



Shepherds of Good Hope Les Bergers de l'Espoir

Dedicated to Compassion - Dévoués à la compassion

2013 Annual Report



Shepherds of Good Hope
FOUNDATION  **LA FONDATION**
Des Bergers de L'Espoir

233 Murray Street, Ottawa, ON K1N 8N9
613-789-8210
www.shepherdsofgoodhope.com
Charitable Registration: 87601 7609 RR0001

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Message from Chair of the Board

At the heart of Shepherds of Good Hope is a community of people dedicated to compassion. We believe first and foremost in the dignity of every human being. From the harshest environments, life can endure, and occasionally flourish, when the basics are provided.

This is on display everyday at our facilities across the city. From a humble soup kitchen in a basement, to managing multiple supportive housing facilities across the city -- We know first-hand that when people are provided with the basics, even something as simple as a bed to call their own, the healing process can often begin.

Recently, Shepherds of Good Hope completed the acquisition of a 66-unit complex in Kanata, now known as Hope Living. This is by far our largest acquisition to date, and it has propelled Shepherds of Good Hope into a leadership role on all issues related to supportive housing across the city.

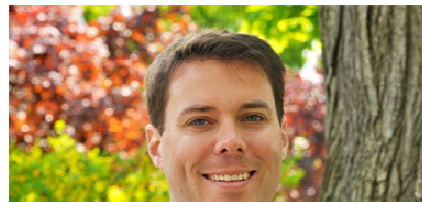
We complimented this major acquisition with a significant reformatting of how we provide our services at our main facility at 256 King Edward Ave. Through partnering with other service providers, we have launched the Transitional Emergency Shelter Program (TESP) which now allows us to provide more personal and custom care to those using our services.

These are two major success stories for our community, and a testament to the hard work of the staff and volunteers who make Shepherds of Good Hope what it is.

The challenges facing those who depend on us continue to become more complex, and the need for holistic solutions is more important than ever. As always, Shepherds of Good Hope will lead by example, and we will continue to work with our partners to make sure every person in our city who needs help is provided with personalized support, 365 days a year.

Sincerely,

Adam J. Smith
President and Chairman
Shepherds of Good Hope



A Truly Tragic Life Turned Around

Patricia was born 43 years ago to an alcoholic Mother and abusive Father. She was the third and youngest child and at the tender age of 5 her parents divorced. She describes her childhood as living in a war zone. Her absentee Mother would live in the bars every night and bring home different men for the night to keep her company. Drunken brawls were common place and Patricia and her two brothers were the subjects of abuse time and time again.

Then came 'husband number two'. He too was an abusive alcoholic with a quick temper. Patricia was an impressionable 14 year old then and just entering high school. One night, her youthful world, self esteem and innocence were snatched away from her forever in an instant when 'husband number two' came home drunk and dragged her into a bedroom, beat her and then ended his rant by sexually assaulting her. When Patricia told her Mother what had happened, her Mother refused to believe her and so the abuse continued.

Patricia made several attempts to run away from home but was always brought back. At 17 years of age, she made up her mind to leave for good as she clearly did not feel safe at home. She couch surfed for months and secured some employment at a fast food facility to keep her head above water. Then Patricia met William at a drop-in centre. Patricia felt safe with William and knew that she could feel love for him. They married and over the next three years had celebrated the birth of three children – two girls and a boy. For the most part Patricia thought life had turned out for the better. That is until William started to hear voices in his head. At first she was confused but one day when he told her that the voices told him to take the life of one of their children she fled with children in tow.

Message from Chair of the Board

This has been an exciting and challenging year for our Foundation. The reality is that the services offered by Shepherds of Good Hope are needed more and more each year as the numbers of the most vulnerable continue to grow. The Foundation, which is the fundraising arm of Shepherds of Good Hope, has had to work in step with the needs, eliciting and managing funds so vital to sustaining our day-to-day operations.

Over the last twelve months, we were able to find new and exciting ways to raise funds like the first annual Grinch Dinner, which raised over \$27,000. We kept the momentum going in December with the CBC Holiday Charity Drive. This radiothon was the most successful in CBC's history and brought in over \$80,000 for Shepherds of Good Hope.

On February 7, we celebrated our 30th Anniversary in a number of very special ways, including "A Taste for Hope" wine and food Winterlude event at City Hall. Our Executive Director, Anna Silverman, brought the Ottawa chef community together to help celebrate Shepherds of Good Hope. Guests had the opportunity to sample dishes prepared by over 30 talented local chefs - who donated all of their time and exquisite cuisine.

This year the Foundation has made lasting partnerships with many Ottawa businesses, Ottawa media, the Ottawa Catholic School Board, service clubs and countless individuals - all dedicated to assisting those less fortunate.

The Foundation has made great progress in updating and maximizing our fundraising software and to ensure we make giving as easy as possible. We have also significantly expanded our donor database.

I would like to thank each member of our Foundation team, Anna, Judy, Angela, Lauren and Christelle as well as all of the volunteers and staff at Shepherds of Good Hope for all of the hard work and the devotion you have put into the last twelve months. You truly make a significant difference in the lives of the most precious members of our community! We are blessed to have you.

Sincerely,

John Peters
President and Chairman
Shepherds of Good Hope Foundation



30 Years of Service

It has only been thirty years from our humble beginnings to where Shepherds of Good Hope is today. We are now the largest not-for-profit organization dedicated to serving the needs of the poor and the homeless in the city of Ottawa.



It was a cold day in January, 1983 when the priest of St. Brigid's Catholic Church received a knock on the door. There stood a hungry man asking for food. The kindly priest made the man a sandwich. The next day – another knock on the door and so it continued day after day. Finally, the priest put an ad in the paper looking for volunteers to help feed the men and women who were lining up for food and St. Brigid's Soup Kitchen, the predecessor of Shepherds of Good Hope was born. On February 7, 1983 – the first day the soup kitchen opened 23 people received a meal.

Today, approximately **700,000** meals are served out of our Soup Kitchen a year.



Throughout 1983, there were 420 beds booked for men and women in the basement of a church so they could sleep out of the elements.

In 2012, there were **54,654** beds booked for men who slept in our men's shelters and **24,536** beds booked for women who slept in our Outreach Shelter for Women.

Later on Mary was wed to a wonderful man and had three children who she cherished. She was a stay-at-home Mom who was very comfortable in her community. All of her neighbours were friends and in 1983 one of Mary's neighbours asked Mary if she would help her out in the basement of a church.

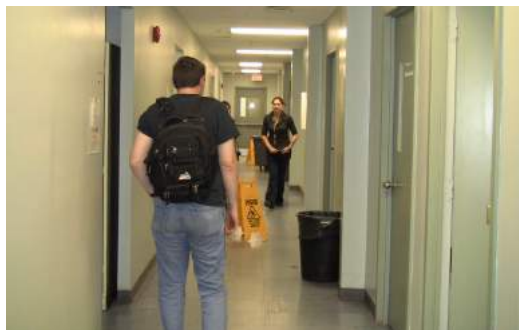
Mary agreed and that was the beginning of Shepherds of Good Hope for Mary. Back in those days the 10 or so volunteers did a little bit of everything from making meals, answering phone calls, sweeping floors and washing dishes. She just pitched in and helped where she was needed. Then there were less than 100 clients to serve. Today, there are 1600 men and women coming through the doors of Shepherds of Good Hope every day.

Mary never considered her tasks as work and she could not recall a time when she was frightened by the clients she served, no matter how ragged and tattered they seemed. Back then, she recalled a miracle happening almost daily, for instance, it was Good Friday and they wanted to serve fish but the cupboards were bare. As luck would have it, the freezer at the local I.G.A. stopped working and the owner had to get rid of the stock inside. That weekend, the clients were served a wonderful choice of sea food. She recalls that they might be down to their last spoonful and donated food would arrive, not occasionally but on a regular basis. Mary was invited to pick strawberries at fruit farms without having to pay because the farmers understood and cared.

Mary made a point of picking up dishes and cutlery at garage sales and when she would tell the sellers that it was for Shepherds of Good Hope she was told that it would be free. In fact, the sellers would often comment on the work that Shepherds of Good Hope would do as 'wonderful'. Mary said lots of people that she knew would often thank her for doing her part to provide for the hungry and homeless.

Mary has been volunteering at Shepherds of Good Hope for 30 years now and she has seen many people come and go but when asked what particular gift she personally receives from giving of her time and energy she responds, "I simply love the people around me and those who we serve. They are all wonderful."

Where would Shepherds of Good Hope be today if it were not for the time and efforts of those like Mary?



Michael H was a client with Shepherds of Good Hope since 2006. Michael suffered from addiction and mental illness which hampered his quest for full time employment. Being very devout in his faith Michael volunteered

and worked part time for religious organizations but would fall back when episodes of mental illness would occur. This is the time when his substance abuse would flare up. Michael was very proud and stubborn, consistently refusing any help from case managers and social agencies but clearly his life was chaotic.

In December of 2011, Michael signed onto the Worker Dorm Program. This meant more flexibility and stability for him as he could come and go as his employment dictated. His Case Manager worked very closely with Michael for the next few months. She connected Michael with a Royal Ottawa Hospital nurse and sought counseling for him at Catholic Family Services. His medication was stabilized and his behaviours reflected that. Michael was making dramatic leaps and bounds. Through the Worker Dorm Program Michael was making regular savings and re-prioritized his housing as a key goal. On June 1, 2012 Michael was able to secure his own housing and leave the shelter sector far behind him. Michael was so grateful for a second chance that he often volunteers his time to return to the shelter to offer mentoring advice to others who are looking at the same housing opportunities as Michael.

Mary Yelle, a real Shepherd of Good Hope

Mary Yelle led an ordinary life, extraordinarily well. She was born into a family of 9 children on a farm in the Osgood area. There were no extras to be had on the farm, what with handed down clothing that her Mother made, but there was always plenty of food in their stomachs and the warmth of family around her. She knew that they were not affluent but they were happy times and every Sunday the family attended church. That was very important to Mary.

Our Sites

In 2013, Shepherds of Good Hope has grown to include 9 locations around the city to serve the needs of our clients, these include;

- **233 Murray Street** – Main Soup Kitchen, Grocery Program, Clothing Program and Administration
- **211 Bronson Avenue** – Good Day Workshop
- **256 King Edward Avenue** – Emergency Men’s Shelter with 102 beds, Transitional Emergency Shelter Program-TESP with 49 beds, Managed Alcohol Program with 12 beds, Enhanced Support Program with 27 beds, Hope Outreach Emergency Women’s Shelter with 60 beds, Special Care Unit for Sick Women with 16 beds
- **380 St. Patrick Street** – Supported living 13 units
- **208 St. Andrew Street** – Supportive living 35 units
- **78/80 Nelson Street , Brigid’s Place** – Housing First for Women 11 units
- **1057 and 1053 Merivale Road , The Oaks** – Supportive living 55 units
- **145 Castlefrank Road** – Supportive living 99 beds

All of our programs support an atmosphere of living in a community-enriched environment.



Shepherds of Good Hope - Now in the West End Welcome to 145 Castlefrank Road

Our aging and most vulnerable clients have special needs that shelter life cannot support. Shepherds of Good Hope provides a Supportive Living environment with a range of services, amenities and choices to fit the health and mental health requirements of these vulnerable men and women in our Kanata location – all in a warm and safe environment.

This quiet, residential setting permits an ease of living so different from the busy, noisy downtown core. Everything in this building is designed to enable clients to maintain their independence, privacy and address their health concerns. Here they can enjoy a life rich in community, and take pleasure in the peaceful environment around them.

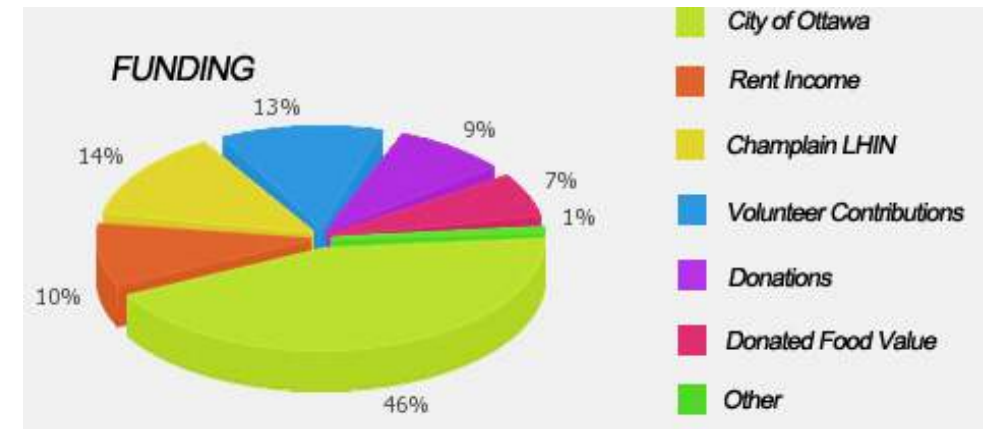
Our compassionate staff, along with healing accommodations, fully support the needs of the elderly men and women living within this facility. At this time in their lives, they deserve so much more than shelter living. They deserve a place they can comfortably call home.



FINANCES

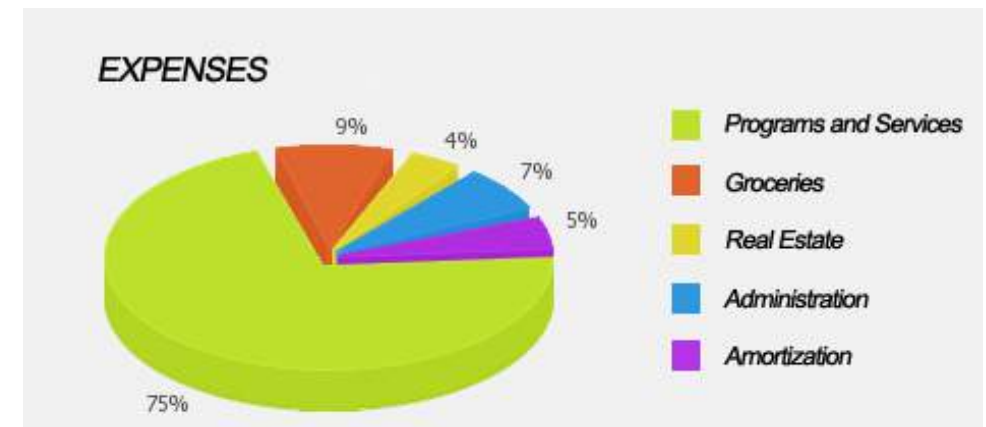
Funding

City of Ottawa 46%, Rent Income 10%, Champlain LHIN 14%, Volunteer Contributions 13%, Donations 9%, Donated Food Value 7%, Other 1%



Expenses

Programs and Services 75%, Groceries 9%, Real Estate 4%, Administration 7%, Amortization 5%



Transitional Emergency Shelter Program (TESP)

The Transitional Emergency Shelter (TESP) recently replaced our Hope Recovery Program in early 2013. Located on our 1st floor at 256 King Edward Ave, this 49 bed program is available to both men and women. TESP provides an immediate needs, 24/7 approach to clients of the greatest requirement of assistance. They are typically under the influence of alcohol and/or mood alternating substances or temporarily denied access from all other service providers. The mandate of the program is to meet the clients where they are at, build rapport, and create exceptional case plans to help facilitate their exit from the shelter system. The newest addition to the program is the introduction of a comprehensive medical model. The program partners with Ottawa Inner City Health, which facilitates the targeted engagement diversion (TED) component. TED offers access to a doctor, registered nurses and client care workers around the clock. Clients also have access to a mental health nurse (Royal Ottawa Hospital) and intensive case management (Canadian Mental Health Association) on site. The program accepts referrals from agencies all over the city, including other emergency shelters, Ottawa Police Services, hospitals, and the self directed.

Enhanced Support Program (ESP)

The Enhanced Support Program is the final stage of care in the Transitional Emergency Shelter Program (TESP). It is located on the 2nd floor of 256 King Edward Ave and has its own exclusive space. It has 26 beds for both men and women. Here they can leave the potentially chaotic street life behind them while awaiting housing, treatment, and other services. During their stay they concentrate on life skills, have more one-on-one access to intensive case management, continued medical care, and ongoing mental health/addictions support. The goal is to not only provide the clients with a more stable environment while they progress in their transition out of the emergency shelter system, but to give them the skills and confidence so that they do not find themselves returning to the shelter in the future.

Gwen S. is from Hope, British Columbia where she was working in a garment shop. The owner of the garment shop headed to Ottawa and Gwen followed. Gwen is confined to a wheel chair as a result of an accident and was not able to complete her commitment to the owner of the garment shop. As a result, she found herself at Shepherds of Good Hope in Hope Living on the 3rd floor of 256 King Edward Ave. where she admitted that she thought she would live out her days. However, that was not to happen. Three months ago, Gwen was given the news that Hope Living would relocate to the Kanata Location.

Change can be very difficult for some and Gwen was one of those people. At first she was in shock. This was not happening to her. Everything was fine where she was, she thought.

Why would she have to go?

Then as time passed over the next three weeks Gwen started to see things differently. Kanata was a community with parks and a library, walking trails and nature trails, churches, schools, community centres and a shopping centre. It would be peaceful in comparison to the constant sound of sirens and the truck and car traffic on King Edward Ave. The violence and drug trafficking wouldn't be an issue in this community and young families would be her neighbours.

When Gwen learned that she would have her own private bedroom with a bathroom, her feelings about Kanata turned 180 degrees and she was looking forward to a fresh start in a new place where she could be proud to call home.



A Taste for Hope

In celebration of 30 years of
Shepherds of Good Hope



A culinary experience

Shepherds of Good Hope
FOUNDATION



LA FONDATION
Des Bergers de L'Espoir

In celebration of Shepherds of Good Hope's 30 years of service to the most vulnerable in our community an extraordinary culinary event was held on Thursday, February 7th at Ottawa City Hall .

Guests had the opportunity to sample dishes prepared by many talented local Ottawa chefs ranging from signature creations to the exotic, as well as the sampling of fine wines. It was a wonderful evening in a lovely venue with exquisite cuisine.

All proceeds from this showcase event will be used to renovate the Soup Kitchen at 233 Murray Street.

In honour of that day, our clients were treated to a feast of kings – roast beef, mashed potatoes, vegetables and gravy served from our soup kitchen by none other than Ottawa's Mayor, Jim Watson. When he stopped by he took the liberty of announcing that in honour of this special day, February 7, 2013 would be declared, **'Shepherds of Good Hope Day'** in the City of Ottawa.

The day was topped off with a rousing hockey game in the parking lot - clients against staff. It was so successful that the challenge has gone out for another one next year!

