

OUR IMPACT

SUMMARY REPORT 2022-2023



Meeting the Need

In 2020, our community faced the pandemic. Fortunately, 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 the shelter for meals, addiction and trauma counselling, employment and housing support and so many other services they rely upon.

Like hospital emergency rooms, emergency shelters are the entry point for many people within the homelessness continuum of care. 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.

Inflation has worsened already shocking levels of hunger in our community, pushing the number of meals served at The Ottawa Mission to a new record of over 1 million meals last year!

Tragically, overdoses have surged during the pandemic. Our amazing staff respond to them twice weekly. 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, which still stands today.

Even with pandemic restrictions, we placed 424 clients into housing over four years. This is remarkable since there are almost no affordable private rental units for low income households in Ottawa. We appreciate the increased \$1.5 million for affordable housing in the City of Ottawa's 2023 budget, and urge all governments 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.



Shaun Baron
CHAIR, BOARD OF DIRECTORS,
THE OTTAWA MISSION



Peter Tilley
CEO,
THE OTTAWA MISSION

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

The Ottawa Mission is working at maximum capacity to soften the damaging effects of hunger and food insecurity by feeding 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 daily** over 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 also 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.**

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 for the need 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.

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.



Tetiana, a mother of two, fled Ukraine after her home city of Mariupol fell to Russian forces.

Arriving in Ottawa, she learned about the Food Services Training Program. Since graduating, she has worked at Chef Ric's.

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

FOOD SERVICES TRAINING PROGRAM



42
graduates

37
graduates
employed at
graduation

268
graduates
since 2004

88%
of graduates
employed in the
food industry
at graduation



Why I turned to The Mission for help...



Andre, a senior grappling with a heart condition and memory loss, found himself in our shelter.

After working with his case manager, he secured an affordable one-bedroom apartment he is now proud to call home.

“When someone treats you with kindness, it makes all the difference in the world. The Ottawa Mission saved my neck; I want to thank God for The Mission.”



Richard has relied on The Ottawa Mission for years in various ways, but Discovery University may be the most special.

Duties on his family farm meant he never got the opportunity to study at a post-secondary level, until he enrolled in DU.

“Those courses deepened my intellectual understanding and were for the benefit of my soul. I don’t know where I’d be without The Mission.”



After a series of health issues and complications at a retirement residence, **Suzanne** was left homeless and staying at our sister shelter.

She eventually transferred to our Hospice to accommodate her increased care needs.

“People need to be treated with compassion. It’s so nice here, so well kept. The staff here are angels. They look after everything.”



John grew up in a household suffering from mental illness and alcoholism that saw him eventually face similar addiction struggles.

On his recovery journey, he joined our abstinence-based Stabilization program, where we also helped him find subsidized housing and employment.

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

2022–2023 OUTCOMES + IMPACT

HOUSING SERVICES



91

clients successfully housed

63

clients diverted to alternate housing

1,007

unique clients served by case managers

20

Second Stage participants

CLIENT SERVICES



73

MCA Ottawa Stepping Stones Learning Centre students

47

Discovery University grads

25

clients helped with resums

277

clients served by Client Services case management

HEALTH SERVICES



37

new Hospice admissions

14,739

DYMON Health Clinic patient consults

50

Ophthalmology and Optometry Clinic consults

593

dental care patient visits

ADDICTION & TRAUMA SERVICES



30

Hope Program graduates

34

Stabilization graduates

10

LifeHouse graduates

39

clients moved into housing at the end of treatment



Why I support The Mission... PAUL

Paul was an everyday Ottawa Valley blue collar guy. While Paul was a cheerful sort, his life was far from easy. It was at an early age that Paul began to drink, and soon Paul's habit became an addiction. 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.

Paul lost just about everything, and at 55, he turned to The Ottawa Mission for food, shelter, and hope, entering The Mission's addiction and trauma services live-in treatment program.

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, acquiring a bed at our *Diane Morrison Hospice*. 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 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.

about The Ottawa Mission

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

In 2022–2023, The Mission provided emergency shelter to an average of **177 people every night** and served an average of **2,898 meals every day**.

The Mission also provides primary, dental, and eye care services, mental health and addictions treatment programs, hospice care, housing services, educational and employment support, job training, spiritual care, and clothing to thousands of people in need.

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Visit ottawamission.com to learn more.

