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

"I don't know where I'd be without The Mission," says Richard, an insightful man of 77.

Over the years, Richard has relied on The Ottawa Mission for support in various ways. However, one particular program holds a special place in his heart: *Discovery University*.

Richard was a diligent student who grew up on a farm in British Columbia. When Richard was only 17, his father fell ill. Needing to protect and maintain his family's livelihood, Richard had no choice but to put a pause on his education and help run the farm. As life continued on, he was never truly able to resume along his promising path as a student.

That changed when he was introduced to Discovery University; Richard was able to be a curious student once again. He fondly remembers people from all walks of life learning together and recalls studying works such as *The Veil of Isis* by the philosopher Pierre Hadot.

"Those courses deepened my intellectual understanding and were for the benefit of my soul," he remembers with a smile.



Why I turned to The Mission for help... JEAN-BAPTISTE

A journalist in his home country, Jean-Baptiste fled due to political upheaval. Tragically, he could not take his wife and children with him. Determined to build a new life and re-unite with his family, Jean-Baptiste came to The Mission.

Because French is his first language, Jean Baptiste wanted to strengthen his English, and found an ally in Kathy, our teacher at MCA Ottawa Stepping Stones Learning Centre. Kathy referred Jean to classes at St. Patrick's Adult High School, and also tutored him regularly.

They made so much progress that Jean-Baptiste entered a poetry contest — in English — and was one of the winners. He also graduated from St. Paul's University and volunteered as a cameraman at a media outlet to gain Canadian work experience. He is now working as a government intern to connect those who have been incarcerated with community supports. Best of all, his family is now in Canada with him!

"Canada is a good place, and The Mission gave me so many opportunities. I am so happy be working again and holding my wife and children in my arms."

2022–2023 OUTCOMES + IMPACT

EMPLOYMENT SUPPORT

25
clients helped with resumes¹⁵

15
clients helped with job searches¹⁶

30
clients provided with
employment referrals¹⁷

EDUCATION

73
MCA Ottawa Stepping Stones
Learning Centre students

1
high school graduate

1
university graduate

47
Discovery University graduates

MENTAL HEALTH SERVICES

19
clients engaged in CMHA-
Transitional Case Management

100
clients referred to The Royal

CASE MANAGEMENT

277
unique clients served by
Client Services Case Management

We give people the training and work experience needed to start their culinary career.

For those looking to change their lives, our team delivers a four-month job training program to teach the required skills to work in a commercial kitchen. Program applicants must demonstrate only one qualification to be accepted — 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.

Our Food Services Training Program is located at Chef Ric's, our social enterprise at 384 Rideau Street, which allows us to train even more people in need. Students graduate with newfound confidence and pride, and with credentials that allow them to be self-supporting. Their training includes:



KNIFE SKILLS



CULINARY THEORY



OCCUPATIONAL HEALTH & SAFETY



FOOD HANDLER'S CERTIFICATION



FIRST AID / CPR

Students also gain significant experience working storefront and catering at Chef Ric's, as well as shifts in our Mission kitchen and in our Mobile Mission Meals food trucks, and a 40-hour non-paid placement in kitchens at many establishments throughout the city. Graduates of the program are employed all over the city.

FOCUS



expands menu and helps the FSTP expand class size

Through two years of operation, Chef Ric's continues to expand as a great community asset.

Within the storefront, popular new affordable menu items include a daily breakfast sandwich and rotating once-a-week bowl lunch specials. Patrons also appreciate the addition of meals commemorating special days, including Easter dinner, along with bannock and *Three Sisters Soup* in honour of *National Indigenous Peoples Day*.

Throughout the city, Chef Ric's continues to grow as a catering service, including a selection to cater the *RBC Bluesfest* VIP suites at the 2023 edition of the

local music festival. As a social enterprise, prominent catering roles not only generate more revenue to support Ottawa Mission programming, but also more exposure to advocate for meaningful social causes.

With the waning of the pandemic, we've also expanded our class size for the FSTP. With classrooms and study spaces in the basement, and the larger kitchen and cooking area, our average class size has doubled from around 12, to up to 25. The expansion of the FSTP was the main reason to move to Chef Ric's and we're thrilled to be able to offer more people in need the opportunity to launch their culinary career.

FOUR months TO A FRESH start



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

Arnold is a quiet and respectful 56-year-old Indigenous man originally from Sudbury. He is an intergenerational survivor of residential schools and the trauma these institutions inflicted on his parents.

Arnold eventually moved to Ottawa, with the legacy of trauma following him here. Increasingly dependent on alcohol, he became suicidal. Enrolling in an alcohol treatment centre, after a number of relapses, he now employs a harm reduction approach to vastly reduce his alcohol intake without incurring the debilitation of intoxication.

Fortunately, Arnold's sister told him about the Food Services Training Program, and he was accepted. **"This program gave me motivation to succeed."** Despite the challenges, he persevered, and did his FSTP placement at *Larga Baffin*, a boarding home for residents of Nunavut needing specialized medical care not available at home.

Arnold now works at *Larga Baffin* and loves it, often arriving a half-hour early to prepare. **"We make delicious food. Everyone there has a similar background, so they know where I'm coming from. I'm so grateful to The Mission, and I thank you from the bottom of my heart."**



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

New to Ottawa and searching for an opportunity to get back on her feet, Pauline, whose Mohawk name is *Katsitsyaroroks*, enrolled in our renowned Food Services Training Program (FSTP). A teacher, elder and grandmother from *Tyendinaga Mohawk Territory*, Pauline is a determined student with a big laugh.

As part of her FSTP curriculum, Pauline helps prepare, cook, and serve traditional Indigenous foods during the *Country Food Feast* that we host each month. This meal is deeply meaningful to the disproportionately large number of First Nations, Métis, and Inuit people relying on your help and our services. Pauline says, **"It's been wonderful to serve these meals. They know it's their medicine food"**.

Pauline combines her extensive knowledge of her culture's food and culinary traditions with the FSTP's lessons on the business of food service. Her goal is to eventually return to *Tyendinaga* to build a business that sustainably nourishes her community through both traditional foods and cultural teachings.

"The Food Services Training Program opens the door to help me give back," she says. **"That's all people need: love and full bellies."**

2022-2023 OUTCOMES + IMPACT

3 full-time sessions

42 graduates

37 graduates employed at graduation

268 graduates since 2004

88% of graduates employed in the food 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 the first step to recovery. The journey to wellness comes through harm reduction and live-in treatment, gradually moving towards abstinence and independence. Treatment is tailored to each person's needs.

Day Program

A drop-in group focused on peer support and educational topics.

Group topics include relapse prevention, emotional regulation and trauma. In addition to group programming, clients may also access individual counselling.

Stabilization

An abstinence-based live-in treatment program

for clients who are ready to address their 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.

After Care

Individual counselling and group treatment

are available for clients who are housed through Ottawa Mission programming and clients living in the community for up to one year.

Hope Program

A 3-month live-in program focused on harm reduction that offers clients a safe environment to explore their goals and change their lives through daily groups and individual counselling.

LifeHouse

A 5-month off-site live-in treatment program for clients to overcome addiction and trauma

and prepare for future employment, volunteer work or educational pursuits. Clients attend weekly counselling sessions and daily groups that focus on anxiety, trauma, relapse prevention, spirituality and creative healing strategies.

FOCUS

Community intake returns as ATS restores full programming

While the opioid crisis continues to afflict communities across the city, the downgrading of pandemic restrictions offered a sliver of good news for our programs working to address addiction and trauma-related issues.

When safety restrictions were at their most stringent, our community clients — those we were not actively staying in our shelter — were unable to participate in any ATS programming. Telephone and Zoom counselling was available to these community clients, yet the restrictions were nonetheless isolating, as by design.

Over the last year, we've been happy to restore community intake to our ATS services. Clients that go through programs such as LifeHouse and successfully move onto Second Stage housing often keep in touch with our counselors and return for regular sessions. They're happy to once again receive in-person support.

As one community client put it, *"I was active in my recovery, attending meetings, going to counseling, and exercising, but COVID affected all of that. I became isolated... I built up walls. I thought I was OK going through it, but now in looking back and reconnecting here with my counsellor, it was hard. It's so valuable to connect with people."*



Why I turned to The Mission for help... **JOHN**

John is a quiet, thoughtful man of 60 years. A former building technician, he worked in properties across Ottawa.

Growing up, John lived with parents who suffered from mental illness and alcoholism. His own struggles with alcohol caught up with him, and five years ago he booked into The Mission's Stabilization program.

As part of his journey to recovery, we helped him find subsidized housing and eventually, employment.

John also relies upon our community meal program, which provides groceries as well as meals to clients. "My cupboard is full" says John. He truly welcomes these "little extras" in tough times.

The closure of support programs during the pandemic proved isolating for John. Struggling, he spiraled into a depression and booked into The Ottawa Mission's addiction programs.

John is grateful for the compassion and professionalism of Mission staff. *"They respect confidentiality, which is important for trust."*

"The Mission has meant the difference between life and death for me. I can't say enough good things about them."



Why I turned to The Mission for help... **BEN**

"The Ottawa Mission and the Hope Program were a lifeline. I never thought I'd be in the position I was in" reflects Ben, a soft-spoken 40-year-old.

A successful, yet dangerous career in British Columbia as an emergency response helicopter lineman meant Ben endured damaging amounts of stress, trauma, and loss. Suffering in silence, Ben began to self-medicate with alcohol and drugs. As his control slipped, he returned to his home city of Ottawa burdened by grief and shame.

Homeless, Ben went over 90 hours without food as he wandered the city. He eventually found his way to us.

"When I first got here, I didn't actually have any hope" remembers Ben. Despite this, he was encouraged to join our three-month harm reduction Hope Program.

Ben worked on his sobriety and participated in therapy sessions. Within a couple of months, he secured a job. And after a few more months of diligent work, both on himself and professionally, Ben successfully completed his program and received the amazing news that he'd been approved for a place of his own.

2022-2023 OUTCOMES + IMPACT

30

Hope graduates

34

Stabilization graduates

10

LifeHouse graduates

76

Naloxone Kits given out

325

addiction counselling sessions with community clients

39

clients moved into housing at the end of treatment

HEALTH SERVICES

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

Diane Morrison Hospice

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. This 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's needs, including a specialized understanding for complex mental health needs and addictions.

DYMOM Health Clinic

People who are homeless are much more likely to suffer from serious health conditions. **Our team of Nurse Practitioners provide primary care in the DYMOM Health Clinic seven days a week, and on outreach in the community for those who live on the street or other shelters and cannot come in to be seen.**

In the Clinic, a variety of essential services are offered by our partners and specialists including *Ottawa Inner City Health, The Ottawa Hospital, Bruyère Family Medicine, The Royal* and other valued community professionals. This extended team of physicians and other medical practitioners offer specialized treatment in Ophthalmology, Infectious Disease, Chiropractic care, Foot Care, and more.

Dental Clinic

Our 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 almost 50 volunteer dentists, hygienists, dental assistants and denturists.

FOCUS

Providing another vital health care service to vulnerable members of the community

The 2022–2023 fiscal year marked the first year of a successful eye care clinic partnership between our DYMOM Health Clinic and The Ottawa Hospital. Two to three times a month, volunteer ophthalmologists see our community and shelter clients and provide no-cost treatment for conditions, including dry eye syndrome, diabetic eye disease, sties, glaucoma, and cataracts. The eye care clinic also provides eye exams and access to corrective and reading lenses.

Eye care and eye exams are not included in publicly funded healthcare for the majority of people aged 20 to 65. The eye clinic helps fill this healthcare gap and provides vulnerable people in our community with barrier-free access to vision-saving and vision-preserving care.



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

Suzanne is a lively and youthful 72-year-old woman living in our Hospice. Born and raised in Ottawa, she worked as an Executive Assistant at a retirement residence. As she progressed through her career, she became passionate about helping people because **“People need to be treated with compassion.”**

In 2017, she suffered a major stroke that left her paralyzed on one side, and moved into a long-term care facility to recover. To this day, cannot stand without great difficulty and relies on a wheelchair.

In 2020, Suzanne moved to a retirement residence with her cat, whom she adored. However, a series of disagreements with management led to her expulsion. Alternate accommodation also fell through, and she was left homeless, finding refuge at our sister shelter, before transitioning to supportive housing operated by this shelter.

In late 2021, Suzanne's health declined, resulting in her transfer to the Hospice to accommodate her increased care needs.

“It's so nice here, so well kept. The staff here are angels. They look after everything.”

Thank you Suzanne for trusting us to look after you.



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

When Garry lost his job over two years ago and was subsequently evicted from his apartment, he knew he was in trouble. Matters were complicated even further when his health began to decline. Living with a friend did not work out, so he came to The Mission.

Since being diagnosed with stomach cancer in September 2021 along with complications to his lungs, staff and health professionals at The Mission's primary care clinic have provided a tailored regimen of critical care to combat his medical conditions. His cancer is now in remission and his breathing has improved significantly.

The Mission eventually helped Garry transition into his own apartment. **“This place saved my life. Everyone I encountered at the clinic, all staff, volunteers, nurses and doctors. Especially my caseworker Frank Trebbne-Reid, he went above and beyond to help me during the initial treatments and after I was in remission, to locate housing.”**

“Most people in my apartment are elderly, so I decided to cook soup once a week for everyone,” says Garry. **“It creates a community where people can socialize and get to know each other.”**

2022–2023 OUTCOMES + IMPACT

HOSPICE

37
new Hospice admissions

13
deaths in Hospice

9
Hospice memorials

1
internments at Beechwood

DYMOM HEALTH CLINIC

3,282
direct and indirect care
patient encounters¹⁸

9,631
administrative patient encounters¹⁹

915
community outreach patient
consults²⁰

120
Dr. Tommy Family General Practice²¹

122
Infectious Diseases Clinic²²

20
Diabetes and Dietitian Clinic²³

401
Chiropractor Services —
Dr. Michèle Corriveau²⁴

83
Foot Care Clinic²⁵

146
Stop Smoking Clinic²⁶

19
Mental Health Clinic²⁷

50
Ophthalmology and Optometry Clinic²⁸

DENTAL CLINIC

593

SUPPORT SERVICES

We count on several different departments to seamlessly support and enrich our programs to benefit our clients.

HOUSEKEEPING

Housekeeping provides clients with a clean and comfortable place to call home.

Services are delivered by 17 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.
- **Complete Purchasing** to our partners list. They are a buyers group that helps to get us the best pricing possible on our paper, chemical, and many other products.

MAINTENANCE

ensures that all buildings and systems are in proper working condition through regular preventative and corrective measures, as well as planning and upgrading systems to reduce the need for costly repairs. Maintenance is also responsible for renovations and expansion projects. Services are delivered by 7 full-time staff and a Vehicle Coordinator.

INFORMATION TECHNOLOGY

maintains IT systems for staff across locations in a 24-hour-a-day, 7-day-a-week environment.

IT has 3 full-time staff who work with our different departments and with Chef Ric's.

VOLUNTEER & COMMUNITY ENGAGEMENT SERVICES

Our full-time and part-time staff engage 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:

 preparing food

 cleaning


 folding laundry

 sorting donations

 tutoring students

 helping with special events

 supporting Hospice patients

 supporting food services in the Mission's kitchen and at Chef Ric's

521
active
volunteers²⁹

175
volunteers
per month



Why I work for The Mission...
BEV

An astounding 40+ years at The Mission

Bev is a kind, generous and thoughtful man of deep faith whose work experience at The Mission goes back to 1983. He began in our maintenance department, where he remained for 10 years before moving over to Housekeeping, where he worked for a further 25 years. For the past five years Bev has worked part-time in Chaplaincy, supporting shelter guests through individual counselling and also lending support to chapel services.

Prior to working at The Mission, Bev volunteered at our shelter for three years supporting chapel services as well as establishing a coffee house complete with snacks and entertainment such as movies.



Reflecting on his incredible service to The Mission, Bev is modest and self-effacing, always thinking of our clients and how to meet their needs. *“Coming here never felt like work to me. Praying with and listening to the men as they share their experiences with me, I couldn't have asked for a better experience than to share their lives and provide encouragement. I thank The Mission's leadership and staff for this great opportunity, many fulfilling years, and a lifetime of wonderful memories.”*

Thank you Bev for everything you have done and continue to do to support those who depend on us.



CHAPLAINCY

Our Chaplaincy brings God's love, mercy and compassion into many areas of our work.

- **The Chaplain's office offers connection and listening.** People receive spiritual resources, encouragement, prayer and a friendly checkup.
- **The Chapel offers an encouraging message.** There are daily chapel services, Bible studies, prayer groups, 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 through their recovery.
- **The Chaplaincy helps Hospice clients 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.

LOOKING TO THE FUTURE

As we move toward hope and recovery from the pandemic, we will remain a refuge for increasing numbers of vulnerable people over the next several years.



ADVANCING OUR ADVOCACY PROGRAM

Our new advocacy program entitled *Mission Possible* addresses systemic factors that contribute to homelessness in our city by providing:

- action-driven events
- tools
- educational resources
- calls to action

Early successes include increases by the *City of Ottawa* and the provincial government for affordable housing in Ottawa.



A NEW VASCULAR CLINIC

In partnership with Dr. Jetty and Dr. Malnis from the *Vascular Surgery Department of The Ottawa Hospital*, **shelter and community clients will have access to treatment that includes:**

- foot and leg assessments
- wound healing
- care to preserve the lower limbs

The clinic will run out of our *DYMON Health Clinic* for half a day each month with referrals coming in from *Ottawa Inner City Health*.



ENHANCED CARING FOR OUR SHELTER GUESTS & STAFF COLLEAGUES

The lasting effects of the pandemic coupled with surging overdose rates has meant more challenging working conditions and increased critical incidents.

We will continue to provide new supports to both shelter guests and staff colleagues to support wellness, including:

- access to mobile services and rehabilitative interventions for shelter guests and community clients
- specialized debriefs after critical incidents
- access to trauma experts
- coaching in self-care strategies for staff



ENHANCED HOUSING SERVICES

Since its launch in 2019, our Housing department has supported hundreds of shelter guests through the homelessness emergency and the challenges imposed by the pandemic through diversion away from our shelter and helping clients secure new homes. **To support even more people, we will enhance our *Housing First* approach through purchasing new buildings and pursuing partnerships with housing providers to help even more people in need.**



A RECONCILIATION ACTION PLAN

Indigenous people comprise 4% of Ottawa's population, but anywhere from 30–45% of those who are homeless.

We are working with Indigenous partners to ensure that all policies, procedures, programs and practices will be formulated through an anti-racism, Reconciliation, and Indigenous cultural safety lens so that all Indigenous clients, staff, volunteers and partners feel welcome, safe and accepted.

We will also evaluate and report on our Plan annually and adjust if needed.



EXPANDED PARTNERSHIPS

We are recognized as a leader in helping clients transition to an independent life through supportive housing and wraparound supports. **To help even more people, we will explore new partnerships to extend services to women, Indigenous Peoples, families, and newcomers to Canada.**

This will also fill an important system gap of connecting social services to homelessness and housing for these new clients.

SPOTLIGHT



An alarming trend has emerged in our local communities, in our city, and in our province as a whole: the rise of food insecurity and hunger.

2022 marked the 6th consecutive year of increases in food bank use in Ontario (*Feed Ontario Report*). Correspondingly, the annual number of meals served by The Ottawa Mission has increased for the past several decades.³⁰ Unfortunately, since the pandemic, these increases haven't been gradual. **Since we launched our Mobile Mission Meals program in 2020, the total number of meals we served annually has exploded: doubling from around 500,000, to over 1,000,000 in three short years.**

The Ottawa Mission is working at maximum capacity to soften the damaging effects of food insecurity and feed increasing numbers of people in need.

The reopening of our dining room to serve in-person client and community meals was a joyous occasion. As pandemic restrictions eased, we welcomed the community back inside to dine and make meaningful connections. These in-shelter meals contributed to the record-high 2,898 meals we served on average day over day across all Ottawa Mission programs this past fiscal year.

The rise in food insecurity is also reflected in our special meals. We served an unprecedented 14,454 Easter meals in 2023, up from just over 10,000 last year. In years past, 2,000–2,500 meals would be served.

Our *Mobile Mission Meals* program has expanded rapidly: What began with one truck, five stops, and 500 meals served per week has expanded to **two trucks, 35 stops, and approximately 7,000 meals served per week.**

In total, food served across all of our programs in all locations hit a record **1,057,489 meals served** over the 2022–23 fiscal year.

I'm an adult male... I graduated from college, but somehow, I just I can't seem to keep food on my table every month. I just don't know what to do.

This food allows me to have peace of mind... to sleep at night, knowing that I have food tomorrow. It gives me love for society... it shows me that people will take care of me if I'm on hard times.



JEFFREY MCLEAN,
MOBILE MISSION MEALS CLIENT
INTERVIEWED IN CBC'S "THE NATIONAL"
SEGMENT ON THIS PROGRAM.



How The Mission is feeding hope and changing lives through food.

What is driving this tragic hunger trend?

Grocery prices in 2022 rose at the fastest rates seen since 1981.³¹ And even as inflation levels hopefully diminish, this won't mean that grocery prices will drop, they'll merely increase at a slower rate.³² This, paired with Ottawa's average monthly rent seeing a 15% increase between 2022 and 2023,³³ suggests that hunger and the subsequent need for relief at our food trucks and shelter dining room will only continue. Unfortunately, as inflation increases and the cost of food and rent rise, income from social assistance and precarious employment are not increasing at the same rate, placing extra financial strain on individuals and families in need.³⁴

While those who are homeless remain a major demographic requiring the services of The Ottawa Mission, more and more people are in need. Families living paycheck to paycheck, people on disability support programs who can't make ends meet, and individuals making the heartbreaking choice to keep a roof over their heads over feeding themselves also count as those that we serve.

Thanks to our generous donors, we've been able to expand our services in an attempt to meet the overwhelming need for hunger relief in Ottawa. However, we can only go so far.

This is why we continue to advocate to all three levels of government to address the reasons why people across our community and our country are increasingly turning to food-support programs like ours just to survive. We need to address the root causes of why people are turning to these programs, including poverty, lack of meaningful adjustments to income support programs, a continuing lack of affordable and supportive housing, and much more.



REVENUE

2022–2023



Why I support The Mission...

PAUL

Paul was an everyday Ottawa Valley blue collar guy. He grew up in Carleton Place with a love of music and motorbikes. While Paul was a cheerful sort, his life was far from easy. His father died when he was six, and at age 12 he began working on a neighbour's farm.

It was at this early age that Paul began to drink, and soon Paul's habit became an addiction. Despite his drinking, Paul had a good career as a glazier mechanic in the construction industry.

At around age 40, Paul managed to give up drinking on his own — and he stayed sober for 15 years.

But, in his fifties, Paul had to have surgery on his hip, and at the same time, he lost his job. The physical and psychological pain triggered an alcohol relapse that found him drinking even more than before.

It didn't take Paul long to lose everything. His career, his partner Elaine, his family. Ultimately he was left with pretty much nothing at the age of 55. It was at that point Paul turned to The Ottawa Mission for a hot meal and a warm bed. And as often happens here at The Mission, this led to a conversation with a staff member who helped him get his life back on track.

Paul entered The Mission's *Addiction and Trauma Services* live-in treatment program, where he got sober and more importantly, learned how to stay sober. The next step was a move to second-stage housing where he continued to work toward maintaining his sobriety and independence.

But then, things fell apart a second time. After feeling abdominal pain, Paul went to see a doctor, and was diagnosed with stage 4 cancer with only a few months left to live.

Paul faced his mortality with grace. When he learned of his fate, he reached out to The Mission again, asking for a bed at the Hospice. He was in luck. A bed was available, and he moved right in.

When Paul passed away, he left behind many of his newfound Mission friends. But, his connection with The Mission didn't end there.

Before he died, an aunt had left him a sum of money in her will. In his own will, Paul left a third of his estate to his partner, a third to his brother, and a third to The Mission. He said it was his way to *'pay it back and pay it forward'*.

Today, Paul's gift is funding The Mission's addiction and trauma treatment programs. Paul's memory lives on in every life his gift touches at The Mission.

Thank You
 Thank you to all our
 volunteers, donors,
 supporters and partners
 who help us deliver
 programs that vulnerable
 people need to
 transform their lives.



- 1 Since May of 2023.

- 2 Length of stay refers to the number of nights an individual emergency shelter client spends in a shelter.

- 3 CBC News. Ottawa has almost no private-market affordable housing: CMHC," June 24, 2023.

- 4 CTV News. "Here's how much it cost to rent an apartment in Ottawa in June," July 15, 2023.

- 5 City of Ottawa Point in Time Count 2021.

- 6 City of Ottawa. Report to Community Services Committee. Integrated Transition to Housing Strategy, June 27, 2023.

- 7 See Statement on the City of Ottawa's Confirmed 2023 budget, available at: <https://ottawamission.com/statement-on-the-city-of-ottawas-confirmed-2023-budget/>.

- 8 The grocery bag program was started in 2020–2021 during the pandemic when community meals were delivered through our garage entrance. When in-person community meals were brought back into the shelter in November 2022, the grocery bag program was transferred to the food truck program.

- 9 Please see: <https://www.cbc.ca/news/canada/ottawa/physical-distancing-centres-ottawa-housing-homeless-shelter-1.6890633>

- 10 Please see note 6.

- 11 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.

- 12 As a group, veterans have a higher rate of homelessness due to PTSD and other factors.

- 13 New Statistic. The Veterans Case Manager is a city of Ottawa funded position that is geared to support veterans experiencing homelessness or at risk of homelessness who resides within the City of Ottawa. The Veterans Case Worker supports the veterans through their journey of homelessness to housing stability and address any specific needs, including reconnecting them to veteran-specific organizations, services and benefits.

- 14 Ibid.

- 15 Due to a staff absence for part of the year, this statistic represents 6 months of support. Employment services were reduced during this absence to provide essential support only and referrals were made to other employment services in the community.

- 16 Ibid.

- 17 Ibid.

- 18 This number includes walk-ins, physical exams, bloodwork, etc.

- 19 This number includes charting, laboratory results, prescription refills, etc.

- 20 Primary care is provided at other shelters and in *Inner City Health* programs.

- 21 Dr. Tommy is a Consulting Physician who offers complex clients checkups and procedures.

- 22 Clients are seen by Dr. Varghese and The Ottawa Health team. They offer services such as ordering bloodwork and x-rays. They also refer clients to the infectious disease program at the *Queensway Carleton Hospital*.

- 23 A diabetes educator, registered dietitian and a registered nurse from *Bruyère Family Medicine* help clients living with pre-diabetes and diabetes make choices that lead to better control of blood sugar levels, and to a healthy lifestyle. They also help patients with insulin starts and follow-ups in partnership with family physicians and specialists, and provide glucometer training, foot exams, ongoing support and follow-ups.

- 24 Dr. Corriveau provides spinal adjustments to increase blood flow and spinal manipulations to relieve pain in joints and muscles.

- 25 The clinic provides diabetic foot care, comprehensive foot assessments, as well as cutting and filling of toenails, treatment of ingrown nails and thickened nails.

- 26 The clinic provides 1:1 meetings for clients with Nurse Practitioners to support in quitting smoking and offers educational materials, Nicorette patches, inhalers and gums.

- 27 The clinic provides mental health assessments and consultations by Dr. Moran from the *Royal Ottawa Hospital*.

- 28 Dr. Maberley from *The Ottawa Hospital* launched the program to help our population in-house. Please see page 20 for further information.

- 29 Please note: those numbers don't include individuals from groups or holiday meals who helped once and didn't join our roster.

- 30 Meals have increased since the late 1980s, but has exploded since the pandemic; please see *The Ottawa Mission. "Always Open, Never Closed 1906–2020. One Million Hours Supporting Our Community."* Available at: <https://ottawamission.com/the-ottawa-mission-marks-one-million-hours-of-service-to-ottawa-since-1906/>

- 31 "Grocery prices are rising at the fastest rate in 40 years" by Ann Hui, *The Globe and Mail*, September 20, 2022.

- 32 "Yes, food inflation is about to simmer down" by Matt Lundy, *The Globe and Mail*, May 4, 2023.

- 33 "Rents surge higher in April: 'Virtually every area in Canada is experiencing an increase'" by Maria Postelnyak, *The Globe and Mail*, May 16, 2023.

- 34 Nutritious Food Basket and Food Insecurity in Ottawa: Monitoring Food Affordability in Ottawa, 2022.

- 35 Statistics Canada. Selected income characteristics of census families by family type, July 15, 2021.



more than a shelter



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