



IMPACT REPORT

2021-2022



“**And when he had taken the five loaves and the two fishes, he looked up to heaven, and blessed, and broke the loaves, and gave them to his disciples to set before them; and the two fishes divided he among them all. And they did all eat, and were filled.**”

MARK 6:41–44

Welcome to Our Annual IMPACT REPORT

Since the pandemic was declared in March 2020, we have seen devastating declines in personal finances and mental health, rises in substance use and overdoses, and shocking increases in hunger. These have been worsened by the Omicron variant, the occupation of our downtown, and the economic impact of the war in Ukraine and accompanying high inflation, which has forced even more people to choose between paying their rent and feeding their families.

No one could have foreseen the severity or longevity of COVID-19. But we take heart in signs of hope and recovery. For example:

- Through our partnership with **Ottawa Inner City Health**, our wonderful Nurse Practitioners have delivered hundreds of vaccinations to clients and staff colleagues.
- Our social enterprise **Chef Ric's** is a smashing success, providing a new home for our expanded Food Services Training Program and catering operations as well as healthy and affordable take-out meals.
- Our **Mobile Mission Meals** program has grown from one truck, five stops and 500 meals per week to two trucks, 31 stops and 7,000 meals per week! As a result, our annual number of meals served has almost doubled from 495,360 in 2018–2019 to 938,210 in 2021–2022. This deepening need for food is truly disturbing, and has pushed the total meal numbers served since our founding in 1906 to over 20 million!

We are embarking on an ambitious strategic plan to continue to meet even more people's needs through the following initiatives:

- **Employment and Education Centre.** These services offered through our Client Services department are vital to ending and preventing homelessness. A new external Centre will expand these services and bring them closer to those who need them in the community.
- **Housing Services.** Since its launch in 2019, our Housing department has supported hundreds of shelter guests despite the challenges imposed by the pandemic. To support even more people, we will move forward with purchasing new buildings and pursuing partnerships with housing providers.
- **Caring for Our Most Vulnerable.** Our Hospice offers end-of-life care to people needing terminal or chronic palliative care. The need for such care in Ottawa is overwhelming, and we are exploring opportunities to move forward with a long-term care home to provide end-of-life care and chronic palliative care to more people.
- **Eye Clinic.** Eye exams are not publicly covered unless patients belong to a protected class. This is a barrier to vulnerable people and leaves them at risk of serious vision problems. We will partner with The Ottawa Hospital to provide eye care at no cost to vulnerable clients to preserve their vision.
- **Caring for Our Colleagues.** The pandemic coupled with increased overdoses has meant more challenging working conditions and increased critical incidents. The Mission will provide new supports to both shelter guests and staff colleagues to support wellness.
- **Reconciliation Action Plan.** Indigenous people comprise 4% of Ottawa's population, but anywhere from 30 – 45% of those who are homeless. We will work with Indigenous partners to ensure that all Indigenous clients, staff, volunteers and partners feel welcome, safe and accepted.
- **Expanding Our Partnerships.** We are recognized as a leader in helping clients transition to an independent life. To help even more people, we will explore new partnerships to extend more services to women, Indigenous People, families, and newcomers to Canada.

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**None of this is possible without your steadfast support, partnership and generosity.
On behalf of those who rely upon us, thank you.**



Shaun Baron
CHAIR, BOARD OF DIRECTORS,
THE OTTAWA MISSION



Peter Tilley
CEO,
THE OTTAWA MISSION

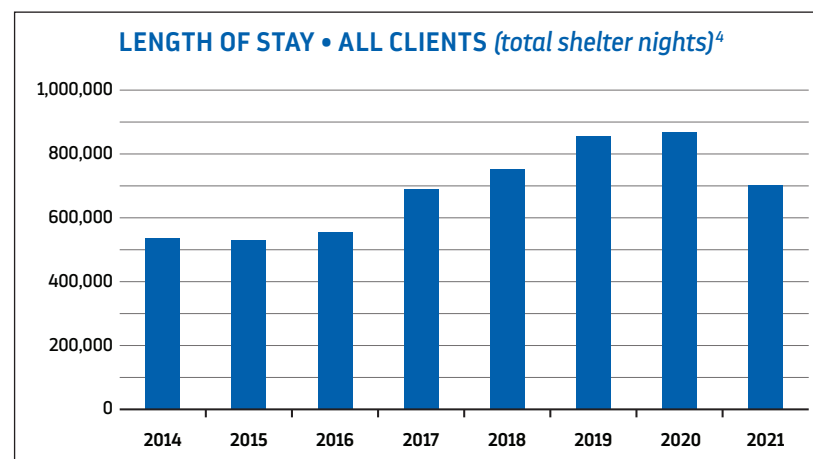
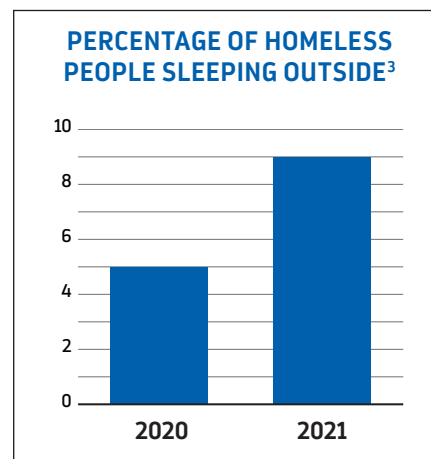
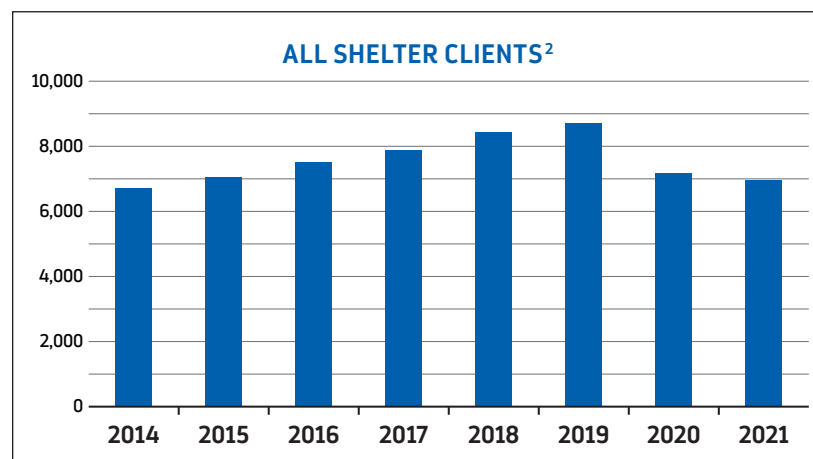
MEETING THE NEED

Our community and our shelter has weathered over two years of the pandemic. Things look somewhat brighter now than they did earlier, but the lingering consequences are nonetheless severe.

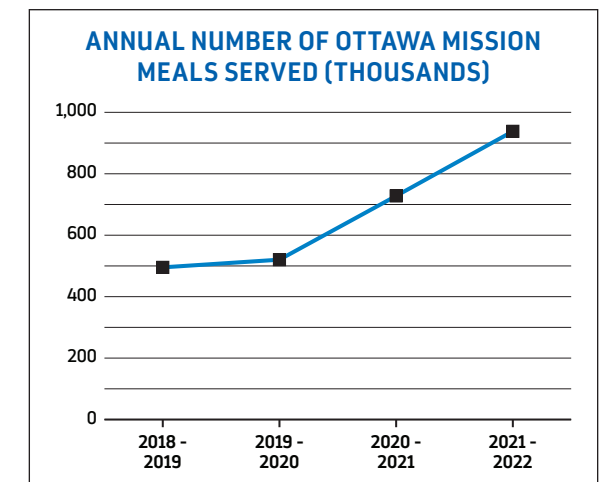
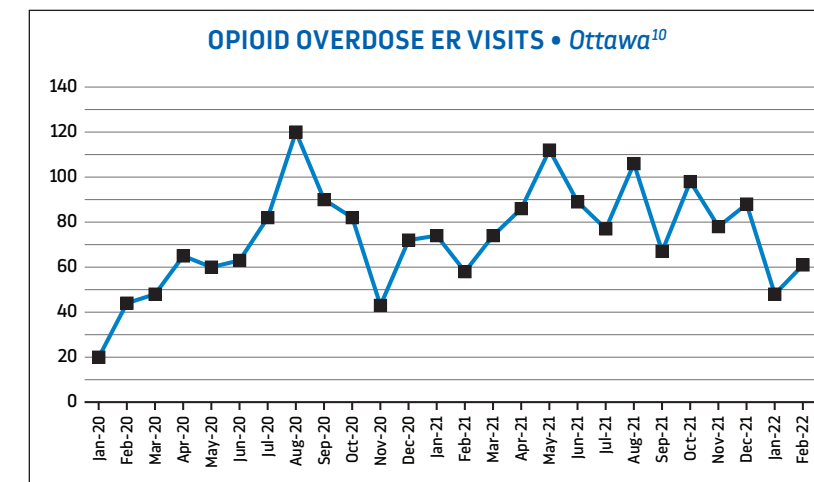
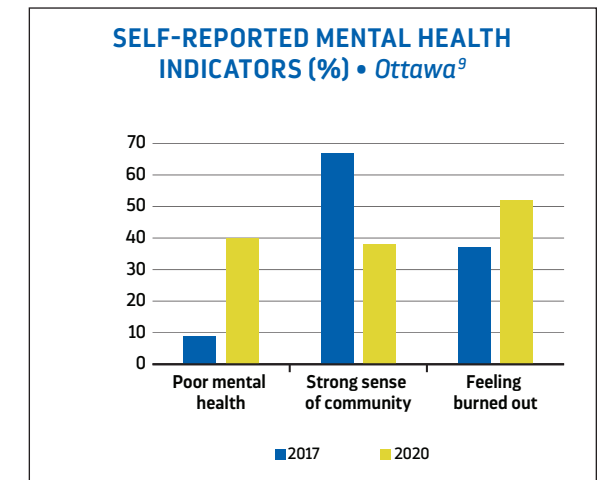
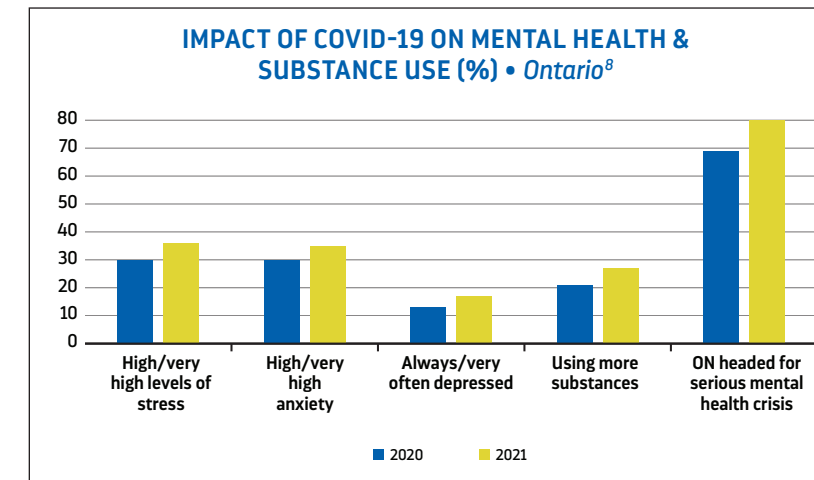
After extensive consultation with homelessness service providers and other stakeholders, the City of Ottawa released its refreshed 10-year Housing and Homelessness Plan in 2020. The updated plan called for:

- 5,700-8,500 affordable housing options (new units and housing subsidies) for low to moderate income households, with new supportive and accessible housing comprising 10% each of new units respectively.
- Preservation of the existing affordable housing supply with no net loss of community housing.
- Unsheltered, chronic and Veteran's homelessness are to be eliminated.
- Overall homelessness, Indigenous homelessness, new people entering homelessness, and people returning to homelessness all to be reduced by 25%.¹

Since the release of the new Plan, the number of people living in shelters and their total length of stay has declined. However, the number of people in shelters and their length of stay remains higher than what it was in 2014, and the number of people sleeping outside has almost doubled.



Continuing high numbers for shelter clients as well as their collective length of stay, and increasing numbers of people sleeping outside are not the only signs of the lasting effects of the pandemic on our community and beyond. The pandemic has also resulted in devastating increases in reported mental health concerns, substance use and overdoses, and hunger. These stresses have been augmented by the recent occupation of Ottawa⁵ and the economic impact of the war in Ukraine and resultant historically high inflation.^{6,7}



Given these profound impacts of COVID-19 and other factors on our community, we must work harder than ever to meet the needs of increasing numbers of vulnerable community members. Our new strategic plan outlines a bold path forward through extending our outreach efforts to provide education, employment, training and other services, securing new housing, enhancing our efforts to care for the most vulnerable as well as keeping people healthy through new clinics, and providing warm and healthy meals to even more people across our community. We will continue to serve those who need our support through the dedication of our staff, volunteers, partners and supporters.



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. These include:



EMERGENCY FOOD & SHELTER

including shelter guest and community meals, and frontline services



HOUSING SERVICES

including placement, diversion away from the shelter and outreach



CLIENT SERVICES

including employment and educational support, mental health services and clothing



HEALTH SERVICES

including primary, dental and palliative care



ADDICTION & TRAUMA SERVICES

including day programs, stabilization and residential treatment



FUNDRAISING

making all our services possible¹¹

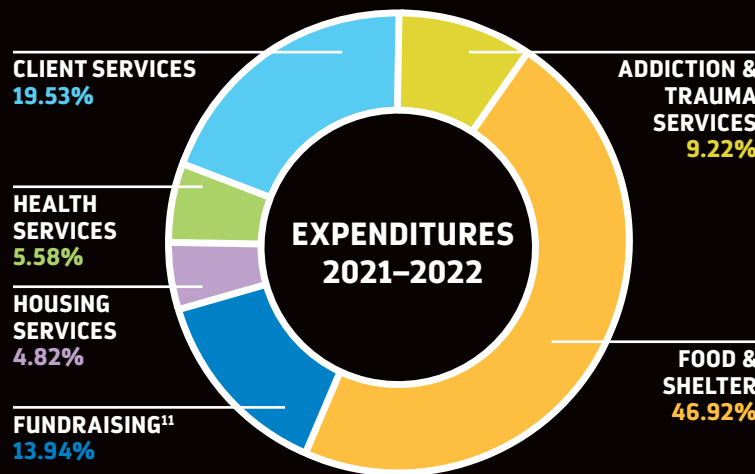
Each of these programs is supported by a wider team that includes volunteers, partner agencies, spiritual support and operational support.

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

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

The cost of delivering these programs includes the costs of volunteer services, community engagement and a full-time chaplaincy department. These costs are allocated to programs based on estimated time spent on each one.

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



FOOD

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

Our 31 full-time and 14 part-time staff members and 55 volunteers¹² 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 900,000 meals without the incredible support of partners, for which we're very grateful. They include:

- Pelican Seafood Market & Grill
- Shaw Centre
- Urbandale Corporations
- Orleans Fresh Fruit
- Bytown Catering
- IKEA
- Capital Meat
- House of Commons
- Farmboy
- Loblaws (Isabella)
- Loblaws (Kanata Centrum)
- Cupcake Lounge
- Italfoods
- Nando's (Merivale)
- Golden Baguette
- Maverick's Donuts (Byward Market)
- Maverick's Donuts (Bank street)
- Starbucks
- KFC Bells Corners
- Sherwood Deli
- Sysco
- G Burger
- Costco (Hunt Club)
- Cobbs Bread (Westboro)
- Abell Pest control
- Ottawa Senators Foundation
- Freshco (Bells Corners)
- Abbot Point of Care
- Sai Service Ottawa
- Canada Pakistan Association
- Saadia Sarkar
- Cote Poultry
- Bearbrook Farms
- Michael Northcote Professional Corporation
- International Development Research Centre
- Ottawa Art Gallery — OAG
- Ronald McDonald House
- Ottawa Community Housing — OCH
- Rideau Rockcliffe Community Resource Center
- Gloucester Emergency Food Cupboard
- Van Lang Community (Westboro)
- Carsons Community House
- Seventh Day Adventist Church (Overbrook)
- Russell Heights Community House
- Somerset West Community Health Clinic
- Confederation Court Community House
- Heron Road Emergency Food Center
- Vanier Community Service Center
- Lowertown Community Resource Center
- Capital City Mission

FOCUS



A shocking increase in hunger

This past fiscal year has been like no other in terms of the impact on our meal services. In response to the shocking increase in hunger, we expanded our *Mobile Mission Meals* program to **two food trucks with 31 stops serving 7,000 meals per week.**

As a result, our annual number of meals has increased from just over 495,000 before the pandemic to more than 938,000 last year. Through our shelter meals, community meals and food truck programs we are now serving more than 3,000 per day, which means that we will serve over one million meals this year. (See pages 24–25)

As one food truck client said: *"Now I don't have to go hungry."*



Why I work for The Mission... OMAR

Omar has been working in the kitchen at The Mission for over a year now. He came to Canada to reunite with his mom and three brothers, and he arrived just after finishing culinary studies in Rwanda.

He first came to The Mission for the Food Services Training Program, which gave him Canadian work experience and training. "How we used to do things in Rwanda, it's totally different," he says. "It was confusing, but I got used to it."

He didn't have much English when he arrived, so he started working with the in-house teacher at The Mission and practiced with his classmates in the kitchen. *"Everyone wants to talk to you,"* he explains. *"People there are very kind."*

He enjoyed the environment so much that he applied to work in the kitchen once he graduated. He got the job, and has since worked in The Mission's main kitchen as well as the kitchen at Chef Ric's. *"The Mission is a very good place to be,"* he says. *"It's changed me a lot."*



Why I volunteer with The Mission... FATOUMATA

Fatoumata is a hard working student who started volunteering at The Mission after losing her job during the pandemic. Looking for something meaningful, she was struck by the breadth of our services to those in need.

"The Mission provides meals and a place to sleep, but so many other programs to help people. I admire that." This was a main reason why she chose our shelter.

Fatoumata began volunteering in the kitchen in 2021 and then moved to serving in the community meal line. *"I really like it because I can interact with the people I'm serving."*

Fatoumata's kindness to others has come back to her; when she found a new job at *Immigration and Citizenship Canada*, the person who hired her said that one of the reasons she was chosen was because of her volunteer work at The Mission. As part of her co-op program, she works at ICC during the week and returned to school full-time this summer. She also continues serving community meals on weekends.

"I enjoy making people's lives better through this program; I really feel useful."

Thank you Fatoumata for helping those who rely upon us. Your support means a lot.

2021-2022 OUTCOMES + IMPACT

2,570
meals served daily
(on average)

938,218
meals served last year

62,624
grocery bags handed out¹³

SHELTER

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

Our frontline team of 24 full-time and 20 casual staff are the first point of contact for people who have nowhere else to turn. They are available 24 hours a day to respond to the needs of our clients, and they ensure our guests have comfortable shelter at night.

Frontline staff are trained in non-violent crisis intervention and First Aid to deal with a variety of situations. They ensure that everyone at The Mission is safe and secure, and they help clients access basic emergency supports like food, toiletries, warm clothing and connections to wraparound services.

FOCUS

Balancing pandemic measures to keep shelter guests safe with increasing need

Since the release of the City of Ottawa’s refreshed 10-year *Housing and Homelessness Plan* in 2020, the number of people in emergency shelters and their total number of shelter nights have significantly declined, which is good news. However, they remain higher than there were in 2014, when the City’s first Plan was introduced.

As we worked to keep shelter guests safe throughout the pandemic by closing beds and mats in our chapel to support physical distancing, we diverted these guests to overflow shelters and the Routhier self-isolation centre if they had symptoms of COVID-19. So in our previous fiscal year, our occupancy rate dropped below 100% for the first time in three years.

However, with the abating of the pandemic, these spaces are closing. As this has taken place, our occupancy rate has crept up, and we have had to reintroduce limited mats on our chapel floor to ensure that those who come to us seeking emergency shelter have a bed.

In addition, while the refreshed Plan called for the elimination of unsheltered homelessness, the number of people sleeping outside has almost doubled.

This is why we are increasing our efforts to prevent homelessness to begin with (see pages 24–25).



Why I work for The Mission...
MICHAEL

Michael has worked in Frontline since 2019. “When clients arrive, they’re often overwhelmed and unsure how to utilize available resources. We direct them towards services that can help them, including our case workers, our Addictions Services, and community resources as well.”

Michael maintains a daily schedule with shelter guests, including ensuring they wake up and arrive for meals on time. He also supports their well-being by making sure they adhere to safety guidelines, and has a quick hands-on approach with first-aid for clients who are hurt inside and outside the shelter.

A 24-hour Frontline schedule means staff work day and night. “While our job’s environment changes at night, the requirements don’t. When clients arrive at night, we get them settled. When clients are in crisis, we assess their needs and move forward with an action plan. Overdoses and medical situations can be more dangerous at night because clients are less visible, so we keep up our rounds indoors and out. Nights magnify what I find compelling about Frontline: we have to think on our feet to solve many issues.”

Michael has been surprised by how many people are homeless. “Every year, I see hundreds of new faces from all walks of life. Once I started working here I noticed homeless people in public much more. I’ve become more aware of homelessness and how easily it can happen to anyone.”

For Michael, Frontline is very fulfilling. *“We provide guidance and structure for clients while they work on themselves. Clients don’t always meet their goals and it can be painful watching them repeat mistakes. What’s important is that we support them to get back to attaining their goals. When clients leave The Mission for their own homes, it’s incredibly rewarding because their hard work has paid off.”*

2021-2022 OUTCOMES + IMPACT

1,192

unique individuals sheltered annually

118

individuals sheltered nightly (on average)

160

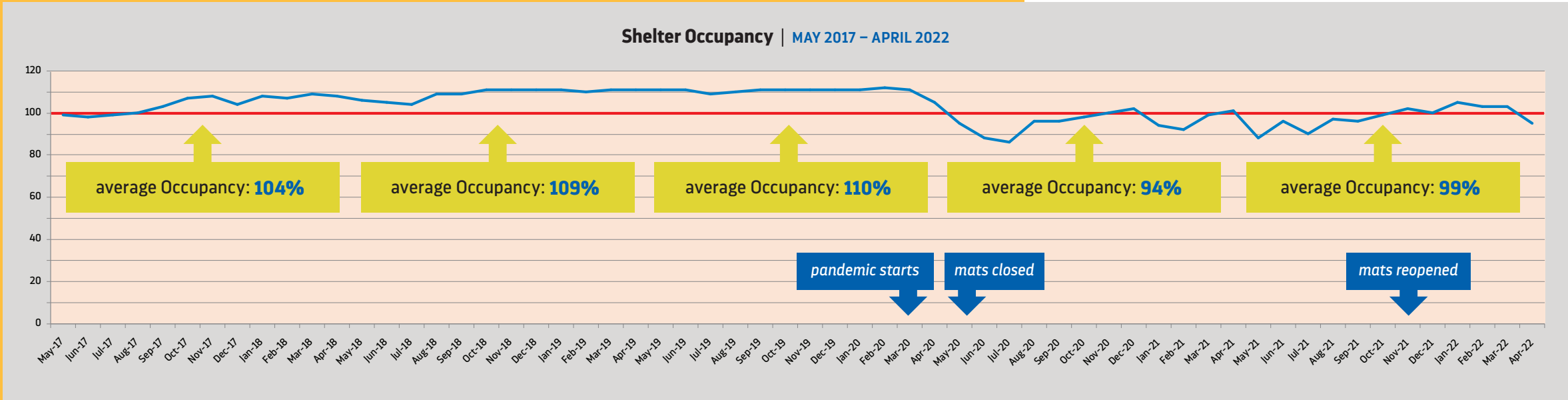
individuals sheltered nightly (on average in all programs)

60%

of nights mats open¹⁴

99%

shelter and mat occupancy rate¹⁵



HOUSING

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

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

Our 9 full-time staff help vulnerable men and women on their housing journey, including the one-on-one support they need to either find new housing or to stay in their existing homes. Our services include:



Diversion

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



Placement

We help our clients find secure, affordable homes based on their needs.



Outreach

Our staff support clients who have moved into their own homes. The goal of the program is to help them stay housed.



Property Management

We operate two **Second Stage** homes for men who have completed our **LifeHouse** program or similar live-in treatment programs. They attend group meetings, life skills training, individual counselling, and other needed support to maintain and strengthen their recovery for up to one year after treatment. We also own two apartment buildings that combine market-rent units with subsidized units for people who have completed our programs.

FOCUS

Expanding our properties and partnerships to help even more people

Since its launch in 2019, we have supported hundreds of shelter guests through the homelessness emergency and pandemic through diversion and securing new homes.

Our housing portfolio has increased during that time with the addition of two properties. In addition to the increased emphasis on diversion, there has also been additional education and training for staff, enhanced procedures and tracking, and other innovations to meet the needs of our clients.

In the past year, staff worked with clients to find housing for 78 guests and divert another 73 away from the shelter. A further 29 guests were placed into **Second Stage** housing. Their most common needs included support for mental health (40%), finances (37%), physical health (15%), and legal issues (15%). Supporting clients has been particularly challenging due to programming changes to accommodate social distancing resulting in reduced shelter capacity, and fears of some clients about exiting The Mission, noting that they felt safer at the shelter. External challenges included steep increases in average rents as well as a pause on additional rent supplements.

To support even more people, we will enhance our **Housing First** approach through purchasing new buildings and exploring partnerships with housing providers to help even more people in need. (See pages 24–25)



Why I work for The Mission... COREY

Corey began working in Frontline at The Ottawa Mission in October 2019 and moved to the Housing team 18 months later.

Since that time, he has been fortunate to see different sides of The Mission. In Frontline, he connected with different departments to best meet the needs of shelter guests. Moving into Housing, he assumed the role of diversion and intake caseworker, building rapport and creating a game plan with shelter guests to move them into their own apartments. *“It’s tremendously rewarding to see people’s lives change from their first days here to their last”* when they move into their new homes.

Corey values the opportunity to learn through his engagement with shelter guests. *“I’ll never stop growing and learning here: I’m always learning from them as well, attempting new ways to engage with our guests. I know that I’ll continue to learn more as time goes by.”*

It means the world to Corey to help people in need. *“Everyone works at The Mission for different reasons, but we share a common goal: to offer our guests hope and kindness. Not every day is easy, but seeing our guests share a smile, confide in you or transition into housing makes it all worth it.”*



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

Garry has lived in many different places in North America and worked many kinds of jobs — including at an airport, a hospital and a telecommunications company. He first came to The Mission when he was in his early seventies and in need of a place to stay.

“A friend of mine recommended it to me, and it was actually a very pleasant experience, all things considered,” he says. *“I was quite astounded, really — the food was superb.”*

He decided to seek treatment for an alcohol addiction while staying at The Mission. After completing two programs, he worked with Mission staff to find and furnish an affordable apartment. He’s still there today, and he hopes to stay as long as he can.

“It’s all quite comfortable,” he says, sharing photos of his kitchen and living room during a visit to The Mission. *“I’m all established now with furniture and everything.”*

2021-2022 OUTCOMES + IMPACT

78

clients successfully housed

73

households diverted to
alternative accommodation

591

unique clients served by
housing case managers

29

Second Stage participants

CLIENT SERVICES

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

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

Employment Support

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

Educational Support

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

Mental Health Services

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

Case Management

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

FOCUS

Expanding community access to employment and education services

Client Services supports our shelter's *Employment and Education Services* in recognition of their vital importance in ending and preventing homelessness. The department also provides case management, crisis intervention, referrals and system navigation, and access to computers and phones.

The current department is a vibrant space, but also with limited room for workshops, groups, partnership drop-ins, orientation sessions, or other activities. In addition, the pandemic has meant that community members have been unable to access some of our drop-in employment and education services.

To help more people from falling into homelessness, we will provide employment and education services in the community by intervening with resources before homelessness occurs. These services will be delivered at an offsite *Employment and Education Centre* with an expanded classroom to serve more students, offer workshops, provide drop-in offices for current partners and build new partnerships. This new Centre will also offer additional resources in the community, including housing loss prevention, case management and crisis intervention services. The Centre will also provide a headquarters for *Discovery University* to support student meetings, orientations and drop-ins, access to more computers, and a clothing room to provide office attire and worksite gear. (See pages 24–25)



Why I work for The Mission...
KATHY

Kathy is the teacher at *MCA Ottawa Stepping Stones Learning Centre*, a role she's held for nearly nine years now. "It's the first job I've ever stayed in so long," she says.

The restrictions of the past few years were tough on her students, but most adjusted well to phone-based learning. "Phone was easier than Zoom," she says, since computer and internet access could be tricky. Students living at The Mission were welcomed to the classroom one at a time, but over 80% of her students live in the community.

"Life is pretty unpredictable for our clients," Kathy says. "School is not always the number one priority." Students may be absent for a while due to challenges with health or sobriety, but they're always welcome back. And they do come back, and even stay in touch after finishing their studies.

"It's a small classroom with a big impact," she says. "I really do love it here."



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

Peter is an accomplished drummer, a good cook, and a man who lives with schizoaffective disorder. He's been studying at *MCA Ottawa Stepping Stones Learning Centre* for a few years now, and his goal is to earn his high school diploma.

"I dropped out of school in grade 9, so there's a lot of work to do," he explains. "The illness started in high school. For a while I couldn't look people in the eye and I was paranoid. It made school very difficult."

He first heard about The Mission's classroom from a friend at church. The fact that it was one-on-one instruction appealed to Peter, but there were still challenges to overcome. For example, taking the bus to class would trigger his anxiety, so he registered for *Para Transpo* instead.

He's had to make a few more changes during the pandemic, like switching to phone-based learning for a while. Although he prefers to meet in person, he's still adapted well. "Peter's a very diligent student," says Kathy, his teacher. "He brings a great attitude, and we definitely have a good laugh."

2021-2022 OUTCOMES + IMPACT

EMPLOYMENT SUPPORT

125
clients helped with résumés

50
clients helped with job searches¹⁶

83
clients provided with employment referrals

EDUCATION

46
MCA Ottawa Stepping Stones Learning Centre students

77
Discovery University graduates

MENTAL HEALTH SERVICES

19
clients engaged in *CMHA-Transitional Case Management*

102
clients referred to *The Royal*

CASE MANAGEMENT

158
unique clients served by *Client Services Case Management*

FSTP

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

For those looking to change their lives, our team delivers a four-month job training program to teach the required skills to work in a commercial kitchen. Program applicants must demonstrate only one qualification to be accepted — a strong desire to change their lives for the better. Students pay no costs, and we make sure they have all the tools they need to succeed.

This year our Food Services Training Program moved to *Chef Ric's*, our new social enterprise at 384 Rideau Street, 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. Graduates of the program are employed all over the city.

FOCUS

Compassion and community — one year in, *Chef Ric's* is a resounding success

One year ago, we opened *Chef Ric's*. This first year has been a great success, continuing the FSTP's track record of placing graduates into food industry jobs upon graduation at approximately 90%. There is more room for catering, which generates more revenue to support Mission programming to help even more people. And the new storefront is hopping, providing people the option of purchasing healthy meals at very affordable prices to feed their families.

Building on The Mission's sense of compassion and community, two recent stories come to mind:

A Mission staffperson purchasing her lunch to enjoy delicious food and support Mission programming happened upon a woman buying a pre-packaged lunch of egg salad. In conversation, this customer revealed that she was buying it not for herself, but for a homeless woman waiting outside.

In March 2022, the first graduating class of the FSTP to be trained exclusively at Chef Ric's received their diplomas. Graduates spoke of their connection to their peer Rachel, who had secured a position in the industry, but sadly passed away a few weeks before. Rachel's portrait and a candle were placed on an empty chair, and her parents spoke movingly of what the program meant to her.



Why I work for The Mission... MONIQUE

If you've stopped by Chef Ric's lately, you've probably met Monique. She's often behind the counter serving the famous \$4.99 breakfast and preparing lunch orders. What you might not know, however, is that she's also a graduate of the Food Services Training Program.

Monique grew up in a home where drinking was the norm. She dealt with addiction for most of her life, even as she worked and raised a family. Eventually, though, it caught up with her. "I just got up one morning and said, 'Enough's enough. This is killing me.'"

A colleague recommended the Food Services Training Program, which she began in 2016. It gave her the support she needed to stay sober. "*The Mission gave me a reason to get up in the morning,*" she says.

She still loves cooking, and she often cooks food in large batches to share with her neighbours and family. "I love working with food," she says, "You don't see the hours go by."



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

Erica was halfway through culinary school in Southern Ontario when she and her children had to flee to a women's shelter for victims of abuse. From there, she arranged to get on a housing waitlist in Ottawa, where she learned about the Food Services Training Program.

Erica excelled in the program and was even chosen to be class valedictorian. Throughout her studies, she especially enjoyed her shifts on the Mobile Mission Meals food truck, which brings nutritious food to different neighbourhood stops in the community.

"*That food truck is a beautiful thing,*" she says. "*If you stay behind the doors of the kitchen, you don't know who you're feeding. And to me, it's important to know who I'm feeding. I'm not just a cook, I'm cooking for people.*"

Today, Erica is cooking for people in St. John's, Newfoundland. Her experience at Chef Ric's gave her the encouragement and support she needed to move her family all the way to the East Coast. "Seafood is my passion," she explains. "And when it comes to seafood, there's nothing better than fresh, right?"

2021-2022 OUTCOMES + IMPACT

3

full-time sessions

36

graduates

32

graduates employed
at graduation

226

graduates since 2004

89%

of graduates employed
in the food industry
at graduation

ADDICTION & TRAUMA

Addiction and trauma are often linked.

Many sink into addiction to cope with physiological, psychological, and spiritual pain from trauma. Our team works with men to break this cycle so they can take the first step to recovery. The journey to wellness comes through harm reduction and live-in treatment, gradually moving towards abstinence and independence. Treatment is tailored to each person’s needs.

Day Program

A drop-in group focused on peer support and educational topics. Group topics include relapse prevention, emotional regulation and trauma. In addition to group programming, clients may also access individual counselling. Due to pandemic restrictions, this program ran at limited capacity in 2021-2022 that included only in-shelter clients.

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.

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.

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.

FOCUS

Surging overdose rates and critical incident increases

Sadly, the ongoing trauma of the opioid crisis has been magnified by the pandemic. In 2020, Ottawa Mission staff responded to 22 overdoses. This past year, that number tripled. Both clients and staff are injured psychologically when overdoses occur.

The pandemic has meant an increase in depression, trauma, grief for shelter guests and more challenging working conditions for staff. Guests and community clients may experience crisis and/or relapse, and require specialized interventions in these situations. As a result, staff colleagues are responding to critical incidents such as overdoses and suicidal behaviours at higher rates than ever before.

Shelter guests and community clients need specialized interventions to support living independently. To keep clients safe, we are moving forward with clients having access to both mobile services to support with crises and mental health/substance use relapses and specialized rehabilitative interventions to support maintenance of housing, employment, education, and social and life skills.

We will also introduce measures to keep our staff healthy, including specialized debriefs after critical incidents, access to an expert in trauma, crises and critical incidents to plan appropriate intervention strategies, and coaching in self-care strategies to prevent burnout. (See pages 24–25)



Why I work for The Mission... EMMA

Emma is the Coordinator of Stabilization, a program that moves clients toward abstinence. “I began as a Support Counsellor with LifeHouse five years ago and moved to Stabilization after three months.”

Stabilization is unique among addiction programs in Ottawa since it accepts clients who have outstanding criminal charges, prescriptions involving opioids, or other barriers to care. Emma notes that addiction and involvement in the justice system are often connected. *“I assess clients who come from custody. I meet them where they’re at to understand their needs and dissipate their fears.”*

Some clients stay for two months. Others stay for a shorter time to deal with active substance use, while others address a risk of relapse. *“There’s no single face of homelessness. Clients can be lawyers and even addiction counsellors, other professionals, or come from other backgrounds.”*

The pandemic meant moving from in-person to virtual group meetings to provide social distancing. While this enabled continued group meetings, it changed the dynamics and imposed isolation on participants. Fortunately, as the pandemic waned, in-person group meetings resumed.

Emma is grateful to her clients. *“It can be easy to become homeless because one thing has gone wrong. It’s not easy for clients to ask for help. I feel humbled and lucky to be part of their stories. Everyone has a story and I’m blessed to be able to create an environment for them to tell their stories.”*

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

I was raised by a single mother; she passed away when I was 12. I didn’t have any other family, so I went into youth homes for a while. I was on my own from about age 15. I grew up pretty quick, and alcohol was just part of my life.

I first came to The Mission before the pandemic. I had gone through a breakup and had no place to live. I heard that The Mission had some of the most compassionate staff in the city, so I came here. Things were going well for a while, but I ended up leaving Ottawa during lockdown. I went back to drinking and self-isolation. It was a rough time physically and mentally.

I didn’t know if The Mission would take me back, but I reached out and they said I was welcome to try again. I completed a month in Stabilization, which helped me to become sober.

Now I’m at LifeHouse. I have a one-on-one counsellor there, and the staff are genuine in their desire to help. It’s a quiet neighbourhood and I have my own room. The whole program is very conducive to recovery.

I’m so grateful to have another chance at treatment. The people here are nothing but supportive and helpful. Thank you!

– David.B

2021-2022 OUTCOMES + IMPACT

20
Hope Program graduates

23
Stabilization graduates

16
LifeHouse graduates

35
Naloxone Kits given out¹⁷

322
addiction counselling sessions
with community clients

28
clients moved into housing
at the end of treatment

HEALTH SERVICES

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



Hospice

The Diane Morrison Hospice is a special place where homeless men and women receive 24-hour palliative nursing care and emotional and spiritual support in an atmosphere of compassion and dignity. This includes guidance for patients and their family and friends, and visits from volunteers and spiritual companions. This circle of care consists of a multidisciplinary model created and delivered by The Ottawa Mission and our partners at *Ottawa Inner City Health (OICH)* and *Carefor*.

Since 2001, we have been a leader in palliative care by offering medical and psychosocial support tailored to each person's needs, including a specialized understanding for complex mental health needs and addictions.



DYMON Health Clinic

People who are homeless are much more likely to suffer from serious health conditions. Our team of nurse practitioners provide primary care services seven days a week, including several specialized clinics available to men and women.

Physicians and other medical practitioners work closely with our team to offer treatment based on our patients' needs. These services are made possible thanks to our partners *OICH*, *The Ottawa Hospital*, *Bruyère Family Medicine*, *The Royal*, and other valued community groups.



Dental Clinic

Our dental clinic provides free emergency, preventative and restorative dental care to those who are homeless and living in shelters.

Services provided include oral exams, cleanings, X-rays, fillings, extractions, partials and dentures.

The clinic is a partnership with Dr. Tom Harle and with over 100 volunteer dentists, hygienists, dental assistants and denturists.



FOCUS

Expanding support to those most vulnerable and offering new services

Our Hospice offers end-of-life care to people needing terminal or chronic palliative care. Clients in Hospice are homeless or precariously housed and often alone with minimal or no support. Priority is given to Indigenous patients.

The need for such care in Ottawa is overwhelming given the numbers of vulnerable and homeless people who are seriously ill or dying. We are exploring opportunities with our Hospice partners *OICH*, *Carefor* and others to move forward with a long-term care home to provide both end-of-life care and chronic palliative care focused on helping people with chronic conditions to live longer and healthier lives.

At our DYMOM Primary Care Clinic, we offer specialized healthcare services to keep homeless and precariously housed people as healthy as possible. Eye exams are not included in publicly funded healthcare in Ontario unless patients belong to a protected class, such as those people with diabetes. This is a barrier to care for vulnerable people and leaves them at risk of serious vision problems such as macular degeneration, cataracts and glaucoma. We will partner with The Ottawa Hospital to provide eye care through our primary care clinic at no cost to vulnerable clients to preserve their vision. (See pages 24–25)



Why I work for The Mission... SHANNON

Shannon is our dental clinic administrator and hygienist. Even though dental offices had to be closed during part of the pandemic, she was still busy caring for patients.

She regularly handled emergencies, making phone calls and pulling strings to ensure clients had somewhere to go. *"I've seen some pretty sad cases, but things always end up well,"* she says.

She also helped ensure a safe reopening for the clinic. *"I went through everything with a fine-tooth comb,"* she explains. *"With our population especially, a lot of clients are immunocompromised. If infection control isn't up to standards, it could cause a lot of problems."*

She has also started a program in the Hospice to offer mouth care, denture cleaning and oral screenings for residents. Her long-term goal is to focus more on preventative care, but she's also very aware of the immediate needs. *"There are so many clients who are in a lot of pain, so we're treating the emergencies first."*



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

Karen arrived at the Hospice after an extended stay in hospital. "I was in a bad way health-wise," she explains. She was so weak that she couldn't walk, and her blood pressure was dangerously low.

She spent her first few months resting and recovering in a wing for patients with more acute medical needs. *"The nurses there are really great,"* she says. *"They're really understanding and patient."* Even though she's no longer in that wing, she still appreciates the support available. *"It's nice to know that somebody is here 24/7, even throughout the night, if I did need anything."*

Karen's room has a large window with a bright outlook. *"It's quite peaceful here,"* she says. It's also full of greeting cards featuring nature photography, religious imagery and children's drawings. Much of it came through a community mail initiative, which brings so much life to the Hospice.

Hospice staff encouraged her to sign up for the initiative, just in time to receive cards at the height of the COVID lockdown. *"They really cheered me up,"* she remembers, *"especially at Christmas."*

**name changed to protect privacy*

2021-2022 OUTCOMES + IMPACT

HOSPICE

52

new Hospice admissions

12

deaths in Hospice

6

Hospice memorials

7

internments at Beechwood

PRIMARY CARE HEALTH CLINIC

16,019

primary care patient consults

289

COVID-19 vaccinations given

DENTAL CLINIC

332

dental care patient visits

SUPPORT SERVICES

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

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 clients' 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.



MAINTENANCE

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



INFORMATION TECHNOLOGY

maintains IT systems for staff across locations in a 24-hour-a-day, 7-day-a-week environment. It has 2 full-time staff who work with our different departments and with Chef Ric's.

HOUSEKEEPING

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

Services are delivered by 16 full-time staff, who keep seven on-site buildings and three off-site buildings spotless. Housekeeping is also responsible for sorting clothing donations, setting up spaces for client funerals and student graduations, and overseeing student placements for custodial training.

Housekeeping works with several partners, including:

- **Furniture Bank** for furniture donations for clients moving into their own places.
- **Hardy Mattress** to guard against pests through vinyl mattress coverings.
- **Breast Cancer Health Fund of Canada**, which takes clothing donations and turns them into funds to support those in our community with breast cancer.
- **St. Nicholas Adult High School**, which runs the Custodial Skills Training Program for shelter clients on Ontario Works. We have hired five staff members from this program.
- **Complete Purchasing**, which is a buyers group that helps to get us the best pricing possible on our paper, chemical, and many other products.

"We believe it is an essential and basic right for our clients to feel good in the environment they are provided to live in. They are more motivated to access our great services if they feel good about themselves and comfortable, and the staff feel good and motivated to work and share their skills in a clean, safe and warm environment."

Another important part of the Housekeeping team is compassion. New housekeepers are trained to respect our clients, to take the time to listen when they choose to share, and to help them find the appropriate staff to help them with their issue. New housekeepers are helped to understand that we are a place of second chances and the only way to provide people with the opportunities they deserve is to do so free of judgement."

— JESSE, Manager of Housekeeping Services

In 2022, Jesse celebrated 20 years of service with us. Thank you Jesse for your faithful support to those who depend on us.

VOLUNTEER & COMMUNITY ENGAGEMENT SERVICES

Volunteer support also comes from outside organizations, agencies, and schools. In addition to garnering support to The Mission, our community engagement encourages more general involvement from the broader community.

Volunteers also act as community ambassadors for The Mission. They enhance services to clients, taking part in:



preparing food



tutoring students



cleaning



helping with special events



folding laundry



supporting Hospice patients



sorting donations



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

1,369

active
volunteers

230

volunteers
per week



Why I volunteer with The Mission...
PATRICK

Patrick was 24 years old when he started volunteering at The Mission. "I had a lot of free time on my hands and I wanted to challenge myself," he says.

He explored many organizations before settling on The Ottawa Mission. "My assumption with a shelter was that the food would be awful and the place would be dirty," he says. **"When I saw The Mission, it just seemed so well run. It was really organized and it was very clean. And the food here is as good as any restaurant I've been to."**

Patrick didn't know how to cook when he began volunteering, but that all changed in The Mission's kitchen. **"It's such an exciting environment,"** he says. **"You learn amazing skills and work with chefs who are always happy to train you on something new."**

"When I came here at the age of 24, I told myself it would only be for a couple of months," he says. **"But then you blink and it's six years later, and it just keeps getting better and better."**

LOOKING TO THE FUTURE

We will expand our services accordingly through an ambitious strategic plan.

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



AN OFFSITE EMPLOYMENT & EDUCATION CENTRE

Our Client Services department offers these services which are vital to ending and preventing homelessness. **A new Centre external to our shelter will expand these services, bringing them closer to those who need them while also offering housing loss prevention and crisis intervention services.** In this way, we will intervene in the conditions that lead to homelessness and prevent people from losing their homes.



ENHANCED HOUSING SERVICES

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



EXPANDED SUPPORT FOR OUR MOST VULNERABLE

Our Hospice offers end-of-life care to people needing terminal or chronic palliative care. The need for such care in Ottawa is overwhelming given the numbers of vulnerable people who are seriously ill or dying. **We are exploring opportunities with our partners OICH, Carefor and others to move forward with a long-term care home to provide end-of-life care and chronic palliative care to even more people.** In this way, we will treat our most vulnerable with the dignity and respect they deserve.



A NEW EYE CLINIC

Eye exams are not included in publicly funded healthcare in Ontario unless patients belong to a protected class, such as those people with diabetes. This is a barrier to care for vulnerable people and leaves them at risk of serious vision problems such as macular degeneration, cataracts and glaucoma. **We will partner with The Ottawa Hospital to provide eye care through our primary care clinic at no cost to vulnerable clients to preserve their vision.**



ENHANCED CARE FOR OUR SHELTER GUESTS & STAFF COLLEAGUES

The pandemic coupled with surging overdose rates has meant more challenging working conditions and increased critical incidents. **We will provide new supports to both shelter guests and staff colleagues to support wellness, including:**

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



A RECONCILIATION ACTION PLAN

Indigenous people comprise 4% of Ottawa's population, but anywhere from 30 – 45% of those who are homeless. **We will work with Indigenous partners to ensure that all policies, procedures, programs and practices are formulated through an anti-racism, reconciliation, and Indigenous cultural safety lens so that all Indigenous clients, staff, volunteers and partners feel welcome, safe and accepted.** We will also evaluate and report on our Plan annually and adjust if needed.



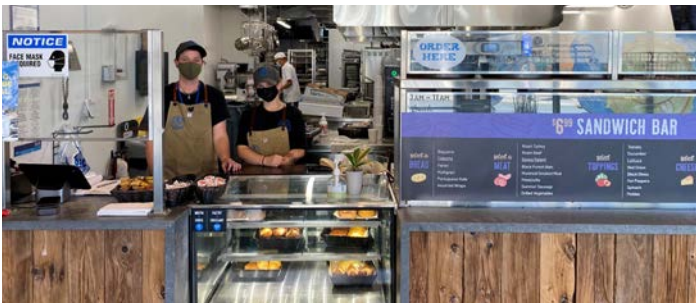
EXPANDED PARTNERSHIPS

We are recognized as a leader in helping clients transition to an independent life through supportive housing and wraparound supports. **To help even more people, we will explore new partnerships to extend services to women, Indigenous People, families, and newcomers to Canada for whom the negative impacts of COVID-19 have been particularly severe.** This will also fill an important system gap of connecting social services to homelessness and housing for these new clients.

The cumulative impact of the past 30 months has been seen and felt nowhere more acutely than in the shocking increase in hunger in our community.

In Ottawa, the median income was over \$105,000 before the pandemic, among the highest across our country.¹⁸ But even then, there were deep pockets of poverty and food insecurity across our city. For example:

- Two federal ridings in Ottawa are among the top 30 ridings in Canada with the highest child poverty rates: 31.3 % of children in Ottawa-Vanier, the riding in which The Mission is located, live in poverty. This was the highest rate of Ottawa-area federal ridings and the 18th highest rate in the country.¹⁹
- Out of 107 ridings in Ontario, Ottawa has three of the top 10 ridings for food bank usage. Ottawa-Vanier has the highest in the province.²⁰



In September 2021, we opened **Chef Ric's** where the tradition of nourishing food and community support begun by the Kardish family in the former Rideau Bakery continues in this new social enterprise. FSTP students begin their journey toward new careers and independence, community members can buy healthy and affordable food to feed their families, and our expanding catering business provides delicious and attractive food options across our city, with revenues going back into The Mission's many programs and services.



"This is my first meal of the day that I'm going to be eating. And I always take one because I have a disabled brother, so I take one for him too. He's a good man; he's the best. He has a heart for people like us."

MARY, an Easter meal recipient, talking about why she uses the community meal service and her regard for Chef Ric²¹



Another important activity at Chef Ric's is the meal preparation for our **food truck** program. Beginning in September 2020 with one truck, five stops and 500 meals per week, it has grown to two trucks, **31 stops and 7,000 meals per week!** Combined with our meals to shelter guests and clients of our community meal program, this has pushed our annual number of meals served from **495,360 in 2018–2019**, the last fiscal year before the pandemic, to **938,210 in 2021–2022**.

I am on disability and the food truck helps with dinner once a week for my family.

There has been an increase in the cost of groceries so this service helps.

I have not used a food bank in two years, but now with the rising cost of food I have needed to start using free food services again.

CHANTAL
FOOD TRUCK PROGRAM CLIENT



Ottawa has now grown to just over one million people. So in our last fiscal year, our shelter provided almost one meal for every person living in our community.



We knew after our Easter 2022 meals that we would be close to this figure since the number of meals served for this special meal had quadrupled from **2,500 to over 10,000!**

What's more, this shocking increase in hunger has pushed **the total meal numbers served by our shelter since our founding in 1906 to over 20 million!**²²

Every day people line up to receive the meals they need from our food trucks. People with walkers, in wheelchairs, and with their kids. People who never worried about feeding themselves and their families until the pandemic now come to our trucks to survive.

Many clients have told us that they go hungry until our truck comes.

Think of that → not eating for an entire day — or more.

Other clients have told us that our food truck helps them with family dinners since the cost of groceries has risen so much.

Think of that → worrying about feeding yourself — and your children.

This desperate and increasing need for food in Ottawa is truly disturbing.

Poverty, homelessness and hunger are inextricably linked. We are happy that we can provide nourishing food to so many in need, and have deep gratitude to our donors who support this service. But as a city, society and a country **we need to address the root causes of these problems to help even more people in need by stopping them from falling into poverty, homelessness and hunger to begin with.**

REVENUE

2021–2022



Why I support The Mission... ADAM

Adam is an energetic man who wants to give back. The youngest of five, he encountered several tragedies early in life, losing one brother to cancer, two other siblings to murder, and both parents to alcohol and substance use.

Diagnosed with bipolar disorder, PTSD and depression as a child, he turned to alcohol and drugs at 12. Descending into what Adam now calls “a whole bunch of mischief,” he cycled in and out of hospitals, institutions and shelters as harder drugs became his only comfort.

While homeless in St. Catharines, Adam connected with his stepmother. “She suggested I try The Mission. I had no belief in recovery, but I had faith in her. She saved my life.”

Adam lived at LifeHouse for six months to achieve sobriety, which he continues to maintain after 14 years. He also benefitted from 18 months of counselling in Aftercare. The Mission also helped Adam find an apartment, and supported him to live independently by providing clothing, housewares and community support.

Once sober, Adam began volunteering, playing bridge with seniors, and facilitating support groups for incarcerated young men. ***“Altruism is what keeps me sober and happy. I have gold to share that’s worthless if kept to myself.”***

Adam is now a grateful technician for Rogers. ***“The Mission laid the seed and now I am a flower flourishing in the nurturing soil that is Rogers.”***

Adam reconnected with his son after achieving sobriety. He secured joint custody through supportive letters from The Mission.

Adam is part of *Rogers’ Employee Resource* team that has filled 250 *Bags of Hope* with socks, hats, gift cards and other supplies, along with handwritten notes for shelter guests to show them that they are cared for.

Adam’s gratitude to The Mission continues. Thank you for having faith in us, Adam.

“

Having a warm meal or dry socks isn’t everything. But not having them is.



Thank You
to all our volunteers,
donors, supporters and
partners who help us
deliver transformational
programs to meet the
needs of our clients.

A collection of colorful paper bags (yellow, green, blue, pink) arranged in a cluster. Each bag has a heart-shaped or cloud-shaped tag attached with handwritten messages in various colors. The messages include: "You are loved", "I am so proud of you!", "You are beautiful", "You are enough!", "Never give up!", "You are loved!", "Believe in yourself!", "You matter the most!", "I am so proud of you!", "The best is yet to come!", "We believe in you!", "Life is tough but so are you!", "You're got this", "You got it", "I am so proud of you!", "You are loved", "You are enough!", "Believe in yourself!", "You matter the most!", "I am so proud of you!", "The best is yet to come!", "We believe in you!", "Life is tough but so are you!".

- | | |
|--|---|
| <p>1 City of Ottawa: 10-Year Housing and Homelessness Plan 2020–2030, June 2020.</p> | <p>12 This includes staff and volunteers who work within The Mission's kitchen and at Chef Ric's to prepare meals and support our Food Services Training Program (see page 16).</p> |
| <p>2 City of Ottawa, Data Housing Services yearly HIFIS data.</p> | <p>13 New metric based on groceries delivered with the community meal program.</p> |
| <p>3 Prior to the beginning of the pandemic about 90 people were estimated to be sleeping outside. By October 2020, that number had risen to 225 before declining to about 150. Minutes of the Community and Protective Services Community, City of Ottawa, September 16, 2021. The updated PiT count which estimated the rise to 9% of the total percentage of people who are homeless and sleeping outside took place in October 2021.</p> | <p>14 Overflow mats were re-opened November 5, 2022 at reduced capacity to maintain social distancing. This statistic is adjusted to use of overflow mats as of that date.</p> |
| <p>4 City of Ottawa, Data Housing Services yearly HIFIS data.</p> | <p>15 Occupancy rate does not include closed beds. The number of available beds each night is reduced based on number of beds allocated to Mission clients in the temporary overflow shelters. Closing beds has allowed for more social distancing within the shelter.</p> |
| <p>5 On February 6, The Ottawa Mission issued a statement on the occupation of downtown Ottawa, noting the significant negative impact on the community and particularly our most vulnerable members. The statement urged “all governments and those within the occupation to end this situation quickly and peacefully.” The statement is available here:
https://ottawamission.com/statement-on-occupation-of-downtown-ottawa/</p> | <p>16 This refers to the number of clients helped with applications, not the number of applications.</p> |
| <p>6 Inflation in Canada reached a new 31-year high of 6.8% driven largely by steep increases in food (9.7%) and shelter (7.4%). Statistics Canada. Consumer Price Index, April 2022, May 18, 2022. These figures have driven even more people to turn to The Mission for help with food.</p> | <p>17 Included due to the continued increase in overdoses in Ottawa.</p> |
| <p>7 About two in three Canadians are concerned (41%) or somewhat concerned (24%) about rising home prices compared to one in three that are concerned (17%) or somewhat concerned (18%) about paying for their home mortgage or rent. Nanos Research, May 2022.</p> | <p>18 Statistics Canada. Selected income characteristics of census families by family type, July 15, 2021.</p> |
| <p>8 Canadian Mental Health Association, Ontario COVID-19 polls, 2020, 2021.</p> | <p>19 Campaign 2000. Riding by Riding Analysis Shows Child Poverty in Canada Knows No Boundaries June 18, 2018.</p> |
| <p>9 Ottawa Public Health: Status of Mental Health in Ottawa During the COVID-19 Pandemic, Fall of 2020.</p> | <p>20 Feed Ontario. Report: Hunger Map, July, 2019.</p> |
| <p>10 Ottawa Public Health, Drug Use and Overdose Statistics, 2020–2022.</p> | <p>21 CTV News Ottawa, April 18, 2022.</p> |
| <p>11 In 2021/22 The Ottawa Mission (OM) and The Ottawa Mission Foundation (OMF) were restructured, integrating fundraising activities and staff, with the OM leaving OMF assets and stewardship of these assets with the OMF. This allows the OMF to focus solely on asset management activities (e.g., investment oversight).</p> | <p>22 In 2020, as part of our Million Hours project, based on historical and archival data, we estimated that the total number of meals served since our shelter's founding in 1906 to be 18,336,464. When the meals from 2019–2020 (727,903) and 2021–2022 (938,210) are added to this figure, the total number of meals served from our founding to April 30 is 20,002,577.</p> |



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UNION MISSION FOR MEN

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