

2015 Annual Report



Message from the Chair of the Board and the President & CEO

Creating community for all through acceptance, compassion and care. Those nine words are an expression of the past, present and future of the Shepherds of Good Hope (SGH) and form our new Mission Statement.

For 32 years, SGH has been an anchor in our community, serving those who require assistance in many areas. We started by offering sandwiches to hungry men and women. We progressed to providing shelter to those who slept on the streets of Ottawa. Now we offer innovative programs and services so that individuals can regain independence and, ultimately, have a home of their own.

We have evolved into one of the most progressive and innovative organizations serving the homeless and impoverished in Ottawa. We serve men and women with complex needs by operating eight buildings across the city. We see a need and find a way to respond. We have multiple services within our shelter to connect our clients to needed supports. We operate supportive living residences around the clock to support people transitioning to housing.

This past year has been one of change. Our Matriarch, Sheila Burnett, retired. Our Board of Directors approved a new, three-year strategic plan (please see our website for details). We remain financially and operationally strong through generous support from our community and partnering organizations such as the City of Ottawa, Ottawa Inner City Health, Carefor, The Royal Ottawa Hospital, the Canadian Mental Health Association and more.

We are bolstered by 400+ volunteers who support us financially and by giving generously of their time. We are blessed with committed donors in the community and from local businesses. Our 250 dedicated employees provide front line services, case management expertise, coordination of activities and program management.

Our new plan, ***Beyond a Soup Kitchen***, focuses on: *Innovative Programs and Services, Caring Employer and Community Outreach*. Our strategic directions flow from each: *Transitional Shelter Services, Supportive Living, Investing in our Employees, Governance and Administration, Marketing and Communications, Fundraising and Social Enterprise*. We have gone beyond our original mandate to feed, clothe and shelter. We play an instrumental role in meeting people where they're at, without judgement, and assisting them in obtaining housing. We wrap the needed supports around them so they can succeed, as they themselves define success.

We are honoured to be a part of this incredible organization. Thank you for being a part of our community and for taking this journey with us.

Sincerely,

Adam J. Smith, Chair &
Deirdre Freiheit,
President and CEO



Adam J. Smith



Deirdre Freiheit

Message from the Shepherds of Good Hope Foundation

Each day Shepherds of Good Hope cares for more than 1,600 men and women in Ottawa. It requires a large commitment by our staff and our volunteers to ensure Ottawa's most in-need get the support and services they need.

But it could not be done without the large number of donors who believe in our work, who believe every man and woman deserves a life of dignity. The Shepherds of Good Hope Foundation works hard every day to ensure we raise the funds needed to support the day-to-day operation of Shepherds of Good Hope.

Fundraising takes on many forms and presents many challenges. But every year, with a dedicated effort and careful planning, we are able to raise the bar. Many of you will be familiar with our annual A Taste of Hope event. We know the 2016 edition is going to be better than ever. At the 2016 celebration, we will be unveiling a beautiful 16-month calendar featuring local chefs and their favourite recipes.

This year the Foundation also decided it wanted to honour those donors who left us a legacy gift, so we are creating the Legacy of Hope Wall. Located in the chapel behind the soup kitchen, this wall is an opportunity for us to honour the people who left us a gift in their wills. The wall is going to be unveiled this fall and will also honour those people who have indicated they are leaving a gift to Shepherds of Good Hope.

We don't take your donations for granted. That's why we're doing our best to share with you our success stories. Our goal is to keep you informed of the new and innovative programming we introduce every year.

We're reaching out to you in as many ways as possible. Whether it's through letters, Facebook, social media, our website or tours, we want you to connect with us, to see what we do, to know that the men and women who come to our doors are being cared for with compassion and are getting the support they deserve.

Special thanks to all Foundation staff and the board members for all of their hard.

Sincerely,

John Peters
Chair of the Board &
Anna Silverman
Executive Director



John Peters



Anna Silverman

Our Humble Beginnings



It was a cold day in January, 1983 when the priest at 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 newspaper looking for volunteers to help feed the men and women who were lining up for food at the church and so the soup kitchen was born

On February 7, 1983, the first day the soup kitchen opened, 23 people lined up for lunch.

Today, we serve close to **700,000** meals every year in our soup kitchen.

We have grown to eight facilities serving more than 1,600 men and women every day. We are one of the largest not-for-profit organizations dedicated to serving the needs of the poor and the homeless in the city of Ottawa.

In addition to shelter and meals, we offer programs and services designed to improve the quality of life of Ottawa's homeless men and women. We believe all should have hope and a life of dignity.





Our Sites

Over the years, Shepherds of Good Hope has grown from making sandwiches for a small group of hungry citizens in the downtown core to providing for approximately 1,600 people who come through our doors each day in our 8 locations across the City of Ottawa.

233 Murray St. — Soup Kitchen/Food & Grocery Program. Evening drop-in program. Also includes our chapel and administrative offices.

256 King Edward Ave. — Men's Shelter with 105 beds, Transitional Emergency Shelter Program-TESP with 49 beds, Managed Alcohol Program with 12 beds, Enhanced Support Program with 26 beds, Women's Shelter with 60 beds, Women's Special Care Unit, 16 beds

208 St. Andrew St. — Supportive Living with 35 units

Brigid's Place, 78/80 Nelson St. — Supportive living facility for women, 11 units

The Oaks, 1057 and 1053 Merivale Rd. — Supportive living facility that houses the managed alcohol program, 58 units

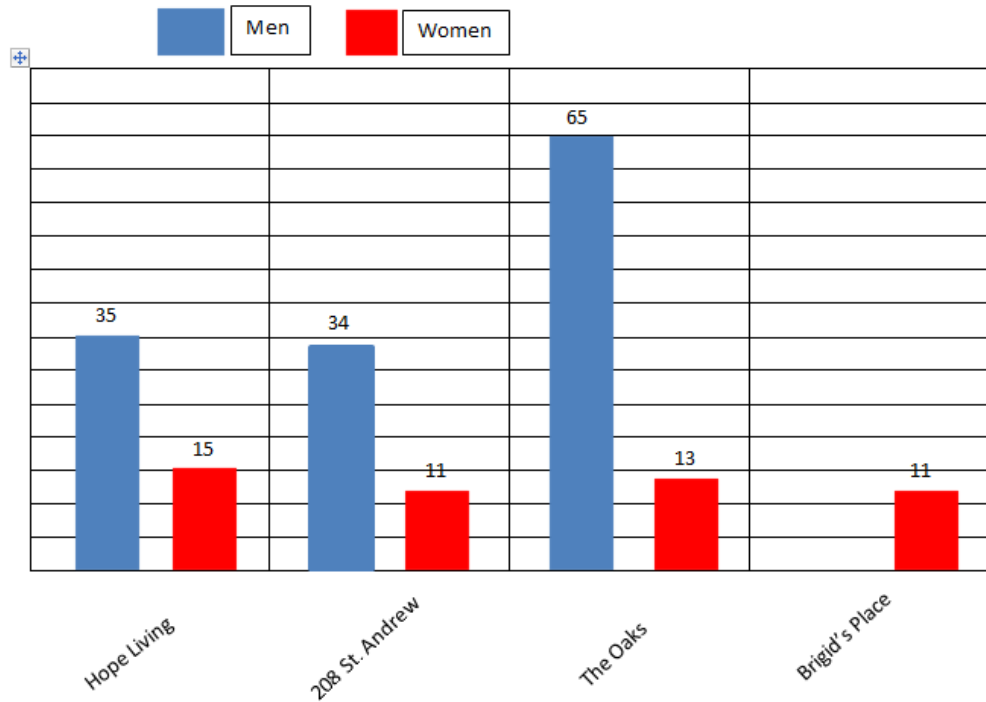
Hope Living, 145 Castlefrank Rd. — Supportive living facility with 99 beds

Good Day Workshop, 211 Bronson Ave. — GDW provides a place where individuals with addictions, homelessness, physical or mental disabilities are able to experience the dignity of work in a safe community environment. A social enterprise program where furniture re-finishing is carried out by the participants.

Our Residences

Supportive Living: Shepherds of Good Hope runs four supportive living facilities. These facilities are for people who are able to live on their own but still need every day support from staff. 208 St. Andrew, The Oaks, Hope Living and Brigid's Place are our supportive living residences.

Shepherds of Good Hope believes the first step to a healthy, stable life is to ensure the client has a home. By adopting a supportive living model, clients are able to move into their own apartments and experience a life of dignity, while getting the support they need.



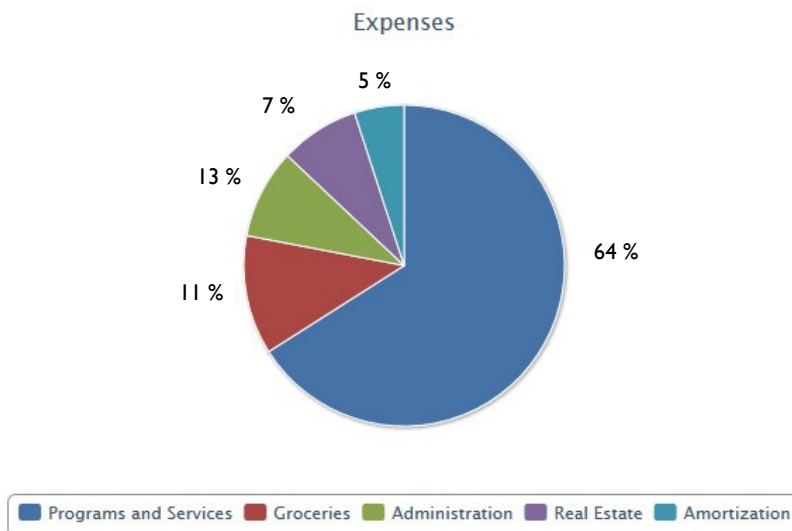
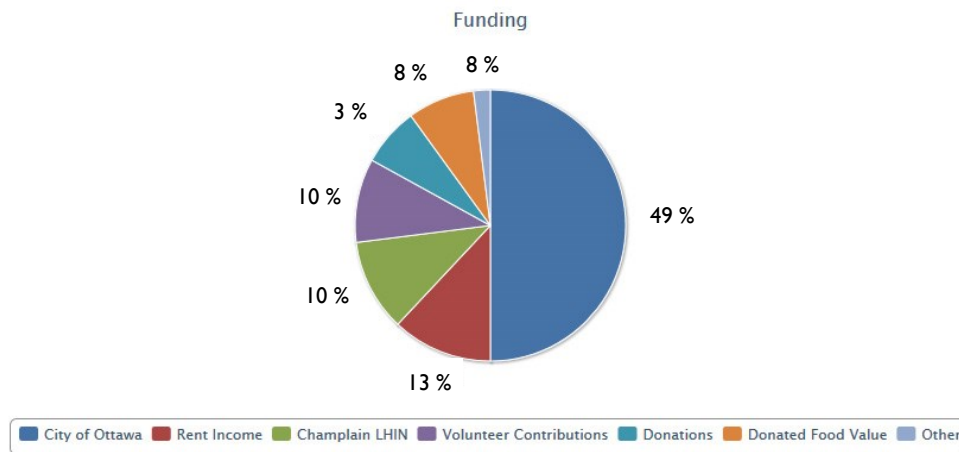
FINANCES

Funding

City of Ottawa 49%, Rent Income 13%, Champlain LHIN 10%, Volunteer Contributions 10%, Donations 3%, Donated Food Value 8%, Other 8%

Expenses

Programs and Services 64%, Groceries 11%, Real Estate 7%, Administration 13%, Amortization 5%



A home for Jonah

What did Jonah love best about the apartment the Shepherds of Good Hope helped him find?

The air conditioning, he said with a grin.

Jonah has been in Ottawa for more than six years. The Inuit man comes from Hall Beach, which is located at the north eastern tip of Melville peninsula on the shores of Foxe Basin, a narrow strait across from Baffin Island.

He left his tiny village of 700 people to come to Ottawa to find a better life. Jonah ended up homeless but Shepherds of Good was there to provide him with a bed every night and three meals a day.

Jonah was a participant in ESP. ESP is a separate section of the main shelter with 26 beds for both men and women that is designed for individuals who are awaiting treatment, housing or other services.

Men and women in this program receive medical care, mental health and concurrent disorder treatment, support and case management services, but live in a less chaotic environment.

For Jonah, continued exposure to day-to-day street life was hurting his chances of getting out of the shelter life. ESP gave him a more structured environment.

Jonah says he could never have moved out on his own without the help of ESP staff.

He said not only did they take care of him, but they taught him skills like how to save money for rent. This past July he moved into his own one-bedroom apartment.

Jonah can see a brighter future, one with potential. But he didn't stop his relationship with Shepherds of Good Hope after the program ended.

Jonah wanted to give back as a way to say thank you, as a way to help men and women who are still living in the shelter.

Last winter, one of the regular volunteers wasn't able to make his shift. Jonah was one of three people who was asked if they could help out.

"I said yes," said Jonah.

"I enjoy helping the clients. Clients can be frustrated and the volunteers are there to



After six years of living at the shelter in Shepherds of Good Hope, we have finally found Jonah his own apartment.

help.” Jonah volunteers on Saturday, Sunday and Monday mornings. He works in the soup kitchen, sometimes helping out with clean-up or peeling vegetables.

“I like to give them whatever help they need. They have done so much for me,” he said.

On other mornings, he’ll help out in the grocery and clothing program, taking in donations.

Before Jonah moved into this own apartment, it wasn’t unusual to see Jonah as a client in one of the shelter programs and then to see him several hours later volunteering in the kitchen.

Jonah is an example of the type of help Shepherds of Good Hope delivers to Ottawa’s most vulner-

able men and women every day.

Jonah, who turns 41 this year, said Shepherds of Good Hope is still like a home to him even though he’s now out on his own.

Jonah is proud of his heritage and still likes to visit the village where he was born when he can. Although it has been some time since he has visited, he has two daughters who are growing up there. Like a lot of young people, the most popular way to stay in touch is through social media. So Jonah has become a bit of a Facebook expert.

Jonah says thanks to Shepherds of Good Hope, he’s confident he’ll get to enjoy the air conditioning in his apartment for many more years to come.

Jennifer in her own words

Hi, my name is Jennifer and I've been at Brigid's Place on and off since the very beginning of 2014.

Before that, before I came here, I had been in a very abusive relationship. I was very insecure, unsafe. I was being stalked and harassed everywhere I went.



I was living in a world of darkness and fear. And someone had told me about Brigid's Place. So in my desperate times I called. I met Lauren and she said I could move in in a month and I did and it's been nothing but a blessing.

I have my own space and there are cameras here and my abuser was not able to come and hurt me or stalk me or do anything. I was able to find out who I was, what I liked because really, before here, I never really had my own life. I wasn't allowed to identify with myself. I had to take care of everybody else.

Living here has been great. They've given me all the support and resources. They've come with me with my trying things, like my court case with the rape. They have supported me in activism, which I began since I've been here, for women's rights and safer streets for the sex workers. They have been excellent.

I chose to move out four or five months ago. They were supportive of that, they helped me, they talked me through my fears and everything. So I moved out and it was a complete belly flop.

So I called Lauren back asking her if I could come home and she was like, 'yeah you can come home in a week Jenn'. So they've been nothing but great and supportive of me. I think without them I'd still be nothing but this scared little girl out on the street listening to other people, always running and hiding because I would not know who I was like I do today.

Kim reconnects with her son

Kim had a rough start in life, the victim of extreme violence at home when she was growing up. She was scarred emotionally by the abuse and it has plagued her all of her life.

When she was 15, Kim ran away from her abusive father and kept running. She lived in five large communities in Ontario, usually working as a waitress or scrounging for whatever work she could find to make ends meet.

After 14 years of drifting, she put down roots in Ottawa. In 1995, Kim gave birth to a beautiful baby boy - Harly.

Harly became the love of her life the moment she laid eyes on him. But when you live on the street, taking care of a child is next to impossible and Kim had to leave her precious son in foster care.

Hard times came and went in Kim's life but her struggles with post-



traumatic stress disorder after years of abuse always got in the way.

Kim says she just couldn't catch a break. When life started to turn for the better, her anxiety would hit back, crippling her attempts at happiness.

Kim moved to Brigid's Place in 2011. It didn't work out the first time but Brigid's welcomed her back with open arms. It was at the Nelson Street residence where she felt she truly belonged.

Brigid's Place provides safe housing for 11 women who are chronically homeless. The Shepherds of Good Hope believes safe housing is the first and most important step to helping the women stabilize and improve other areas of their life.

Brigid's Place provides the women with support. For many of them, this is their first home in years after living on the street or in shelters. It's an opportunity to think about the future, to one day hope for more independence.

Kim can see a future. Living at Brigid's Place, she learned to be responsible. She learned how to set rules and how to follow them.

The happiest news for Kim is she reconnected with her son after moving to Brigid's Place. She speaks with him every day. Her next step is to try independent housing again, this time with her partner.

Great news for TESP in 2015

(Transitional Emergency Shelter Program)

An ambulance pulls up to the double-glass doors. Two paramedics jump out quickly. They swing open the doors and grab the stretcher, gently lifting the patient to the ground. They wheel the patient out and a triage person meets them at the entrance to take over.

This isn't a scene at a hospital emergency room. It's a scene that started this summer at Shepherds of Good Hope, the first shelter in Ontario that can accept patients directly from paramedics.

Located at our main shelter building, TESP provides 49 beds for men and women who need specialized treatment for mental health issues, addictions and other concurrent disorders.

The benefits of the new arrangement:

- Patients get treatment more quickly;
- Paramedics aren't held up at ERs waiting for patients to be triaged; paramedics drop off the patients and then return to duty;
- It lightens the burden on Ottawa Police who, in 2014, transported people to the program 879 times;
- Shelter staff can make contact more quickly to offer support for housing with the goal of moving them into their own home.

The estimated savings to the health care system thanks to fewer ER visits is conservatively estimated at \$1.74 million.

The program is a partnership between Shepherds of Good Hope, Inner City Health, the Royal, CMHA Ottawa and others.



Finding jobs through the Worker Program

The Worker Program continued to have amazing success in 2015.

One of most successful clients went from moving into the shelter, finding a job and finding his own place to live in a little less than five weeks.

The Worker Program is available to any client who has a strong desire to find work. It's also where you will find people who have part-time or full-time jobs but who have become homeless for a variety of reasons. It could be they temporarily lost their job and had to give up their apartment. Or it might be someone who is fleeing an abusive relationship but has no where else to turn.



The program also welcomes clients who are going back to school. Over the years, we have had several people go back to school or take courses as part of the program.

The Worker Program helps all of these people by giving them the resources and skills to be successful.

One of the main skills we teach people is how to manage their money. We teach them everything from how to build a budget, how to save for first and last month's rent.

The residents have access to a computer lounge where they can learn basic computer skills and also search for jobs or apartments.

In addition to the skills training, the Worker Program also allows participants living in the shelter to come and go when they need. Many work shift work and we recognize clients need a place to sleep during the day when the shelter is normally empty.

We provide them with their own space with their own key and a storage area for their belongings.

If they are working or going to school, the staff in the soup kitchen provides them with a boxed lunch each day. We provide them with bus passes if they need them.

Last year, the Worker Program helped 90 men and women.



Volunteering a family tradition for these brothers

Normally the little brother looks up to the bigger brother and follows his lead. But when it comes to volunteering at Shepherds of Good Hope, it happened the other way around.

John and Brian volunteer every Tuesday afternoon from 1 to 5 p.m. John, who is younger by 13 months, started volunteering at Shepherds five years ago.

“When I retired, I wanted to do some volunteer work. My church use to regularly make sandwiches for Shepherds of Good Hope,” he said. So it didn’t take long to realize that Shepherds of Good Hope was the place to be.

Eight months ago, Brian followed his little brother’s footsteps. From 1 to 4 p.m., they work in the dining area and soup kitchen. They prepare the desserts and salads that they serve from 4 to 5 p.m. They also get the tea ready and help clean up the lunch dishes.

Brian is impressed with the staff. “Everyone comes from different backgrounds. They have different ways of doing things.”

If you are interested in volunteering with us, please contact us at 613-789-8210, ext. 239.

Leaving a Legacy

This year Shepherds of Good Hope wants to do something special for the people who left us gifts in their will or who have indicated they are leaving us a legacy.

This fall we will be unveiling our Legacy of Hope Wall in the soup kitchen chapel. It's an opportunity to remember and to celebrate those people who wanted to keep helping us carry out our mission after they were gone.

Legacy giving plays a key role. It provides us with the knowledge that we will have the means going forward to keep looking after Ottawa's most vulnerable men and women.

When we ask people why they are leaving us a gift, their answer is simple. They want to keep making a difference even when they are no longer with us. They want to leave a legacy. They want to remind others that we are just not put here on this earth to serve our own needs, but also to serve the needs of others.

For Shepherds of Good Hope, those others have always been the men and women who have so little but need so much. We provide them with shelter, food and clothing. But most importantly, we help them realize a life of dignity. We provide them with hope.

For information about our legacy giving program, please contact Micah Garten at 613-789-8210, ext. 241.





Shepherds of Good Hope
FOUNDATION



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