



IMPACT REPORT

2023-2024



Welcome to our Annual Impact Report

As a cost of living crisis has continued to unfold across Canada over the past year, we've seen a correlating increase in need here at The Ottawa Mission. Add to that an influx of newcomers, who, lacking support upon arriving in Canada, were left not only seeking asylum but also the basic necessities of food and shelter as they found their way to our door. What resulted was another year in which we served more meals than ever before and all of our shelter beds, sleeping mats, and many of our waiting room chairs were occupied overnight.

In response to these new challenges, we adapted and expanded our services to meet these growing needs and better serve our clients, including:

- **Enhancing our Food Services Training Program.**
We expanded the FSTP in multiple ways: thanks to Chef Ric's added space and resources, we graduated a record 72 students over the past year. We also launched our student mentorship program, giving our students another layer of support.
- **Helping the Helpers.**
We added an important new position: our *Manager of Clinical Services* role is dedicated to supporting our own support staff. Post-incident debriefs and training on how to safely and sustainably provide trauma-informed care help our staff do their jobs sustainably.
- **Expanding our Health Clinics.**
Our new Vascular Clinic ran once each month throughout the past year, where Dr. Jetty and Dr. Malnis from *The Ottawa Hospital's Vascular Surgery Department* provided foot and leg assessments and treatment on-site.
- **Growing our Food Truck Program.**
As more people grapple with hunger and food insecurity, we're now stopping in 38 locations across Ottawa to hand out meals to low income and underserved communities. We also partnered with *Monfort Renaissance* to open a kitchen designated for our food truck program, where we prepare meals before our trucks hit the road.
- **Working Towards Reconciliation.**
We released a public statement of accountability to our community of our commitment to walk the path of *Reconciliation* to ensure that Indigenous community members feel welcome in our shelter and that we can respond to their needs.

**“The Lord is faithful and helps those in trouble,
He lifts those who have fallen and
gives them food when they need it.**

**God is merciful and near to those
who sincerely call to Him for help.”**

PSALM 146:6-8

As new populations have come to depend on help from The Ottawa Mission, we're only able to adapt and meet the need because of you. Your support is helping so many people across our entire city, and for that, we thank you.



Peter Saunders
CHAIR, BOARD OF DIRECTORS,
THE OTTAWA MISSION



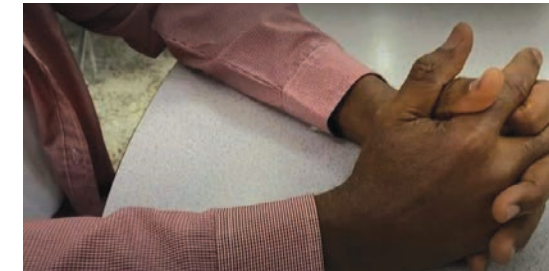
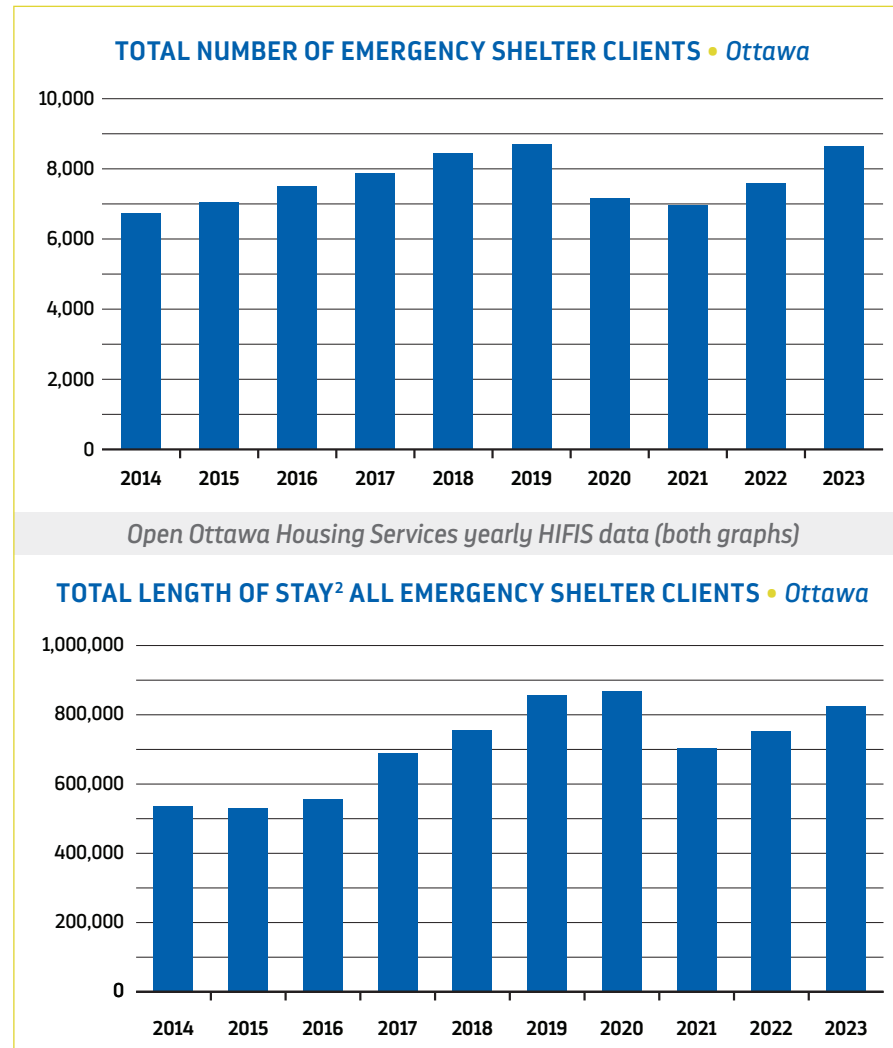
Peter Tilley
CEO,
THE OTTAWA MISSION

MEETING THE NEED

In a period of unprecedented challenges for our community, The Mission continues to meet the needs of increasing numbers of vulnerable people.

Over four years after City Council declared a homelessness emergency in Ottawa, after a brief decline, homelessness has returned to catastrophic levels, with even more people living in shelters and encampments.

The chronic lack of affordable and supportive housing, post-pandemic mental health distress, substance use, job loss, and continuing high inflation for essentials such as food and rent, have pushed The Mission's capacity to cope to the limit. This meant all emergency shelter beds and mats laid down on our chapel floor this past year were full.

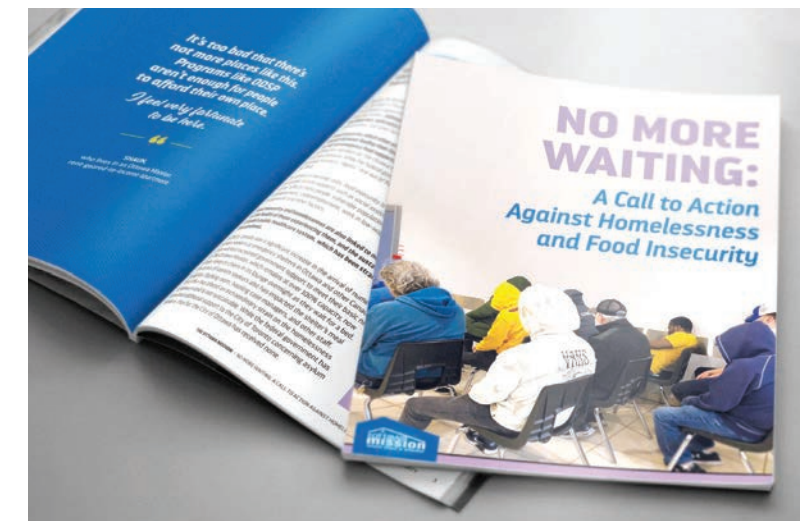


Many refugees report receiving no government support and turning to us for necessities, since many organizations that deal with refugees are also at overcapacity. In November 2023, The Mission wrote to the federal *Ministers of Housing and Immigration* to express our concern, noting the severity of homelessness in Ottawa and also that the City cannot solve this problem on its own.

We urged the federal government to come forward with immediate supports for refugee claimants in Ottawa similar to what was provided in Toronto. Unfortunately, the 2024 federal budget contained no additional provisions for supporting refugees.

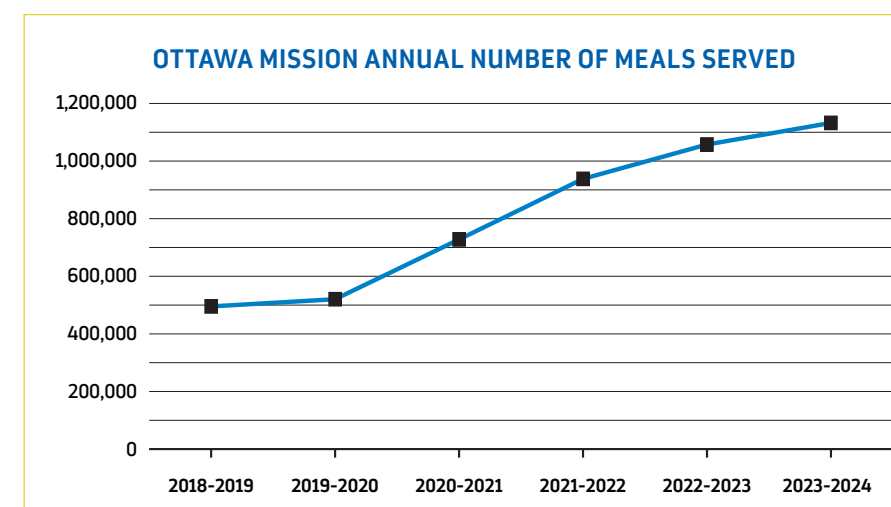
This spring, we issued a report outlining record levels of homelessness and hunger, which has been called the housing-food insecurity nexus, and urged all levels of government to address this.

No More Waiting: A Call to Action Against Homelessness and Food Insecurity, available at: ottawamission.com/homelessness-and-food-insecurity



In the summer of 2023, the number of asylum seekers arriving at The Mission increased significantly. By October, the number of refugees occupying our shelter beds was at an all-time high of 61%. This declined beginning in the fall with the opening of temporary emergency shelters for refugees by the City of Ottawa, and fell to a low of 33% in January 2024, but by that spring, it had increased to 45%. As a result, over the past fiscal year, given the lack of available emergency dorm beds and chapel mats (and no beds elsewhere since all shelters in Ottawa are full), on average, 27 people slept on chairs in our lounge each night, and 48 individuals were turned away.¹

The influx of asylum seekers has had other impacts. For example, housing workers, who normally work to find housing for clients, are busy helping newcomers navigate registering as refugees. The need for winter clothing and footwear also increased significantly, diverting funds to purchase these essential supplies. And our meal numbers, which doubled during the pandemic and topped over one million last year, climbed even higher to over 1.1 million this year.



In the wake of this overwhelming need, your support helps vulnerable people to reclaim their lives.

On behalf of our clients,
thank you.



more than a shelter

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.



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, clothing, and housing



HEALTH SERVICES
including primary, dental, eye, and palliative care



ADDICTION & TRAUMA SERVICES
including day programs, stabilization and live-in treatments



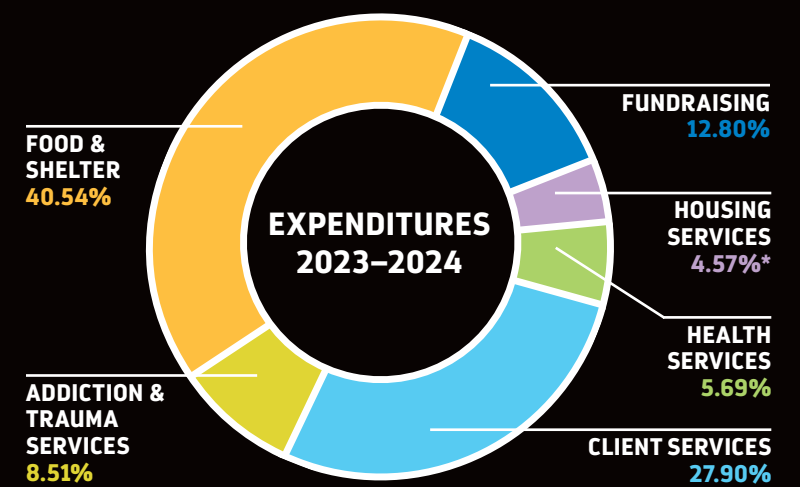
FUNDRAISING
making all our services possible

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

Our direct costs are categorized based on program outputs and are grouped into 6 main categories as displayed in this pie chart.

These costs also include volunteer services, community engagement, and a full-time chaplaincy department and are allocated to programs based on estimated time spent on each.

Further information is available at ottawamission.com/foundation-reports-and-impact/



*While the housing department comprises 4.57% of the OM's overall budget, case management services, which includes finding housing for clients, are spread across different departments such as housing, client services, and health services.

FOOD

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



From our shelter, Chef Ric's, and food truck kitchens, our 42 full-time and 24 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 1,132,000 meals without the incredible support of partners (listed on pages 32–33), for which we're very grateful.



FOCUS

As food insecurity continues to grow, so too does our meal count

An alarming trend continued over the past year, as we set another all-time high for meals served across our Food Services programs.

A 2024 report³ stated that almost **23% of Canadians are now food insecure**, representing almost **8.7 million people** in 2023, which is a significant jump from 6.9 million in 2022.

As more and more people struggle to make ends meet in our community, they're turning to our food programs for help. This growing need has spurred further growth in our food truck program, with our trucks serving almost 8,000 warm, nourishing meals a week at 38 locations across the city.

After receiving a meal at a food truck stop in Overbrook, Helen, a senior with mobility issues told us: **"Oh, this is absolutely essential for me. Especially in the last two weeks of each month. I'm on ODSP, and it was tough for me to even pay for my hydro bill this past winter."**



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

Kenzie is a young man who turned his life around, thanks in part to our Food Services Training Program (FSTP). Experimenting with cannabis caused Kenzie to experience psychosis, which led to homelessness.

As he worked to reclaim his health and independence, Kenzie was accepted into the FSTP.

At his graduation ceremony, Chef Ric proudly offered Kenzie a job with The Ottawa Mission in our food truck program, where he worked cooking and serving meals handed out in underserved communities across Ottawa.

Kenzie found himself in a position where he could help others, some in similar situations to where he was, not all that long ago.

"It can be challenging at times, but it's also therapeutic. Being able to channel my new skills and energy towards cooking and serving meals, and giving back... I love it."



Why I partner with The Mission... GLOUCESTER EMERGENCY FOOD CUPBOARD

To find and serve the many pockets of hunger across our city with our food trucks, we partner with organizations local to those communities.

One of those partners is the Gloucester Emergency Food Cupboard (GEFC). The GEFC runs a food bank to provide up to 3,600 area residents a year with emergency food. Our food truck also stops by once a week, handing out cooked meals.

About the value of the food trucks, Erin with GEFC shares: **"I know the food trucks make a difference to a lot of people. They depend on it."**

Erin shares that those lining up for these meals include seniors, single adults with disabilities, newcomers, and unhoused people living day-to-day in nearby motels.

While waiting in line for a meal, a food truck client shared: **"We need this, especially in the winter months. This meal ensures I don't go hungry today."**

2023–2024 OUTCOMES + IMPACT

1,132,470
meals served over
the fiscal year

410,235
meals served from
the food truck
over the fiscal year

7,889
average number of
food truck meals
served per week

3,103
average number of
meals served daily

78,125
grocery bags
handed out

38
food truck stops

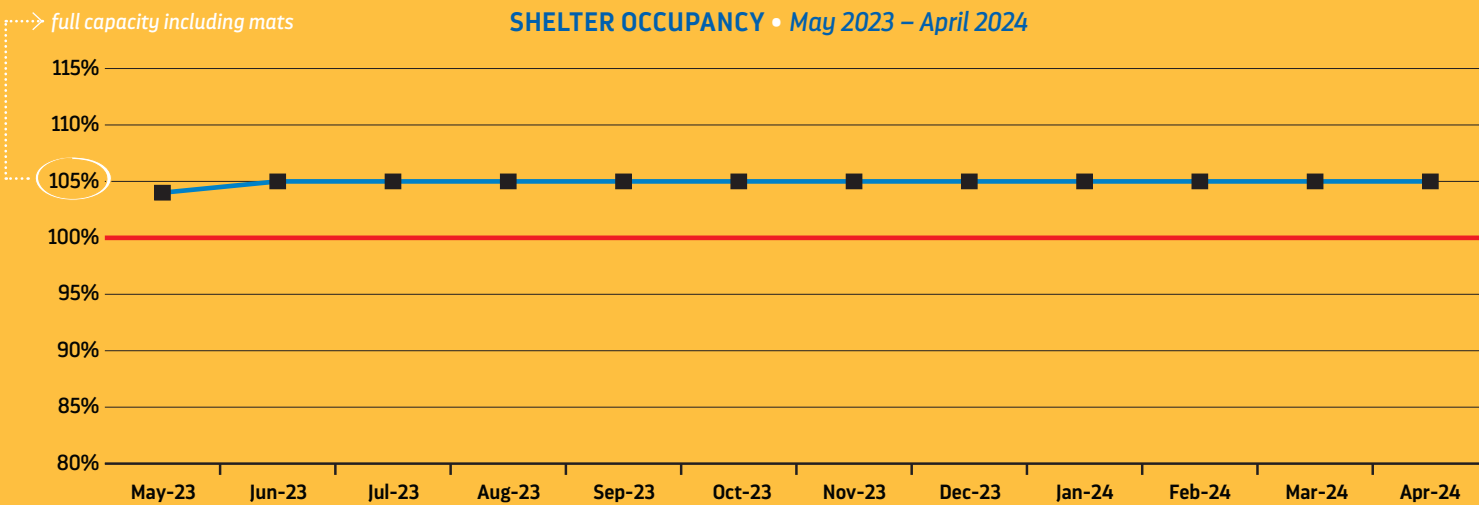
SHELTER

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



Our frontline team of 20 full-time and 30 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

Practicing self-care within our Frontline team and throughout our shelter

Every day, our shelter staff offer crucial support to our clients in need. **But who helps the helpers?**

Laura, our Manager of Clinic Services, ensures staff receive the care **they** need.

If any Ottawa Mission staff need help navigating occasionally stressful workdays, Laura is available for support. And with over 10 years of social work experience across our programs, she is well-suited for her role.

She'll meet with staff as-and-when needed for post-incident debriefs and provide training and guidance on how we can provide trauma-informed care for clients and set healthy boundaries.

"We've always worked with people who are facing challenges in their life, but recognize that staff are dealing with more critical incidents than ever before, having to be present on some people's worst days. The work we do here is rewarding, but it's not easy."



Why I work for The Mission... FRONTLINE TEAM

While on-shift and sitting behind The Mission's front desk, Frontline's Leo, Dom, Hegmann, and Calysta offer some insight into their roles.

"We aim to provide a safe environment for everyone... our protocols help keep everyone safe; especially those who are seeking treatment through our programs."

After cracking a joke with a client, Leo shares: ***"We work to build up a rapport, show clients that we're here to help them, here to talk to them, and encourage them to use The Mission services that help them move on from the shelter permanently."***

Frontline staff have many daily interactions with guests to help nurture that trust. They hand out toiletries and new clothing. They distribute lunches to-go, and warm up after-hour dinners for clients who leave for work each day. **(Ten percent of people who live in emergency shelters in Ottawa are employed, but cannot afford the city's sky-high rents.)**

While Leo and Hegmann explain all of this, Dom is leaning over the front desk, quietly cleaning and bandaging a cut on a guest's arm.

Dom recalls the time when she rushed outside to help a man who had fallen in the street. He appeared disoriented and had a deep gash on his head; it was serious enough that she knew to call for an ambulance.

Days later, the injured man returned and sought Dom out. He explained that he had actually overdosed and might not have made it, had she not treated him and called for the paramedics. He handed her a photo of himself with some smiling children. Written on the back:

"Thank you for saving my life and giving me another chance to be there for my kids."

While this interaction stands out to Dom and helps reinforce why she and her Frontline colleagues value their roles here at The Mission, they're also content with the sometimes thankless nature of their job. Leo sums it up: ***"A positive client story for us is as simple as them leaving after being helped to find housing, a job, or something like that and we just never see or hear from them again."***

2023-2024 OUTCOMES + IMPACT

1,549

unique individuals sheltered annually

187

individuals sheltered nightly on average

239

individuals sheltered nightly on average in all programs

100%

of overflow night mats occupied

105%

shelter occupancy rate

HOUSING

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

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 people on their housing journey**, including the one-on-one support they need to either find new housing or to stay in their existing homes.

Diversion & Placement

When clients first arrive, we work with them to explore immediate alternative housing arrangements, helping them access the resources needed to secure more permanent housing.

If no alternative housing is available, we provide case management support to ensure clients 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 have access to different community resources 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 are supported in 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 are part of the programs we offer. Additional support (e.g., counselling) for people living in these properties is available upon request.

FOCUS

Client support doesn't end after housing

For those who've been unhoused for many months or years, getting the keys to a new home can be exciting, yet overwhelming.

At The Mission, we ensure that our clients have access to continued support after they move into a place of their own.

What does this look like?

For clients placed into Mission-owned housing, our Coordinator of Housing Services maintains an indefinite continuity of care. This includes help with moving, sourcing furniture, locating nearby services, routinely checking in to ensure all is well, and providing any additional support.

When we help clients move into non-Mission-owned supportive housing, we connect them with a City of Ottawa-funded housing case manager.

Together with these other agencies, we strive to ensure that our clients have and keep housing that is safe, accessible, and appropriate for their needs.



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

Due to the legacy of residential schools, a disproportionate number of Indigenous people access our programs and services, and James was one of them. He persevered in life and had a great 25-year career as a waste collection operator. But when the pandemic hit, he was unexpectedly out of work. Soon after, he couldn't afford his rent and turned to us for shelter. Our client services and housing staff eventually helped him find a safe and affordable apartment.

While at The Mission, James saw an opportunity to help our staff better connect with Indigenous clients.

Now, he returns to the shelter to perform smudging ceremonies: **a meaningful and important spiritual touchstone of Indigenous culture that helps us foster a more inclusive and welcoming environment.**

"This is my calling... this is what I've always wanted to do: help others."



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

"I had a problem in my country, people wanted to hurt, maybe kill me."

Ibrahim knew he had to flee Uganda. As a former driver for a politician who had gone into hiding, he had been targeted and assaulted.

Seeking safety, he arrived in Canada to claim political asylum; but it wasn't exactly a smooth process. With a deficit of help to initially receive him, he ended up on the street before he eventually found us.

Ibrahim goes on to warmly recount how he was sheltered, clothed, and fed "breakfast, lunch, and dinner..." using his fingers to keep track of the meals as he lists them off with a smile.

"And of course, Mr. Shad with The Mission helped me find housing."

Today, Ibrahim is a cook, working hard to obtain his permanent resident status, reunite with his family, and one day, give back to The Ottawa Mission.

2023-2024 OUTCOMES + IMPACT

270

clients successfully housed⁴

49

clients diverted to alternative accommodations⁵

1,014

unique clients served by housing case managers

28

Second Stage participants

51

Veterans received case management support

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 resume writing, 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.

FOCUS

Expanding and moving our English Club

English Club started in 2022 to help clients learn English as a second language. Our on-staff teacher Kathy saw the need for such a program within our shelter demographic, and started running lessons out of our MCA Ottawa Stepping Stones Learning Centre (SSLC) classroom.

Delivered in 3-month modules, clients can drop in for English lessons, working their way from the basics of ABCs, counting, and grammar, to practical lessons including understanding directions, describing feelings and emotions, and practicing basic conversational cues.

This year, due to a growing need and limited space inside our SSLC classroom, we partnered with the John Howard Society and moved English Club into one of their larger classrooms.

Through this partnership, we can give more clients the English lessons they need to help them prepare for official language tests, employment opportunities, and general day-to-day life in Canada.

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, and coping strategies.

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.



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

An influx of newcomers with no other option but to stay at The Mission, has seen 'English Club' fill up at our MCA Ottawa Stepping Stones Learning Centre, where Guillaume and others join our teacher Kathy to work on their English.

The classroom is lively, where laughter and smiles are a universal language.

"We're all from different countries, but we're like family. I've made new friendships here and it's touched my heart."

Students are keen to learn, not only to better integrate into Canadian life, but to prepare for immigration-related language tests and create employment opportunities. Guillaume eventually found a warehouse job and we're happy to share that he's moved into a place of his own!

"I feel fortunate that services like The Mission were available to help me."



Why I partner with The Mission...
SABRINA

For several reasons, including mental health conditions, it may be challenging to find some of our clients long-term housing. That's where our partnership with the Canadian Mental Health Association (CMHA) Ottawa comes into play.

We refer the CMHA's outreach workers to these long-term Mission clients. Outreach workers like Sabrina. Sabrina's main objective at first is to engage with her referrals and make a connection. Along the way, her role is fluid: she'll work to build some common ground and trust while ensuring clients' primary needs are met.

Once they're ready, suitable housing is found. But that's only the start of a new journey.

"Getting those keys to a place can be overwhelming. We help our clients transition by continuing to work with them once they're housed, providing support to better ensure that they remain housed."

2023-2024 OUTCOMES + IMPACT

EMPLOYMENT SUPPORT

105
clients helped with resumes⁶

43
clients helped with job searches⁷

47
clients provided with employment referrals⁸

EDUCATION

71
MCA Ottawa Stepping Stones Learning Centre students

2
high school graduates

1
college graduate

72
Discovery University graduates⁹

MENTAL HEALTH SERVICES

15
clients engaged in CMHA-Transitional Case Management

62
clients referred to The Royal

CASE MANAGEMENT

267
unique clients served by Client Services Case Management

FSTP

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

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 unpaid placement in kitchens at many establishments throughout the city. Graduates of the program are employed all over the city.

FOCUS

Adding even more support for our students via our new Mentorship Program

As our FSTP class sizes have grown, we continue to add elements that ensure all of our students are best set up for success. This includes the implementation of our new Mentorship Program, run within each FSTP cohort.

Now, when an FSTP class graduates, we offer select outgoing students the opportunity to become a mentor for an incoming student. They are paid an honorarium for their role, and we try our best to pair a mentor with a student who has a similar background or lived experience. **During their student's trial shift, orientation week, and once a week for the first 4 weeks of the program, mentors are on hand to meet with the student, assist them, and altogether help them adapt to the program.**

We're incredibly excited for our Mentorship Program to develop further as we continue to offer more and more people the opportunity to change their lives!



FOUR months TO A FRESH start



Why I turned to The Mission for help...
JEAN CHIRAC

Jean Chirac is a hardworking newcomer to Canada. At the age of 25, a pivotal time in anyone's life, he left his home to start anew in Ottawa.

Faced with uncertainty about his future, he discovered the FSTP through a community agency.

Once accepted, he excelled in the program and soon found a job at a local restaurant.

In particular, Jean Chirac found our program's resume writing and job application training to be extremely beneficial. He plans on using that training to pursue a culinary career with a social service agency.

He wants to give back and support people through food, just like Chef Ric and the FSTP supported him and his fellow classmates. **"To help people find success, some who are volunteering to do so... you have to have a big heart. I feel like I have a special future because of the FSTP."**



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

Launching a career is a daunting task for many young adults. Training costs can be too high, and what if you're unsure about your direction?

Mehal possessed an interest in the food service industry, but couldn't get her start within it. While browsing in search of volunteer opportunities, she found a path forward: the FSTP.

The no-cost and flexible program meant Mehal was able to learn and train alongside chefs, all while working an external job to make ends meet.

"The FSTP has been so beneficial. I've found my passion... Without this program, I'm not sure how I would've broken into the food service industry. It's given me the experience to take that next step."

And it didn't take long for Mehal to take that next step! After graduating from the FSTP as class valedictorian, she was accepted into the *Culinary Management and Nutrition* program at *George Brown College*.

2023-2024 OUTCOMES + IMPACT

3

full-time sessions

72

graduates

54

graduates employed at graduation

342

graduates since 2004

91%

of graduates employed in the food industry at graduation

ADDICTION & TRAUMA

Addiction and Trauma are often linked.

Many sink into addiction to cope with pain from trauma. Our team works with clients 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.

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.

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.

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.

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.



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

“My dream is to work with people on the street who went through stuff like I went through” shares Mike, a recent graduate of our *Stabilization* and *LifeHouse* programs.

A difficult youth involving abuse put him on a long, troubled path of substance use, street life, and struggle. After seeing that some people really cared about his well-being, Mike decided to seek help.

At LifeHouse, his lived experience saw him emerge as a mentor to other clients. **“Because I felt security and respect from the program, I had a safe environment to shed my tears; to share and open up.”**

As part of The Mission's wraparound services, staff helped Mike find and move into an apartment upon completion of the program. Now, he wants to give back and help others the way The Mission helped him.

“LifeHouse has so much to offer to someone who wants to change their life.”



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

Mady is a *UOttawa Criminology* student who completed a field placement with our ATS programs.

“When I came to The Mission, I was a little petrified, as were my family members, because of the stigma surrounding shelters.”

Her hands-on experience and her interactions with our clients made her realize how misguided stigma towards substance users and shelter clients can be.

“You see a lot of negative, degrading labels that try to define them for the rest of their lives. But in working here, you have the chance to see people for who they are, instead of what they've done.”

Preconceived notions had Mady anxious about her placement at The Ottawa Mission, but the kindness and candor she received from clients as they opened up about their struggles, fears, and hopes helped her find her true calling.

“I would love to come back and work here one day. I think I've found my passion.”

2023–2024 OUTCOMES + IMPACT

27

Hope graduates

56

Stabilization graduates

22

LifeHouse graduates

182

Naloxone Kits given out

467

addiction counselling sessions
with community clients

FOCUS

Expanding ATS program offerings to trans men and gender diverse people

According to a 2022 Canada Mortgage and Housing Corporation report, when compared to the general population, transgender and gender non-conforming people in Canada are: **7 times more likely to suffer from substance use, 5 times more likely to have mental health issues, and 2 times more likely to experience severe poverty and homelessness.**

Our ATS staff receive *2SLGBTQI+ Inclusive Practices* training, delivered by *Family Services Ottawa*. This training helps inform our addiction and trauma treatment programs, where we welcome the participation of transgender men. We've also expanded our *Day Program* and *Community Counselling Programs* to welcome non-binary individuals.

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.

DYMON Health Clinic

Our team of health care providers offer medical care to the most vulnerable people in our community. **To reduce barriers, the DYMON Health Clinic is open 7 days a week on a walk-in and be seen basis. It also provides specialized Clinics on-site.**

Valued partners such as *The Ottawa Hospital, Bruyère Hospital, The Royal, and Community Health Care Practitioners* volunteer in the clinic to offer essential services including: Vascular Physicians, Family Medicine, Chiropractor, Infectious Disease Specialists, and Psychiatry.

The **Dental Clinic**, located in the DYMON Health Clinic, is led by Dr. Harle and a Dental Hygienist, and supported by a number of volunteers from the dentistry community. Together, they provide preventative and restorative dental care at no cost to the homeless and at-risk population.

The **Eye Clinic**, led by Dr. Maberley at The Ottawa Hospital and supported by other Ophthalmologists, consult with our clients and treat eye health problems and illnesses. The Eye Clinic team also consists of a 3rd partner at *Essilor* who provide our clients with prescriptive eye glasses and readers, at no cost.

Diane Morrison Hospice

The **Diane Morrison Hospice provides chronic and terminal palliative care to those that are homeless and at risk of homelessness, frail, and need support.**

The Hospice team comprises three main partners:

- *Ottawa Inner City Health*, who provide nursing and medical care;
- *Carefor Home and Community Services*, who offer Client Care Workers
- *The Ottawa Mission*, who support people with Spiritual Care, Volunteer Services, Housekeeping Services, within a setting that is safe, compassionate, and dignified.

FOCUS

Adding specialized health clinics to fill even more healthcare gaps

Undiagnosed and untreated illnesses often lead to longer and costlier hospital emergency room visits by those experiencing homelessness.

According to a report released this year, almost all of the homeless patients admitted to hospital came through the emergency room, confirming what experts have long pointed out: there is a severe lack of adequate access to primary care for this population.¹⁰

By offering an array of healthcare services through our DYMON health clinic, we can meet clients where they are, and get them not only the primary care, but the specialized care they need before their condition becomes an emergency.

This year was our first full year running our Vascular Clinic, in partnership with Dr. Jetty and Dr. Malnis from *The Ottawa Hospital's Vascular Surgery Department*. They've joined our numerous other clinics that divert people away from our emergency rooms, and more importantly, provide lifesaving care.



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

Eye care and eye exams are not included in publicly funded healthcare for most people aged 20 to 65.

Siegfried was a newcomer who found himself staying in our shelter. While our team worked to help him find housing, they sent him over to our DYMON health clinic for a checkup. From there, he was seen by Dr. Maberley, our volunteer ophthalmologist who then referred him for cataract surgery at The Ottawa Hospital.

"It's a relief to know that I can find help and treatment here. I visited the Eye Clinic and was referred for surgery. My vision has improved greatly and I can now even read without glasses."

Today, Siegfried has moved on from our shelter and into housing. But he is thankful that he can still return to our health clinic for regular check-ups!



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

Nancy was a beloved long term client in our Diane Morrison Hospice, moving in and out over the years as her chronic health issues improved or flared up.

Hailing from Pond Inlet, Nunavut, Nancy possessed a deep faith and was proud of her culture. She regularly attended our Chapel Service, where she was known to recite the Lord's Prayer in Inuktitut and shout out an enthusiastic **"Hallelujah!"** whenever she felt so inspired.

Her spirited nature wasn't limited to the chapel. She was a lively friend to many staff members and clients, finding joy in singing, dancing, and general celebration. Her sense of humour was contagious and her generosity to freely share with others was observed daily; whether it be a gift to a friend, a hug, a shared cigarette, or a colourful remark.

As she peacefully approached the end of her life, Nancy was surrounded by friends, family, and loved ones within our hospice.

Nancy will be missed by all of us, but never forgotten.

2023-2024 OUTCOMES + IMPACT

HOSPICE

44
new Hospice admissions

19
deaths in Hospice

12
Hospice memorials

DYMON HEALTH CLINIC

3,490
patient encounters¹¹

10,167
Nurse Practitioner admin encounters

796
outreach patient consults¹²

SPECIALTY CLINICS

407
Dental

130
Ophthalmology
& Optometry¹³

175
Family
Medicine¹⁴

30
Vascular¹⁵

58
Infectious
Disease¹⁶

9
Diabetes and
Dietitian¹⁷

420
Chiropractic¹⁸

80
Foot
Care¹⁹

150
STOP
Smoking
Cessation²⁰

31
Mental
Health²¹

6
Audiology

5
Fibro
Scan

7
Minor
Office
Procedure

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 and for setting up spaces for client memorials and student graduations.

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.
- **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

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 both at the downtown shelter and at our offsite buildings.

Services are delivered by 7 full-time staff and a Vehicle Coordinator, 24/7, 7 days a week.

INFORMATION TECHNOLOGY

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







IT staff work closely with our different departments and with Chef Ric's.

VOLUNTEER AND 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
-  sorting donations
-  cleaning
-  tutoring students
-  folding laundry
-  helping with special events



-  supporting Hospice patients
-  supporting food services in The Mission's kitchen and at Chef Ric's

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.



Why I work for The Mission...
MARK

I was born in the late sixties and raised with a wooden spoon in Sudbury, Ontario along with my three younger siblings. Our Mom was Irish Catholic and Dad was English Protestant. Jesus played a bigger role than religion in our household. Love overcame troubles.

I moved to Ottawa in 2006 to co-parent my marvelous son and worked a couple of contract jobs before applying to The Ottawa Mission. At the time I had no knowledge of the shelter and its many services. What I've learned since then has opened my eyes and heart.

Grateful. Nearly fifteen years ago I joined the Housekeeping team where I got to know Mission staff, volunteers, and the ones struggling out there who we try to serve on multiple levels. I then moved to Food Services where I worked as the shipper/receiver and driver for catering events and transporting food donations. *I feel blessed to be with The Ottawa Mission today and all that is done by this faith-based organization to help the poor and hurting.*

Last year I transferred back to the Housekeeping department, where *I help bring some dignity and a bit of cheer to people staying with us at The Diane Morrison Hospice.* It's a long way from Northern Ontario and my youthful pursuit of the arts, but it sure can feel like home.

LOOKING TO THE FUTURE

As we've faced another year of record-high meals and shelter numbers, we're continuously working towards ways to innovate, and address the long-term and systemic factors that contribute to homelessness.

LAUNCHING A MAINTENANCE SERVICES TRAINING PROGRAM

Job training and education are one of the ways to empower those who are experiencing homelessness and provide a path to independence and stability.

Inspired by the success of the *Food Services Training Program (FSTP)*, we are piloting a new *Maintenance Services Training Program (MSTP)*.

This job-training pilot program will launch with 4 students in Fall 2024 and will provide:

- Academic and practical instruction, including modules in:
 - Minor repairs and maintenance in plumbing, electrical, carpentry, dry wall, and painting
 - Fire safety
 - Janitorial services
 - WHMIS
 - General building care
- Soft-skills training
- Internships and support to find employment in the building maintenance and superintendent fields.

A NEW ART PROGRAM TO PROMOTE HEALING



We are pleased to be introducing an exciting **new and unique program designed to provide shelter guests and community clients with a creative outlet that supports their journey towards independence and recovery.**

The Art Program offers art sessions and workshops that cover a variety of mediums and techniques, led by local artists and experts in the field.

In addition to growing their skills, the program will offer clients opportunities to exhibit, sell, or secure commissions for their artwork.

ADVANCING OUR ADVOCACY PROGRAM

Our advocacy program, *Mission Possible*, is dedicated to addressing the systemic factors that contribute to homelessness in our city.

This initiative focuses on creating impactful change through a combination of:

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

It provides another avenue for support for clients at The Mission by ensuring that their voices are properly shared and represented.



ONGOING SUCCESSES:

Mission Possible has already achieved significant milestones, including notable increases in funding for affordable housing by the City of Ottawa and the provincial government.

WALKING THE PATH OF RECONCILIATION

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

We have publicly shared our **Commitment to Truth and Reconciliation** on our website, and over the course of the next couple of years will be working with Indigenous partners and community members in a series of community consultations to ensure that the policies, procedures, programs, and practices of The Ottawa Mission are formulated through an **anti-racism, Reconciliation, and Indigenous cultural safety** lens.

We will also evaluate and report on our **Reconciliation Plan** annually and adjust if needed to **ensure all Indigenous clients, staff, and volunteers feel welcome, safe, and appreciated.**



For asylum seekers arriving in Canada, The Ottawa Mission has become a first stop in the country.



NATALIE VAN ROOY,
CTV NEWS OTTAWA



SPOTLIGHT

Already coping with chronic and record amounts of homelessness, hunger, and other challenges, an influx of asylum seekers with no option but to turn to organizations like The Ottawa Mission stretched our capacity to meet new needs even further.

Over the past year, Canada saw a significant increase in the arrival of asylum seekers at emergency shelters without a related increase in government support to meet their basic needs.

The average nightly occupancy of newcomers in Ottawa's single bed shelter system soared from 99 newcomers per night in 2022, to 233 in 2023. At The Mission, the percentage of newcomers occupying our shelter beds jumped from 9% in May 2023, to a peak of 61% in October 2023.

These additional shelter beds temporarily reduced the number of people sleeping in our waiting room chairs and saw the percentage of newcomers occupying our shelter beds dip from 57% in November 2023, to as low as 33% in January 2024; helping prevent many from sleeping outside in the cold.

However, the percentage of asylum seekers in our shelter beds steadily climbed back up to 45% in April 2024, and the percentage of new intake asylum seekers went from 25% in February, back up to 48% by April; suggesting that more substantial and permanent solutions are needed.

In April 2024, we released a report calling for support from all levels of government to address homelessness and food insecurity, including measures to assist with the influx of newcomers relying on shelter services.

We need funding from the federal government to open a welcoming centre, to open a place when people show up at the airport and identify as a newcomer.



PETER TILLEY,
CEO,
THE OTTAWA MISSION

WE CALLED UPON THE GOVERNMENT OF CANADA TO:

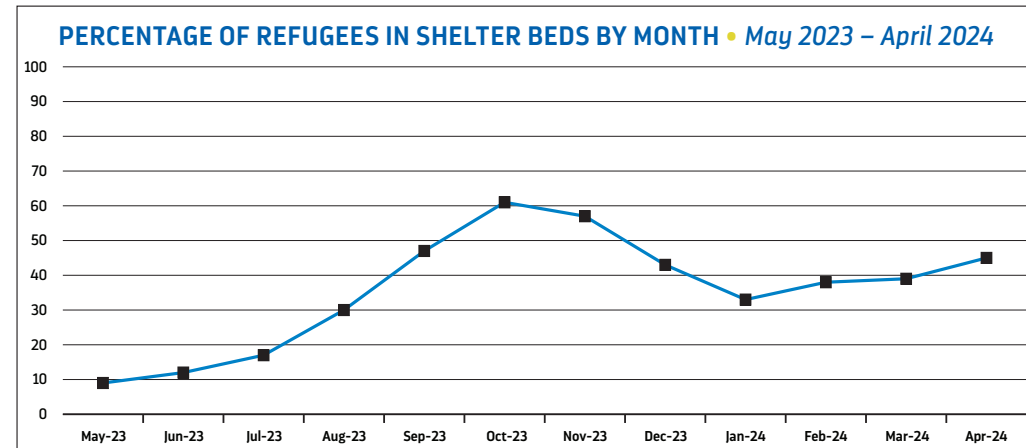
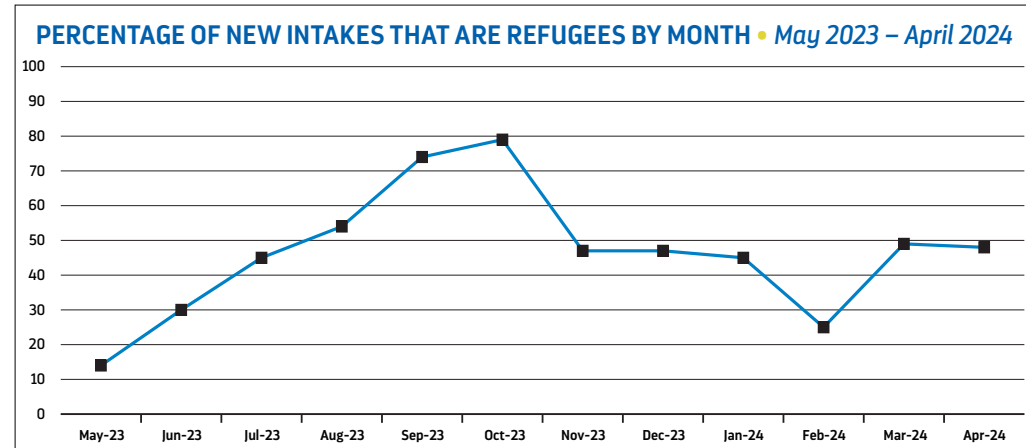
Establish welcome centres to provide information and longer-term supports to new arrivals on how to claim refugee status in Canada

Flow additional funds to Ottawa and other communities currently dealing with significant numbers of new arrivals

With the release of the federal budget in April 2024, the government tabled a welcomed \$6 billion for a *Housing Infrastructure Fund*, but did not table additional funds to help with the influx of asylum seekers in Ottawa.

Without specific solutions geared to the City of Ottawa, increased amounts of newcomers relying on shelter services will likely continue for the foreseeable future.

With unprecedented levels of housing precarity, homelessness, food insecurity and hunger already affecting so many, we appreciate our compassionate donors and partners, who help us to continuously meet this increasing need. We urge all levels of government to continue to work towards solutions.

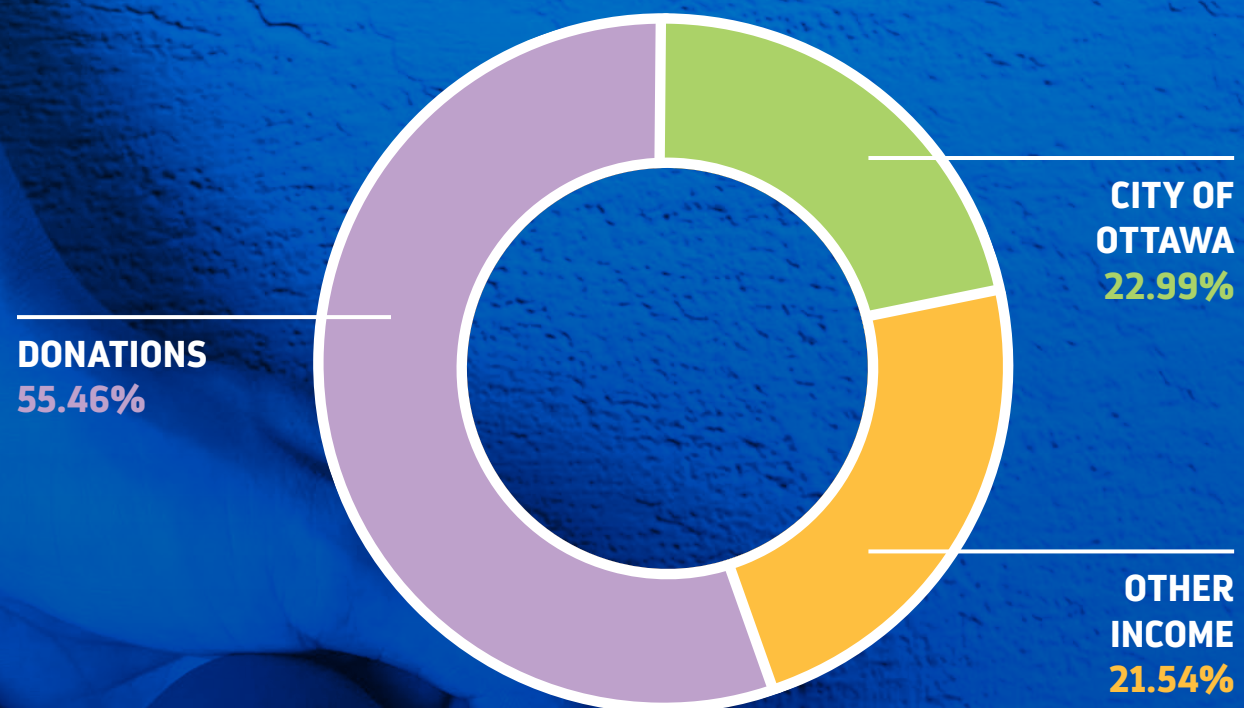


445
Refugees stayed in Shelter beds

29%
of individuals that stayed in shelter beds were Refugees

48
individuals turned away nightly on average due to overcapacity²⁵

27
individuals spend the night in the lounge on average²⁶



Why I support The Mission... **ACTON**

We couldn't offer the transformational programs and supports detailed throughout this report without the help of both our volunteers and our donors. Acton happens to qualify as both.

A long military career saw Acton working in Ottawa on and off throughout the years. It was back during an Ottawa posting in the early '90's that he first volunteered with The Mission — joining a group of coworkers to help serve meals.

After he retired a couple of years ago and settled here in Ottawa, Acton soon came back into the fold as a Mission volunteer. Upon his return, he was encouraged to see just how much The Mission had evolved since his time volunteering in the 90's.

"It's wonderfully enabling here; the programs and staff that help people get their IDs, get their bank accounts set up, all these services that help people get back on their feet, including unique facilities like the health centre and the hospice."

Soon enough, Acton became even more acquainted with the work of our *Diane Morrison Hospice* when he became a regular hospice volunteer.

Part of his duties include bringing meals from our shelter kitchen up to the hospice. To keep the food warm along the way, meals are placed inside a mobile electronic appliance called a warming cabinet. After experiencing the occasional electrical malfunction with the aging appliance, and realizing that fellow hospice staff were having similar issues, Acton decided to purchase and donate a new one to The Mission.

While he downplays his incredible generosity and jokes that he only made the donation to make his volunteer job easier, Acton clearly understands how helpful a little bit of compassion, understanding, and charity can be.

"We're only an arm's reach away from where a client might be. Often, they've led lives quite similar to ours, but a little trip or hiccup knocked them off course. If you can give someone in need a sense of stability and an opportunity to take a step forward, it can make all the difference."



Thank you for helping our clients take that step forward, Acton!



THE ottawa
mission

Thank You

**TO ALL OUR VOLUNTEERS, DONORS,
SUPPORTERS, AND PARTNERS.**

**Together, we're able to provide the
transformational programs and
services that help our clients
lead healthy, independent lives.**



The Ottawa Mission Food Partners

- Abbot Point of Care
- Abell Pest control
- Alan McCafferty
- Algonquin College
- Applied Energy Systems
- Archer Chemicals
- Bacchanalle Catering (Chef Resa Solomon-St. Lewis)
- Barrhaven Food Cupboard
- Bearbrook Farms
- Bernard Grandmaitre
- Beyond the Pale
- Boudreault
- Burnbrae Farms
- Bytown Catering
- ByWard Market
- Canada-Pakistan Association
- Capital City Mission
- Capital Cooler Rentals
- Capital Meat
- Carleton University
- Carsons Community House
- Centre 507 (Rideau)
- Chef Cindy Toffanello
- Chef Jesse Bell
- Chef Matt Eng
- Chef Phil Cameron
- Chef Rony Griffin
- Chef Steph Legari
- City of Ottawa
- Cobbs Bread (Westboro)
- Coconut Lagoon (Chef Joe Thotungal)
- Confederation Court Community House
- Cordon Bleu
- Cornerstone Housing for Women
- Costco (Hunt Club)
- Cote Poultry
- Cupcake Lounge
- Dempsey Community Centre
- Dominion Chalmers United Church
- Donnelly Automotive group
- Dove Tale Collections
- Early Beginnings Daycare
- Eco Fair
- El Camino
- Elizabeth Culvert
- Equipement 3L
- Farm Boy
- Freshco (Bells Corners)
- Gburger (Gitanes Burger)
- Ghislaine Joly
- Global Shapers
- Gloucester Emergency Food Cupboard
- Golden Baguette
- Granite Curling Club
- Gusto TV
- Hazelview properties
- Heartwood House
- Heron Road Emergency Food Center
- HiLiner Foods
- Hometown Sports Grill
- Hope Volleyball
- House of Commons
- IKEA
- Italfoods
- John Howard Society
- Juice Dudez
- KFC Bells Corners
- Lanark County Food Bank (The Hunger Stop)
- Langlois Sound Performance Car and Truck Accessories
- Larga Baffin
- Lepage Manor
- Les Terrasses
- Lionhearts
- Little Caesars
- Loblaws (Isabella)
- Loblaws (Kanata Centrum)
- Loblaws (Rideau)
- Lowertown Community Resource Centre
- Macdonald Manor
- Maverick's Donuts (Bank street)
- Maverick's Donuts (ByWard Market)
- Michael Northcote Professional Corporation
- Michele Heights Community House
- Morrison Gardens
- My Catering Group
- Nando's (Merivale)
- Orleans Fresh Fruit
- Ottawa 67's
- Ottawa Art Gallery (OAG)
- Ottawa Blooms
- Ottawa Bluesfest
- Ottawa Carleton District School Board
- Ottawa CityFolk
- Ottawa Community Housing (OCH)
- Ottawa Food Bank
- Ottawa Jazz Festival
- Ottawa Inner City Health
- Ottawa Public Health
- Ottawa Public Library
- Ottawa RedBlacks
- Ottawa Senators Foundation
- Pasticceria Gelateria Italiana (Chef Joe Calabro)
- Pelican Seafood Market & Grill
- Piggy Market
- Pure Kitchen
- RA Centre
- Regina Towers
- Regionex
- Research Centre
- Resource Center
- Rideau Rockcliffe Community Resource Centre
- Riverstone Retirement
- Residences
- Ronald McDonald House
- Russell Heights Community House
- Saadia Sarkar
- Sai Service Ottawa
- Second Harvest Food Rescue
- Seventh Day Adventist Church (Overbrook)
- Shaw Centre
- Sherwood Deli
- Somerset West Community Health Clinic
- Starbucks
- Sysco
- The Ottawa Hospital (Civic Campus)
- The Senate (Clarence)
- The Senate (Wellington)
- The Wood Source
- Theatre Action
- Uniqlo
- Unitarian House
- University of Ottawa
- Unrefined Olive
- Urbandale Corporations
- Ursula Guy
- Van Lang Community (Westboro)
- Vanier Community Service Center
- Westin Hotel
- Your Independent Grocer (Elmvale)
- Youth Services Bureau



- 1 At The Ottawa Mission, during the night, before anyone is turned anyone away, Frontline staff try to refer them to one of the other shelters if there is availability there. These staff also inform those seeking help of other locations they can sit in such as Center 507. We also encourage these clients to contact 311, so the City may refer them somewhere.

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

- 3 <https://proof.utoronto.ca/2024/new-data-on-household-food-insecurity-in-2023/>

- 4 Number of clients successfully housed includes clients served by Housing Services, Client Services, and ATS programs. Previous years only included Housing Services clients.

- 5 Number of diversions includes clients served by both Housing Services and Client Services programs. Previous years only included Housing Services clients.

- 6 This statistic represents 9 months of data.

- 7 Ibid.

- 8 Ibid.

- 9 This statistic has been updated to include summer semester students, who participate in short interest courses facilitated by the Discovery University Coordinator.

- 10 <https://www.cbc.ca/news/canada/london/homeless-people-stay-sicker-for-longer-and-cost-the-health-system-more-money-data-shows-1.7204674>

- 11 Daily Walk-ins, physical exams, Complex clients seeking primary care, prescriptions, clients with severe Mental Health, blood work, vaccines and immunizations, Telephone encounters.

- 12
 - Approach clients within their environment
 - Engage with the population to offer health services
 - Developing trust with clients that are staying in OICH programs and on the street.

- 13
 - Dr. Maberley from TOH launched the program to help our population in-house. Treating eye health problems, such as dry eye syndrome, eyelid conditions such as blepharitis and styes, cataracts, diabetic eye disease, glaucoma or macular degeneration.
 - Examining the eyesight and prescribing corrective lenses or eye exercises to improve vision and of diagnosing and sometimes treating diseases of the eye

- 14
 - Consulting Physician
 - Complex clients
 - Clients that require procedures

- 15 Dr. Jetty and Dr. Malnis from the TOH vascular surgery department, examine, consult, and treat, our clients on-site.

- 16
 - Clients seen by Dr. Varghese and TOH team
 - Orders bloodwork and x-rays
 - Refer clients to the infectious disease program at the *Queensway Carleton Hospital*.

- 17
 - Diabetes educator registered dietitian and a registered nurse from *Bruyère family Medicine*. Diabetes professionals help clients living with pre-diabetes and diabetes make choices that lead to better control of blood sugar levels, and to a healthy life style.
 - Insulin starts and follow-ups (in partnership with family physicians and specialists)
 - Glucometer training, foot exams, and ongoing support and follow-ups.

- 18
 - Spinal adjustments to increase blood flow
 - Spinal manipulations to relieve pain in your joints and muscles.

- 19
 - Diabetic foot care
 - Comprehensive Foot Assessment
 - Cutting and filling of toe nails
 - Treatment of ingrown nails, thickened nails.

- 20
 - One on one meeting with Nurse Practitioner to support in quitting smoking, quit coaching, offer educational materials.
 - Hand out *Nicorette* patches, inhalers and gums.

- 21 Dr. Moran from *The Royal Ottawa Hospital* does Mental Health assessment and consultations. Metric refers to patient visits.

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

- 23 Ibid.

- 24 Ibid.

- 25 See EN 1.

- 26 Ibid.



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more than a shelter

35



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