



**ALWAYS OPEN  
NEVER CLOSED**

**1906-2020**

**ONE MILLION HOURS  
SUPPORTING OUR  
COMMUNITY**



  
the ottawa  
mission

## OUR CORE PURPOSE

is to reflect Jesus' love in serving the homeless, the hungry and the lost.

## OUR MISSION

is to provide food, shelter, clothing and skills, and offer healing, faith and hope for building a wholesome life.

## OUR VISION

is to become a collaborative leader and innovator in empowering those we serve in transitioning to wholeness.

This report was compiled through the review of archival documents for The Ottawa Mission for all years from 1906–2020<sup>1</sup>, as well as external sources. The Ottawa Mission is grateful to all its Board of Directors since 1906 for their recorded history of our shelter, upon which this history is based.

## ONE MILLION HOURS A GREAT NUMBER FOR AN EVEN GREATER RESPONSIBILITY

On September 20, 1906, a group of Christian business leaders called a public meeting to discuss the idea of opening a shelter in the Byward market area to meet the needs of homeless men camped near the Ottawa River. After much preparation and planning that fall and early winter, the new shelter, a small double frame dwelling on George Street, officially opened on January 10, 1907.

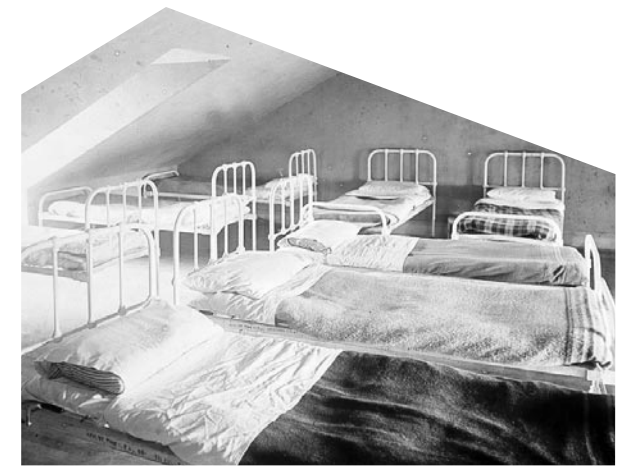
The Ottawa Mission was founded less than 50 years after Confederation. At that time, Canada had a population of approximately 6.5 million people, the majority of whom claim European ancestry from previous immigration. Saskatchewan and Alberta had just become provinces the year before; Newfoundland and Labrador was not yet a province. More than 50% of Canadians lived in rural areas. Neither women nor Indigenous peoples could vote. And the average life expectancy was approximately 50 years. Ottawa had a population of approximately 110,000. Many residents were the descendants of British, Irish and French settlers, Algonquin First Nations members, and small numbers of other populations.

Since that evening in 1906, one million hours have passed.

In September 2020, over 37 million people call Canada home across our ten provinces and three territories. We are one of the most diverse societies in the world, with successive generations immigrating from every corner of the globe to enrich our country. Our bilingual and multicultural character is internationally recognized and respected. Women are recognized as equal to men and have assumed leadership positions in every aspect of society. And although we have much important work to do, we have begun the process of reconciliation with the original inhabitants of this land: our First Nations, Inuit and Métis peoples. More than 80% of us live in cities, and the average lifespan is now over 80 years. Ottawa is home to over one million people from across the world as well as within Canada itself; over one-third of whom can speak both English and French. And our city's First Nations, Inuit and Métis members are our fastest growing communities.

As we mark this unique milestone, it is remarkable and poignant to consider what has changed, and yet, what remains the same about The Ottawa Mission.

In the beginning, we offered the basic necessities of food, clothing and shelter, as well as spiritual care given the Christian foundations of the shelter. Over time, we have evolved into a modern service hub to support those who turn to us for help, including primary health services, hospice care, dental services,



in-shelter mental health, addiction and trauma treatment programs, as well as educational support and job training to thousands in need. Most recently, we have become a housing-focused shelter reflective of our commitment to a home for everyone as a human right.

As the oldest and largest homeless shelter in Ottawa, we have undergone remarkable change to continue to meet the needs of the most vulnerable members of our community. As we have changed, those who turn to us for help have changed as well: both men and women; those from racialized communities, including refugees and new immigrants; those who are First Nations, Inuit and Métis; those who belong to gender and sexual minorities; and those of different faiths, or of no faith.

Over these one million hours, as we have changed, we continue to extend mercy, dignity, compassion and unconditional acceptance to all those seeking aid, solace and comfort. This has been and continues to be our approach underlying our entire history beginning when Canada and Ottawa were young. It has carried us through periods of unprecedented economic upheaval, two world wars, the expansion and then retrenchment of government supports, an opioid crisis, homelessness emergency, and, most recently, a pandemic. Throughout all this, the fact that the Mission's doors have remained open during this time is a tangible demonstration that God is faithful.

# PART 1

## THE BEGINNING: 1906–1929

**In 1861, six years before Confederation,** a census was taken of the lands that were to form the new nation in 1867. At that time, of the 3.2 million people who lived here, 84% lived in a rural area. By 1901, the number had dropped to 63%<sup>2</sup> as more people gravitated to burgeoning towns for work as the second industrial revolution progressed throughout the young country.<sup>3</sup> By 1911, the number had dropped further to 55%.<sup>4</sup> As more people moved to cities, the Canadian economy shifted from an agricultural base to an industrial one which paid workers wages.

Ottawa, the new nation's capital, saw similar growth from 1800–1900 with the arrival of successive waves of European immigrants. The lumber industry grew throughout this time period, as well as the presence of the federal government after Ottawa was declared the capital for the province of Canada in 1858. From 1871 to 1911, Ottawa's population more than doubled, from just over 24,000 people to just under 60,000 people, advancing from the seventh largest municipality to the fourth.<sup>5</sup>

As Ottawa grew, changes in the community became evident, including an increase in homelessness, resulting from urbanization and other factors. For example, in 1900, a fire that started on the Quebec side of the river spread throughout Hull; flying embers brought the flames across the water. In the ensuing blaze, six people were killed, and 40% of the people in Hull and 14% in Ottawa were left homeless. Tent cities emerged; disease claimed further lives there.<sup>6</sup>

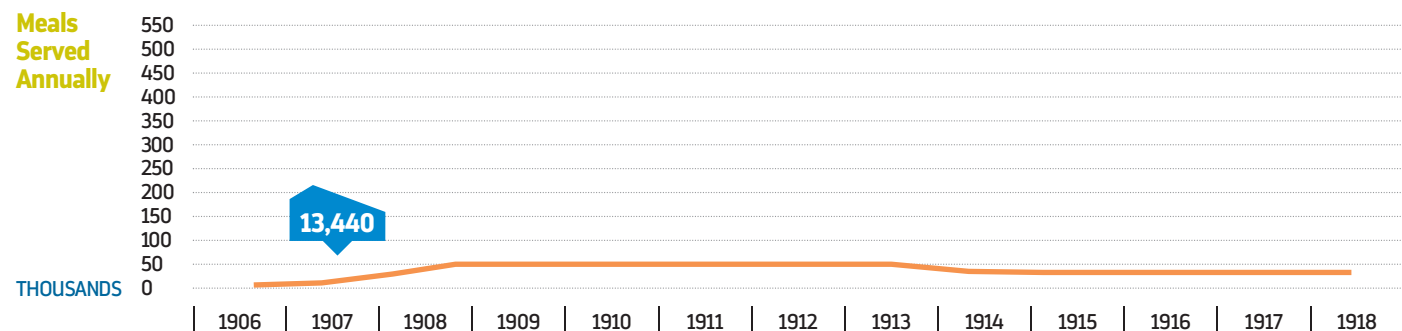
On September 20, 1906, a public meeting was held to discuss opening a shelter for homeless men in the Byward Market area to meet the needs of homeless men camped near the Ottawa River.

At that time, there were no public programs that provided aid to those who had the misfortune to be destitute. They had to rely on charity, or went without.

The first board meeting of The Ottawa Mission, or, as it was then called, the Union Mission for Men, was held on October 26, 1906. Twelve trustees were elected to guide the opening of the new shelter. On January 10, 1907, the Union Mission for Men opened at 73-75 George Street, a small double-frame dwelling. Within six months, in order to meet the need for its services, the shelter was moved to 24 George Street. The original shelter had twelve beds, and during that first year, 13,440 meals were served to those in need.

In 1912, the Mission purchased and renovated a large double stonehouse at the corner of Daly and Waller for \$20,000.

As soldiers returned home from WW1, they encountered scarce employment, a lack of available housing in cities, and high prices for many goods driven up by inflation during the war.<sup>7</sup> Sadly, almost 10,000 Canadians also returned home with "shell shock", now known as post-traumatic stress disorder (PTSD), a mental health condition which was subject to stigma and misunderstanding as "cowardice" and extreme forms of treatment.<sup>8</sup>



### 1906

**In world history:** A U.S. patent is granted to the Wright brothers for "new and useful improvement in Flying Machines."

**In Ottawa Mission history:** A public meeting is held to discuss opening a shelter for homeless men; work begins to open The Mission on George Street.

### 1912

**In world history:** The SS Titanic sinks off the coast of Newfoundland and Labrador.

**In Ottawa Mission history:** The Mission moves to the "Stonehouse" at Daly and Waller. In 1922, a wing was added on the Waller Street side.

*"Let us hope that the public will wake up to the importance of this movement ... By giving publicity to this movement in your valuable paper, you will be helping on a great work in this city."*

*Letter to the Ottawa Journal, September 17, 1906*

*"You must not judge the unfortunate fallen ones too harshly."*

*WG Taylor, Superintendent of the Old Brewery Mission (Montreal), speaking at the founding public meeting of The Old Mission, September 20, 1906*

In 1922 a wing was added on the Waller side for approximately \$15,000. In 1927, an additional story was added to the original stone house at a cost of \$4,000.

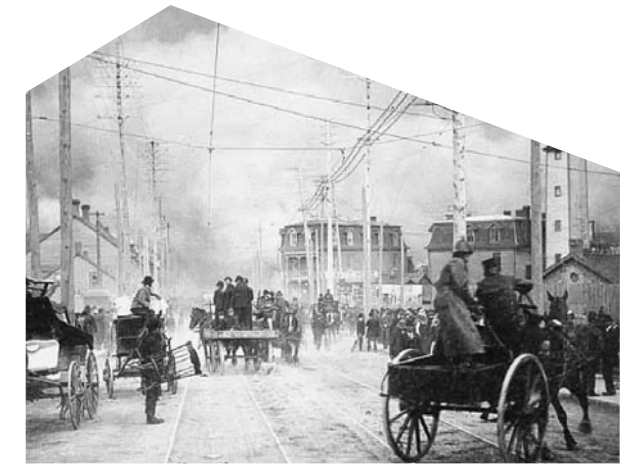
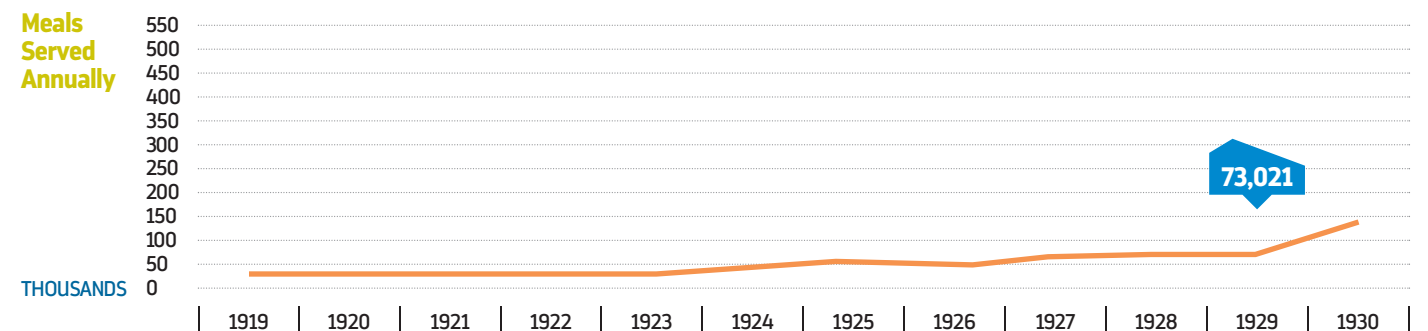
It is worth noting that had these costs been incurred in 2020, the wing on Waller Street would cost over \$222,000, and the additional story to the stonehouse would cost almost \$60,000.

When The Mission was founded in 1906 and for the next 20 years or more, its work was funded entirely by donations. As Ottawa continued to grow,<sup>9</sup> more and more men turned to the shelter for support. For example, the number of meals The Mission provided on an annual basis rose by more than five times from over 13,000 in 1907 to over 73,000 in 1929.

By the mid-1920s, the need was sufficient that it necessitated the shelter asking the city to provide a small operating grant, which enabled the shelter to carry on its work until the beginning of the Great Depression.

*"The Mission at that time was feeling its way in an enterprise for which it had little training and not much experience. What the Mission lacked, Mr. Joad [its first Superintendent] possessed, and under his initiative and experience, a new day dawned on the work .... James Joad spent the next 27 years at the Mission. He was an outstanding ambassador for the shelter. During his tenure, no man was ever turned away the first night he came to the Mission."*

*Behind These Walls: Celebrating One Hundred Years of Changing Lives for the Better, 2006*



Top: Great Fire of Ottawa – Hull, 1900, Library and Archives Canada / Middle: Ottawa Mission dining room. Library and Archives Canada

# PART 2

## THE GREAT TEST: 1930–1945

On October 29, 1929, the New York stock market crashed, ushering in the Great Depression. The global economy contracted sharply,<sup>10</sup> precipitating profound economic and social hardship.

In Canada, major sectors of the economy shrank, profit margins disappeared, and thousands of businesses closed.<sup>11</sup> Personal incomes fell or disappeared altogether. Record business and personal bankruptcies ensued, as well as unprecedented levels of poverty and unemployment,<sup>12</sup> and tens of thousands of men travelled across Canada in search of work and shelter. As a result, the need for The Mission's service rose sharply at the beginning of the severe economic downturn and remained high until World War 2.

For example:

- The number of meals rose from 73,021 in 1929 to 425,662 in 1932, a sixfold increase in three years. This represents almost 2.5 meals for every person living in Ottawa during that year (174,056).
- There was a similar unprecedented increase in transient men seeking shelter at The Mission. Out of 8,767 total individuals seeking shelter in 1938 (double the number in the previous year) 8,767 were transients.

Following its earlier renovations, in 1930 the shelter added further capacity at a cost of \$45,000 (\$697,500 in 2020 dollars). At the request of the city of Ottawa, an annex on York Street was opened in 1932 to accommodate the surge in men needing shelter. When all beds were filled up, men also slept on benches at The Mission.

At the 1931 Annual General Meeting of the shelter, FC Blair, an original charter Board member from 1906, summed up the purpose of The Mission as "Soap, soup and salvation". In that year, the shelter served 202,052 meals, a 46% increase from the year below. Similarly, the number of beds occupied increased by 47% to 72,552 nights, another record for the shelter up until that time.

It is important to remember that social programs to alleviate poverty and unemployment did not exist at the beginning of the Great Depression. "Relief", a rudimentary forerunner of social welfare, was introduced by the federal government in 1930, and the federal Unemployment Insurance Act was not passed until 1940.<sup>13</sup> As such, it fell to charities such as The Ottawa Mission and religious institutions to meet the unprecedented need for services during this period.

### 1932

**In world history:** Franklin Delano Roosevelt elected 32<sup>nd</sup> President of the United States.

**In Ottawa Mission history:** 425,662 meals served at the height of the Great Depression.

### 1935

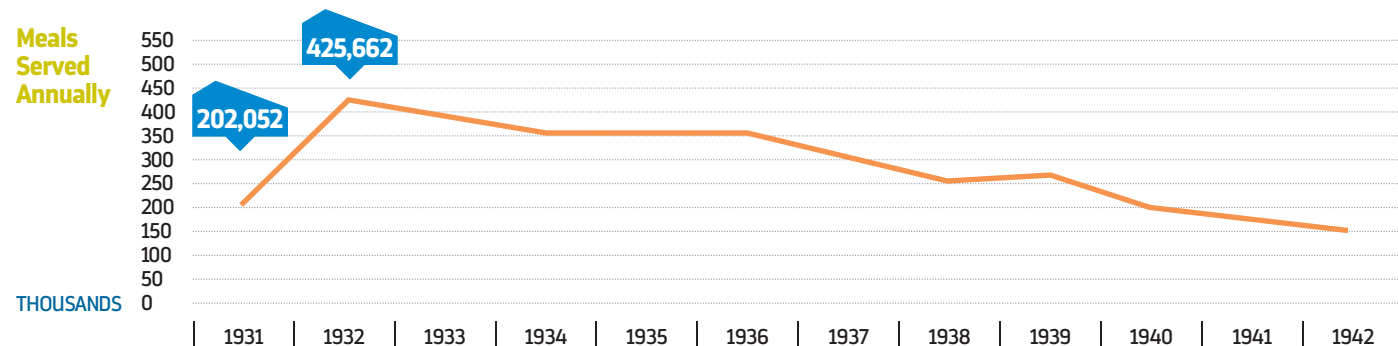
**In Canadian history:** On to Ottawa trek by unemployed men.

**In Ottawa Mission history:** Meal support required: 42 tons of beef; 80 tons of potatoes; 2.8 tons of tea; 8 tons of sugar; 5.5 tons of butter; 51.5 tons of bread; 10,000 gallons of milk, and 15.75 tonnes of fruit and jam.

*"The grant of \$20,000 that the city made to the Union Mission has been a particularly good investment."*

*Mayor JI Allan quote in the Ottawa Journal, January 29, 1932*

*"The Union Mission for Men is carrying on its work with ever-increasing efficiency,' [Ottawa] Mayor Allen declared. "The large gathering present today is only indicative of the great interest Ottawa citizens have in the Mission as a real refuge for men in need, rendering a real community service to the city and they are glad there is such a place to which they can send homeless men, knowing they will get good treatment and food."* Mayor JI Allan quoted in the Ottawa Citizen, January 29, 1932



*"We have cut to the bone. We cannot reduce the meals as men receive but two per day ... We cannot control food or fuel prices."*

*Superintendent FC Blair in a letter to the City, 1938. Quoted in Behind These Walls: Celebrating One Hundred Years of Changing Lives for the Better, 2006*

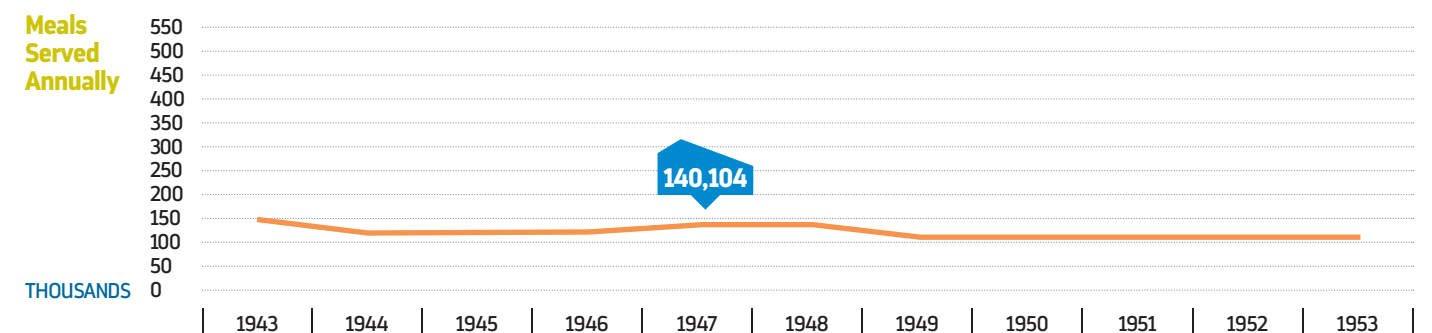
By 1938 the number of men who sought support from The Mission had doubled and the cost of food had increased. The City cut its annual grant to the shelter by 33%, from \$21,000 to \$14,000. The Mission appealed to the City for \$5,000 to absorb its costs through to year-end. Without this support, the shelter would be forced to severely cut its services or close. The City refused.

Ensuing press coverage rallied public sympathy for the shelter, and the City relented and granted additional funds. This coverage cemented the excellent work of the shelter in the public's consciousness during a period of extreme hardship, and humanized those who were homeless.

A year earlier, on February 4, 1937, James Joad, The Mission's superintendent since 1909, passed away. Men and women from all walks of life, including those who lived at The Mission and to whom Joad had devoted his life to serving, were in attendance at his service. In keeping with the tradition of honouring our shelter guests with a memorial service in our chapel, Joad's was held on February 6. Of the hundreds in attendance, many were former and current shelter residents who visibly grieved Joad's passing.

*"Everyone who knew Mr. Joad knew he was a great man. He possessed the elements of greatness. This institution was his monument. He made it. He was its heart and soul. While it did not begin with him, no sooner did he take hold of it than it became a complete success."*

*Canon JF Gorman's tribute to James Joad Evening Citizen, February 8, 1937*



Top: Shelter guests in a common area of the Mission, Library and Archives Canada  
Middle: The Mission kitchen during the Great Depression, Library and Archives Canada  
Bottom: James Joad

# PART 3 PROSPERITY FOR MANY, BUT NOT ALL: 1946–1980

“Give a down and outer a clean bed for the night, a warm breakfast in the morning, a bath, a shave, some clean clothes — give him, in fact an opportunity to look and feel like a decent citizen again, and nine chances out of ten, you have given him a new outlook on life, a new hope for the morrow, a chance to re-establish himself as a useful member of society. This is the job that the Union Mission for Men... has been doing for almost half a century.” *The Ottawa Journal, October 15, 1951*

By the end of the Second World War, Canada’s per capita gross national product (GNP) had more than doubled,<sup>14</sup> significantly increasing personal incomes and sparking the greatest growth the country had known to that date through increased manufacturing to meet the demands of the war effort.<sup>15</sup>

The post-war period further accelerated this economic expansion until the early 1980s, often referred to as the longest sustained boom in history, as Canada’s economy diversified further to include raw exports, manufacturing and the service sector.<sup>16</sup> New industrial jobs spurred substantial migration from rural areas to urban centres, causing largescale housing shortages.<sup>17</sup>

During the war more than one million Canadians and Newfoundlanders fought overseas, and more than 55,000 were wounded.<sup>18</sup> Sadly, many more were hurt psychologically by PTSD: an estimated 25% of all casualties were psychiatric, a figure that was higher among soldiers who fought in prolonged combat.<sup>19</sup>

Thousands of homeless men fought overseas, many of whom ended up at The Mission. The shelter’s clients shifted from young transients to older men who needed a place to call home, as well as men from many different nationalities. Food prices rose dramatically after the war<sup>20</sup> and the Mission struggled with deficit funding for years.

Profound changes in Canadian society, public policy and our economy after the war continued into the 1950s, 1960s and 1970s.

Federal investments in housing were relatively modest before the war, but expanded significantly afterward. Billions of dollars were poured into housing and related support programs for support both private sector and community housing. From 1947 to 1986 there were 253,000 public housing units built across Canada.<sup>21</sup>

As the economy continued its expansion, unemployment remained at record low levels until the early 1950s, gradually rising until the

## 1947

**In Canadian history:** Canada experiences a post-war spike in inflation, and Ottawa experiences a significant increase in the number of transients.

**In Ottawa Mission history:** Increases in the need for emergency shelter and the cost of food push the shelter into deficit.

## 1960

**In Canadian history:** First Nations Peoples given the right to vote.

**In Ottawa Mission history:** Demographic of shelter guests begins to shift during this decade as drug use becomes more prevalent among younger men.

“10,000 more meals had been served at the mission in 1946 than those in 1945. [Superintendent] Mr. Young also sounded a warning that the transient situation in Ottawa had become acute.”

*Evening Citizen, January 24, 1947*

“In 1969, the Le Dain Commission of Inquiry into the Non-Medical Use of Drugs discovered that hundreds of thousands of Canadians were convicted of illicit drug possession with lifetime barriers to personal freedoms. The Commission recommended a gradual withdrawal from criminal sanctions against users and less coercive alternatives to the use of criminal law.”

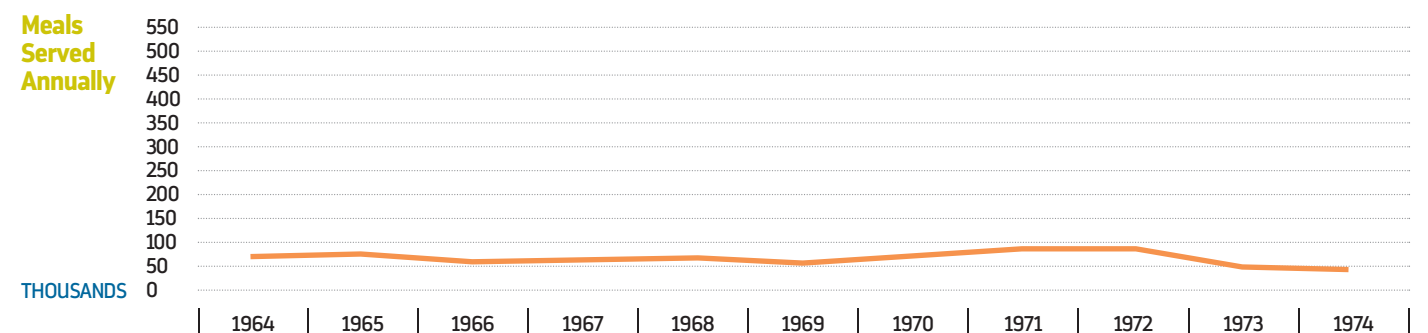
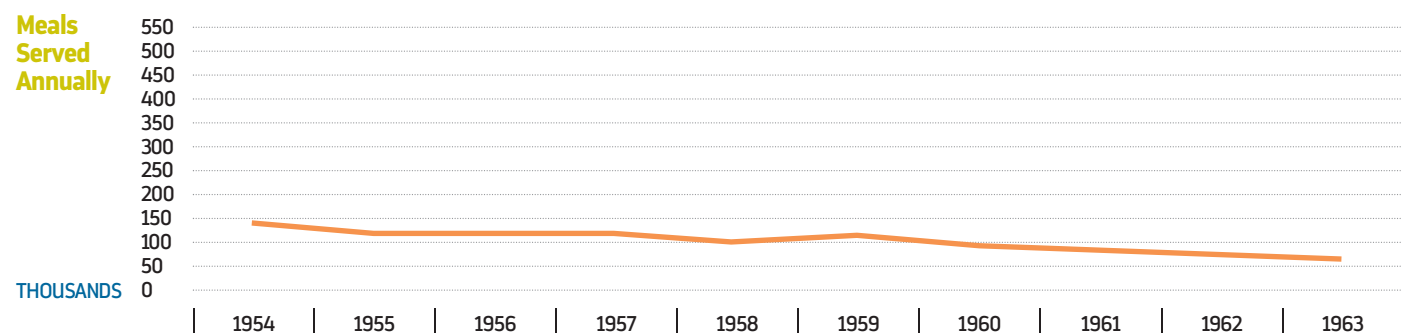
*Canadian Foundation for Drug Policy. Drugs and Drug Policy in Canada: A Brief Review and Commentary, by Diane Riley, November, 1998*

recession of 1973 triggered by an “oil shock” — a dramatic rise in oil prices that produced declines in certain industrial sectors such as auto manufacturing as well as increases in inflation and unemployment.<sup>22</sup>

While the recession precipitated further increases in unemployment, the availability of public housing and other social supports meant that the need for emergency support in the period after WW2 remained at a constant level for decades.

After 1960, changes in Canadian society could be seen at every level as many sectors and populations began to assert their rights, including women, workers, Indigenous populations, Francophones, gender and sexual minorities, and other distinct groups.

Patterns in addiction in the post-war years also changed after the war, and accompanying changes to those who sought help from The Mission. Whereas alcohol was used by older men before the war, with the expansion of the consumption of illicit drugs, by the 1970s shelter residents shifted to include many younger men looking for help to stay off drugs and upgrade their education.



# PART 4

## NEW BEGINNINGS: 1980–1999

As the 1970s came to an end, substantive changes in Canada’s economy, public policy and society continued to shape life in Canada as well as life at The Ottawa Mission.

The recessions of 1980–1982 and 1989–1992 saw significant declines in GDP<sup>23</sup> and sharp increases in unemployment<sup>24</sup> in Canada.

The period from 1980–1999 also saw significant social changes due to developments in Canadian public policy. Up until that time, while homelessness existed, it was not present at the same level as it is today, worsening with each passing decade.

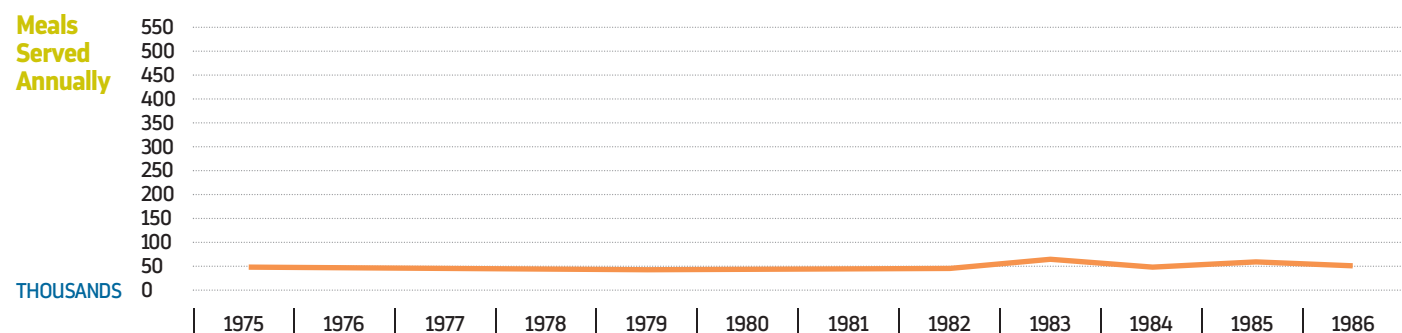
The federal government presence in housing began to recede in 1984 with cutbacks to social housing. In 1993, in reaction to concerns about the federal deficit, federal spending in new housing stopped completely. In 1996, the federal government transferred responsibility for most federal low-income social housing to the provinces.<sup>25,26</sup> At the provincial level in Ontario, social assistance rates were cut by almost 22%. At the same time, rents in Ontario began to rise faster than the rate of inflation, eroding individuals’ ability to access housing<sup>27</sup> just when the number of units of affordable housing was declining due to the withdrawal of the public sector.

Profound societal changes also took place in Canada during this time, including approaches to mental health, addictions, as well as the emergence of the new and deadly condition known as AIDS.

While the criminalization of drug consumption began in the early 1900s (including alcohol in various jurisdictions in Canada from 1901–1948),<sup>28</sup> resources in terms of criminal sanctions were significantly increased in the 1970s and 1980s toward drug prohibition, but did not reduce the demand or supply for illicit drugs. Drug consumption continued to be viewed as a personal moral failing instead of considering the many reasons why people begin to consume harmful illicit drugs. Gradually, that began to change.

Also beginning in the 1970s and continuing over decades was the deinstitutionalization of people who had been confined to psychiatric hospitals into their respective communities across Canada, with the goal of reinvesting funds previously allocated to these institutions into community-based mental health instead. Ten of thousands of people were released; however, many of these funds were not reinvested into community-based resources until later in this process.<sup>29</sup>

Canada recorded its first case of HIV/AIDS in 1982. By 1999, the condition had become the 4th largest cause of death worldwide. The condition ravaged vulnerable communities such as the downtown eastside in Vancouver, with many inhabitants homeless, injection drug users or both.<sup>30</sup> Housing and homelessness were identified as major issues for people living with HIV/AIDS.<sup>31</sup>



### 1990

**In Canadian history:** Meech Lake Accord constitutional amendment expires without being passed.

**In Ottawa Mission history:** The new Mission statement mentions development of a “Lifeskills” program, the forerunner of its new residential addiction treatment and education programs.

### 1992

**In Canadian history:** Bill Clinton elected US President.

**In Ottawa Mission history:** Diane Morrison becomes the shelter’s first female Executive Director; a Christmas Day fire substantially damages the shelter.

*“Substance abuse and mental illness are the main causes of men living at the shelter.”*

1996 Annual Report, 90th anniversary of the shelter

*“Consider alternatives to criminalization and incarceration for people who use drugs and focus criminal justice efforts to those involved in supply. We should increase the focus on public health, prevention, treatment and care as well as on economic, social and cultural strategies.”*

Ban Ki Moon, former UN Secretary-General, quoted in Toronto Public Health’s Discussion Paper: A Public Health Approach to Drugs, 2018

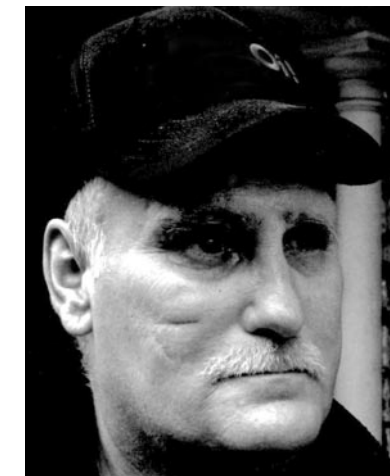
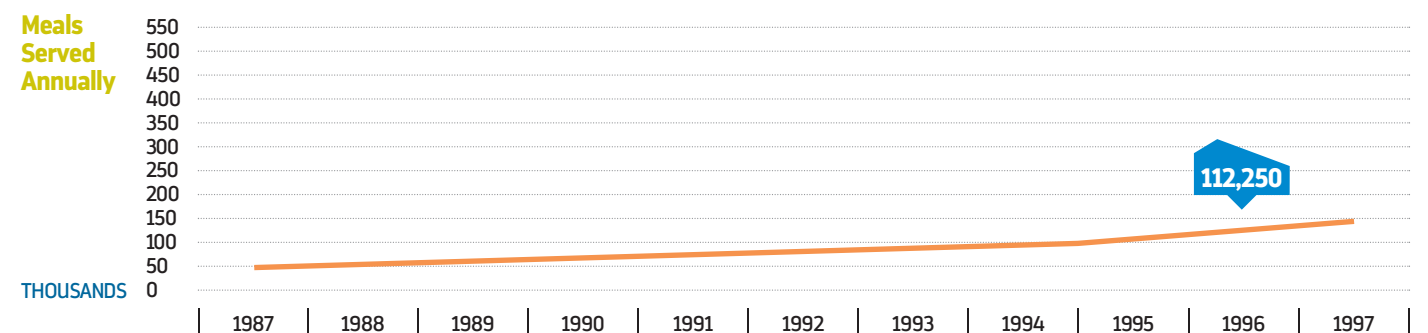
Faced with these challenges, a period of profound change took place at the shelter beginning in the early 1990s. The Board and staff moved beyond the provision of immediate emergency support to examine the broader reasons why people became homeless to begin with and how to best support them to get out of homelessness and maintain their housing and independence.

In 1992, Diane Morrison became the shelter’s first female Executive Director, a role she would occupy for more than 20 years.

On Boxing Day of that year, a fire broke in the shelter in the early morning. Thankfully all the residents and staff made it out, but one section of the building was destroyed. Diane ensured that they had breakfast and were warm on OC Transpo buses parked nearby. Later in the day, she appeared on TV pleading for help. Donations began pouring in, and the City moved quickly to provide the services residents needed.

During the next several years, The Mission embarked on a fundraising strategy to expand programming at The Mission to include wraparound supports as well as emergency services to support the most vulnerable in our community with mercy, dignity, compassion, and unconditional acceptance. Gradually, new services were introduced such as Client Services, which includes housing, education and employment support, as well as Addiction Services, later renamed Addiction and Trauma Services in recognition of the role of trauma in addiction. The Mission’s integrated ATS program includes psychotherapeutic interventions to uncover the roots of addiction in trauma.

One of these programs was The Mission’s home hospice. In 1999, Tim, a long-term shelter resident who was dying of AIDS, said his last wish was to avoid hospitalization and remain with his friends. Mission staff cared for him and he spent his final days at home with his friends at the shelter, dying with dignity surrounded by his friends.



Top: Ottawa Mission Executive Director Diane Morrison, 1992–2013. Middle: Tim, whose death at the shelter in 1999 led to the creation of the Diane Morrison Hospice.

*“The Mission intends to develop and maintain diagnostic capacity in the area of life skills. These include the most basic skills of caring for oneself as well as money management, personal goal-setting, and a range of interrelationship, job-related, communication, and personal/family skills..”*

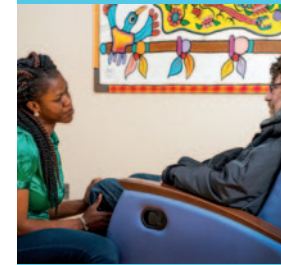
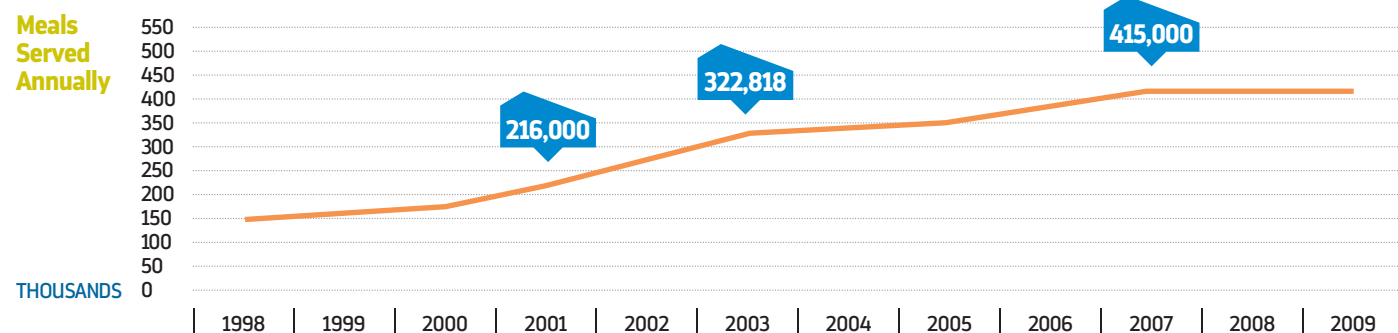
Shelter Mission Statement and Guiding Principles, July 23, 1990

# PART 5

## MORE THAN A SHELTER: 2000–2020

Since 2000, we have undergone a period of unprecedented change and expansion to meet the ever-increasing needs of shelter guests and community members. Significant changes have included the following:

- No one deserves to die alone. Our **Hospice is the oldest and largest within a shelter in North America** and run in partnership with Ottawa Inner City Health. It provides 24-hour palliative care as well as physical and spiritual support with dignity and compassion for those in their final days.
- The **Food Services Training Program (FSTP)** was created by Chef Ric Allen-Watson to provide vulnerable people with the training, skills and confidence to work in this industry and achieve independence. Since 2004, over 90% of applicants have secured employment in the sector. Students pay no costs.
- To further support our clients to rebuild their lives, our **Primary Care** and **volunteer Dental Clinics** were opened in 2007, and have treated thousands of people. The harm reduction **Day Program** was added to Addiction and Trauma Services, which provides group sessions, individual counselling and referrals. The **Hospice** was expanded to 14 beds (and then again to 21 beds in 2016), and client **second stage housing** was secured to offer continuing support.
- To celebrate the **100th anniversary** of The Ottawa Mission, the **“700 stories” Chapel wall** began constructed from clay tiles decorated by the people who live and worship at the shelter. Each tile tells a story as unique and interesting as the person who created it. This special project was completed in 2007.
- **Holland Properties (HPA)** is a non-profit agency created by The Mission to provide **safe, affordable housing** for its tenants. HPA owns two buildings combining market rental apartments with subsidized units available to individuals who have completed Mission programs. These are critically important given the lack of affordable housing in Ottawa.
- In 2015, the Mission identified a need to connect with isolated, long-term shelter guests who were unable to access mental healthcare. In 2016, it partnered with the Canadian Mental Health Association to provide **in-shelter mental health** to these clients, most of whom who have profound barriers to care.
- In keeping with our enhanced emphasis on the root causes of addiction, which often involve trauma, and focusing on reducing the risk of relapse, in 2017, our residential treatment program **LifeHouse was relocated** away from the shelter to an environment more conducive to healing. New programming was also added to support this.
- The Mission **Chaplaincy four doors program** was established in 2018 to provide solace and listening with heart through: 1) the Chaplain’s office; 2) regular Chapel services; 3) spiritual support within ATS; and 4) spiritual comfort to hospice patients, their family, friends and loved ones, as well as staff.
- **Housing Services became a distinct department** in 2019 to enhance our support to those who are homeless or at risk of homelessness as part of our commitment to housing as a human right. To facilitate expanded care to vulnerable community members, we also **expanded our primary and dental care clinics**.
- In 2020, Ottawa City Council declared a **homelessness emergency**, which we strongly supported. **COVID19 was classified as a pandemic**, and we worked quickly to minimize the risk while continuing to deliver essential services. And we partnered with the former **Rideau Bakery** site to **expand the FSTP**.



### 2001

**In world history:** World Trade Centre destroyed.

**In Ottawa Mission history:** Diane Morrison hospice founded.



### 2004

**In world history:** Facebook launched.

**In Ottawa Mission history:** Food Services Training Program established.



### 2006

**In World history:** Twitter launched.

**In Ottawa Mission history:** 100th anniversary. Chapel wall begun.



### 2007

**In world history:** Introduction of the iPhone.

**In Ottawa Mission history:** Primary care/dental clinics open; Day Program and 2nd-stage housing introduced.



### 2009

**In world history:** Barack Obama sworn in as 1st African American President.

**In Ottawa Mission history:** Holland Properties created to provide housing for former clients.



### 2016

**In Canadian history:** The Tragically Hip performs its final concert.

**In Ottawa Mission history:** Partnership with CMHA to provide in-shelter mental health support.



### 2017

**In Canadian history:** Gord Downie of the Tragically Hip dies.

**In Ottawa Mission history:** LifeHouse relocated.



### 2018

**In World history:** Physicist Stephen Hawking dies.

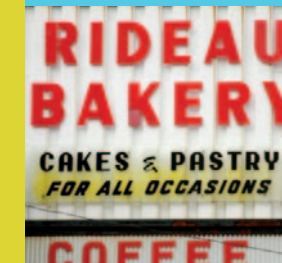
**In Ottawa Mission history:** Expanded chaplaincy services.



### 2019

**In Canadian history:** Toronto Raptors Win 2019 NBA title.

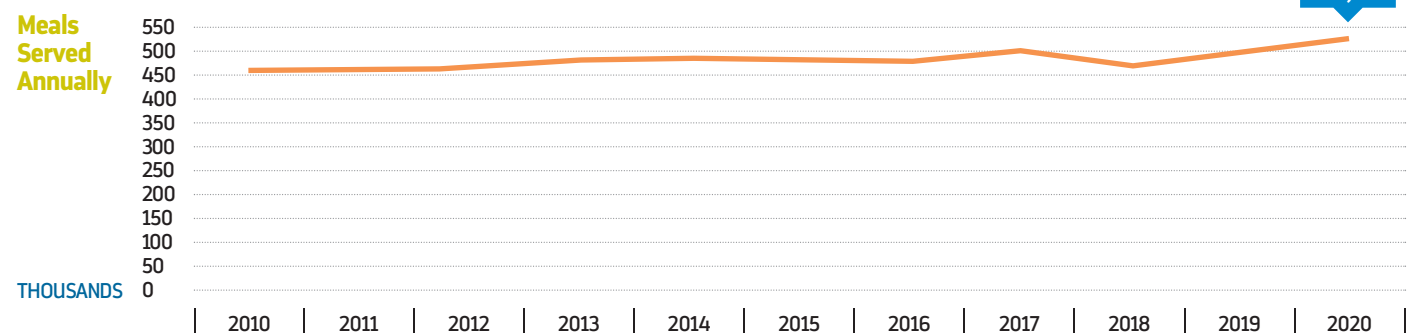
**In Ottawa Mission history:** Expanded primary health and dental clinic opens; new housing department created.



### 2020

**In Canadian history:** Homeless emergency declared in Ottawa; Covid-19 pandemic.

**In Ottawa Mission history:** Advocacy for homelessness emergency; Covid19 response; FSTP expansion within Rideau Bakery.



# CONCLUSION

AS WE REFLECT ON THESE ONE MILLION HOURS that have passed since our inception in 1906, while our approach to supporting the most vulnerable among us has evolved over time, extending both emergency support as well as the tools people need to rebuild their lives, we at The Ottawa Mission remain true to our core purpose to extend mercy, dignity and compassion to all who enter our doors. As we move forward, with God's help, we will remain true to this commitment.

Over One Million Hours,  
The Ottawa Mission has  
served more than  
**18.3**  
MILLION  
MEALS  
to hungry people in need.



# ENDNOTES

1. Archival materials include board reports, annual reports, newspaper articles and other sources. For a small number of annual meal counts, results are based on partial information on a number of months multiplied over an entire year if there are no totals for the entire year available.
2. Statistics Canada. Canadian Megatrends: Canada Goes Urban. Date modified: May 18, 2018.
3. The Canadian Encyclopedia: Industrialization in Canada. Article by Dimitry Anastakis. Published Online February 7, 2006. Last Edited March 14, 2017.
4. See note 2.
5. Ottawa Local Immigration Partnership. The Role of Immigration in Ottawa's Historic Growth and Development: A Multi-City Comparative Analysis of Census and Immigration Data. Article by Robert Vineberg, May 2010.
6. CBC Ottawa: Ottawa's past in pictures: Disasters that shook the city. Last Updated: June 10, 2017.
7. International Encyclopedia of the First World War: Canada, Article by J. L. Granatstein. Version 1.0. Last updated 2 March 2018.
8. Canadian War Museum. Shellshock, no date.
9. From 1911 to 1931, Ottawa's population more than doubled from 60,000 to almost 127,000. See note 2.
10. From 1929 to 1932, worldwide GDP fell by approximately 15%, as compared to less than 1% during the Great Recession of 2008 - 2009. OER Services. History of Western Civilization II: Ch. 27: The Interwar Period. The Great Depression.
11. From 1929-1933, Canada's GDP declined by about 30%. Gross Domestic Product (GDP). The Canadian Encyclopedia. Article by Livio Di Matteo. Published online April 9, 2007. Last edited October 2, 2017.
12. The unemployment rate in Canada was about 30% during the Great Depression and about 20% of Canadians depended on government relief for survival. 1930-1939: Costs and Benefits. Canadian Museum of History.
13. The Canadian Encyclopedia. Welfare State. Article by Allan Moscovitch. Published Online February 7, 2006. Last Edited August 13, 2015.
14. From 1935 to 1945, Canada's per capita GDP rose from \$4,764 to \$9,776.
15. In 1944, Canada's manufacturing sector accounted for 29% of GDP. In the late forties it began its slow decline from just over 27%, reaching between 16 - 17% in the recessions of the early 1980s and 1990s as manufacturing jobs disappeared. Statistics Canada. Canada 150: Manufacturing's share of gross domestic product, 1900 to 2005.
16. Open Text BC. Canadian History Post-Confederation, Chapter 8. The Economy since 1920. 8.15 The Boom Years, the Bust Years (Public Domain).
17. Ingenium — Canada's Museums of Science and Innovation. The Canadian economy and the Second World War. Article by Kristy von Moos Nov 8, 2018.
18. Veterans Affairs Canada. Second World War (1939-1945). Canada's role in the Second World War (no date).
19. The Canadian Encyclopedia. Post-Traumatic Stress Disorder (PTSD) in Canada. Article by Dr. Angelica Staniloiu and Dr. Anthony Feinstein. Published Online February 9, 2017. Last Edited February 9, 2017.
20. In 1947 inflation rose from 5.4% in January to 14.4 by December of that year. Inflation Calculator. 1947 CPI and Inflation Rate for Canada.
21. The Canadian Encyclopedia. Housing and Housing Policy. Article by Ann McAfee. Published Online March 17, 2009. Last Edited March 4, 2015.
22. Ian Muller. Evolving Priorities: Canadian Oil Policy and the United States in the years leading up to the Oil Crisis of 1973. A thesis presented to the University of Waterloo in fulfillment of the thesis requirement for the degree of Master of Arts in History Waterloo, Ontario, Canada, 2008. Statistics Canada Perspectives on Labour and Income, March 2009.
23. In Canada in 1981-82, domestic demand fell 5% in volume, driven by sharp declines in business investment, housing and consumer spending, Real GDP fell by 3.4% by early 1991 and from 1990 - 1992 period, business investment fell by almost 10%, a significant decline during this period. Statistics Canada. "The impact of recessions in the United States on Canada." Article by Philip Cross. March 2009.
24. In each recession unemployment in Canada rose to between 11 - 12%. Statistics Canada. A note on Canadian unemployment since 1921.
25. Canadian Observatory on Homelessness, Canadian Alliance to End Homelessness. The State of Homelessness in Canada 2016. Stephen Gaetz, Erin Dej, Tim Richter, Melanie Redman. Homelessness Hub, 2016.
26. The Canadian Encyclopedia. Homelessness in Canada. Article by Nathalie Rech. Published Online April 29, 2019. Last Edited July 9, 2019.
27. Behind the Issues: Ontario 2003. Whatever Happened to Welfare? Canadian Centre for Policy Alternatives. Article by Michael Olephant.
28. The Canadian Encyclopedia. Prohibition in Canada Article by Gerald Hollowell, updated by Richard Foot Published Online August 12, 2013 Last Edited March 4, 2015.
29. Patricia Sealy and Paul C Whitehead. Forty Years of Deinstitutionalization of Psychiatric Services in Canada: An Empirical Assessment. Can J Psychiatry, Vol 49, No 4, April 2004.
30. CATIE. A history of HIV/AIDS (up to 2019).
31. Public Health Agency of Canada. Population-Specific HIV/AIDS Status Report: People Living with HIV/AIDS. Chapter 4 — Current Evidence on Social Determinants of Health Affecting People Living with HIV/AIDS. Impacts concerning housing include stigmatizing aspects of both conditions, managing housing costs, fears of eviction, and other issues. Date modified: January 14, 2015.





**THROUGHOUT OUR 1 MILLION HOURS**, we wish to thank all of those who have turned to us for help, our volunteers, our employees, our donors and supporters, and our partners for putting your faith in us. Above all, we wish to thank God for being a constant source of love and support for our work. We are truly blessed to have walked with you.



35 Waller St., Ottawa, ON K1N 6E4 613.234.1144

[OttawaMission.com](http://OttawaMission.com)