



Reconciliation Action Plan: Client Survey

About The Ottawa Mission

Since 1906, The Ottawa Mission has been serving those who are homeless, hungry and lost, including First Nations, Inuit and Métis people.



In 2024–25,
The Ottawa Mission provided
emergency shelter to an average of
187 men every night and
served an average of
3,312 meals every day.

The Ottawa Mission provides 29 programs to help people rebuild their lives over eight service areas:



Food Programs



Emergency Shelter



Emergency Shelter



Client Services



Job Training



Addiction & Trauma Services



Health Services



Chaplaincy Support

What has The Ottawa Mission done thus far on Reconciliation?

The Mission has released a poster and companion document which reflect our public commitment to Reconciliation, which can be found here: ottawamission.com/reconciliation-action-plan

These commitments are the foundation of our accountability to Reconciliation. The Mission shared these documents with First Nations, Inuit and Métis leaders as they were being developed.

The Mission has also:

- ↳ **Continued our monthly Country Food Feast**, offered in partnership with *Ottawa Inner City Health*, to bring Country Foods to members of the Indigenous community. The Feast takes place on the third Friday each month in our chapel.
- ↳ **Continued offering smudging by a Mohawk Elder** in our Chapel on the third Wednesday of every month. Smudging is open to everyone.
- ↳ **Staffed an Indigenous support worker in our Hospice** to help Indigenous clients there.

The Mission also marks *National Indigenous People's Day* on June 21st and *National Day for Truth and Reconciliation* on September 30th each year.

What is this survey about?

We know that many First Nations, Inuit and Métis come to our shelter for help, but some do not identify as Indigenous when they're asked.

As service providers, we would like to know why that is.

The Ottawa Mission is launching a Reconciliation Action Plan to ensure that all First Nations, Inuit and Métis people feel safe and welcome at our shelter.

The Mission wants to hear from First Nations, Inuit and Métis people about their experiences with our shelter. We also want to learn from them what we can do at our shelter to ensure that they feel safe and welcome here.

The Mission also wants to call attention to why so many Indigenous people become homeless and advocate for change.

How will this survey be used?

Our shelter is holding separate discussions with Indigenous community members to hear directly from you.



The Mission will then produce a **Reconciliation Framework** — a plan of action to implement what is learned during these discussions.



The Framework will reflect our commitment that all Indigenous People feel safe and welcome at our shelter and provide standards for us to measure how we are doing annually.



We will report publicly back to the Indigenous community on this.

● Fall 2024 – Spring 2026

Engagement with Indigenous community members through community discussions.

● Spring 2026

Presentation of our draft Reconciliation Framework to First Nations, Inuit and Métis community members. Community members will be welcome to provide feedback on the Framework.

● Fall 2026

Presentation of the confirmed Reconciliation Framework.

● Going forward as of Fall 2027

The Ottawa Mission will report on its efforts concerning Reconciliation using the confirmed Framework

Please confirm if you are:

☐ First Nations ☐ Inuit ☐ Métis

Have you used Ottawa Mission programs recently? If so, please confirm which ones:

- | | |
|--|--|
| ☐ Emergency Shelter | ☐ Employment Services |
| ☐ Food Services | ☐ Housing Services |
| ☐ Addiction and Trauma Services | ☐ Health Services |
| ☐ In-Shelter Mental Health Services | ☐ Chaplaincy Services |
| ☐ Education Services | |

The Mission would like your feedback on our programs and services, and how we can ensure that all Indigenous People feel safe and welcome at our shelter.

How sensitive do you think the staff are to Indigenous issues?

☐ Sensitive ☐ Neutral ☐ Not sensitive

Have you ever felt discriminated against while you were at The Mission because you're Indigenous?

☐ Yes ☐ No

If yes, can you describe the situation when you felt discriminated against?

What would you like the Board and staff of the Mission to know about Indigenous people, their history and their culture to ensure that Indigenous people feel safe and welcome at the shelter?

What implications does the RAP have for The Ottawa Mission Board of Directors and staff?

Currently no Indigenous cultural training is required for The Ottawa Mission Board of Directors and staff. Should this be a requirement for the Board of Directors and all staff at The Mission?

☐ Yes ☐ No

If yes, what should this training focus on? If not, why not?

Should there be additional staff training to support Indigenous clients? If so, for which Mission services, and why?

☐ **Addiction and Trauma Services**

☐ **In-shelter Mental Health**

☐ **Education Services**

☐ **Employment Services**

☐ **Housing Services**

☐ **Food Services**

☐ **Health Services**

☐ **Chaplaincy Services**

How can Ottawa Mission programs and services change to advance Reconciliation?

☐ **Ceremonies** (e.g., Sunrise, Sundance, and other examples)

☐ **Cultural activities** (e.g., art-making, drumming, dancing, and other examples)

☐ **Indigenous cuisine** (in addition to the Country Food Feast, and other examples)

☐ **Other programs**

What does Reconciliation mean to you? What would you be looking for as signs that The Mission is moving forward in Reconciliation?

How can The Mission show the community that changes have been made concerning Reconciliation?

The Mission wants to report annually on its efforts concerning Reconciliation.

Should The Mission report on:

- ☐ The number of First Nations, Inuit and Métis clients supported through which programs?
- ☐ The experiences of First Nations, Inuit and Métis clients gathered through focus groups, surveys and other methods to determine if they feel safe and accepted?
- ☐ The number of staff who received Indigenous cultural safety training?
- ☐ How staff use their training when working with Indigenous clients?
- ☐ Whether new programming has been developed to support Indigenous clients?
- ☐ Other elements:

Currently The Ottawa Mission and Indigenous service providers meet informally to discuss issues of shared concern.

How do you and other Indigenous community members want to be engaged moving forward from these discussions?