



Shepherds of Good Hope Les Bergers de l'Espoir

Dedicated to Compassion - Dévoués à la compassion

Spring Newsletter 2016

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Providing health care at Shepherds of Good Hope

An ambulance pulls up to the doors. Two paramedics jump out, open the back doors and unload a gurney carrying a middle-aged woman.

No, this isn't the scene at one of Ottawa's hospitals. It's a scene that plays out several times a week at Shepherds of Good Hope.

Last year, Shepherds of Good Hope became one of the only shelters in Canada that can accept patients directly from paramedics.

It means no trips to the ER for some of Ottawa's most vulnerable homeless men and women.

At Shepherds of Good Hope, these men and women are admitted to the Targeted Engagement Diversion/Transitional Emergency Shelter Program. It's a 49-bed

unit for men and women who are not in the regular shelter system and at risk of falling through the cracks.

By cutting down on trips to the ER, these homeless

men and women get medical care that addresses their health care issues — issues such as inebriation, being under the influence of a narcotic, hypothermia and dehydration.

Health staff on site can also treat minor cuts and abrasions.

Once the medical issues are addressed, case workers can connect with the clients to work on other issues such as housing and

lifestyle changes. Often, after a stay in TESP, clients are ready to move to another program.

It's estimated the newest partnership with Ottawa paramedics will save taxpayers almost **\$2 million a year**.



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ESP teaches necessary skills to help people live independently

The Enhanced Support Program is geared for men and women who have been living in the shelter but are ready to try living on their own again.

The residents who are part of the ESP program have their own resource room and case workers provide 16 hours of support every day of the week.

After having lived in the shelter for some time, it can be intimidating to be on your own again. Case workers teach life skills such as how to engage with others. They show them how to connect with services like finding a family doctor.

They also teach financial literacy skills — skills such as how to budget and how to save up for first and last month's rent.

Staff also arrange a moving-out package for them. Staff make sure they have clothing and a box of groceries to get them started in their new home.

Currently, the program can accommodate 26 men and women.

Creating community for all through acceptance, compassion and care

President's Message



At Shepherds of Good Hope (SGH), we have long gotten away from providing “*three hots and a cot*” for those who come to us in need.

We are more than a soup kitchen that provides three meals per day to our clients and residents and much more than an emergency shelter which simply provides a place to sleep.

Creating innovative programs and services to meet the ever changing needs of our clients has become our hallmark.

When women and men arrive at our doors, we try to determine their needs as quickly as possible. This helps us to connect them to appropriate resources so that they can leave the shelter for a permanent home, knowing that they will have access to programs and services in the community.

An exciting initiative currently underway at SGH is the expansion of our Workers Program. Supported by a Trillium Foundation grant for the next three years, we will follow Housing First principles and work with our clients to identify employment opportunities.

Obviously, accessing paid employment allows people to maintain housing so they won't have a need to stay in shelters in the future.

The Workers Program will focus on assisting participants with developing and/or enhancing their employment skills, finding sustainable employment and providing support throughout the process.

This addresses two components of the social determinants of health – *housing* and *employment* – by:

- Rapidly transitioning clients to housing and providing ongoing supports to keep it
- Providing employment supports, counselling and conflict mediation to enhance job security
- Identifying paid employment opportunities specifically designed to aid clients in transitioning to a competitive labour market
- Securing tenancy, which helps move people toward independence

During the spring and summer months, we will be working diligently to identify community businesses interested in this program.

Funding from Trillium allows us to provide a wage subsidy to interested employers for a period of time. This helps employers and employees develop good working relationships, which we hope will lead to permanent employment and therefore permanent housing.

This is one of the many innovative programs we offer at Shepherds of Good Hope. It aligns with our goals and with the City of Ottawa's Housing First model. Clients might move to housing in one of our five supportive living residences, or they may have other options throughout the city.

Either way, the end result is a safe and secure home of their own, paid employment that is meaningful, independence and self-sufficiency.

These are the things many of us take for granted daily. Wouldn't it be nice for others to feel that same sense of security and accomplishment?

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Emily finds hope, safety at Brigid's

Emily sits on her bed and admires her art work. For several days, she has been creating small paintings of butterflies and angels.

Two years ago, Emily was desperate. She had lived on the streets, was addicted to drugs and was the victim of a violent sexual assault.

It had been many years since she had felt safe. She knew people were taking advantage of her but she didn't know how to get them out of her life.

Luckily, one day Emily heard about Brigid's Place, a housing first facility run by Shepherds of Good Hope.

Emily called up and talked to the program manager. When the next room became available, Emily got the good news she had a place to stay.

Like the other 10 women in the home, she has her own space. She

has privacy where she can write and create her art.

She says the staff have been wonderful. When life felt overwhelming, someone was there to talk to. Staff helped her navigate the justice system as she got ready for the trial against her attacker.

When Emily was finally ready to tackle her addiction, staff was there again to help her find the best organization to treat her.

It took time, but eventually Emily started to feel safe. She talks to her mother often and has formed friendships with the other women.

But more importantly, she sees a future free of drugs, free of living on the street and doing what it takes to find shelter. She says she's leaving the darkness behind.

Today, she feels more confident and optimistic.

Brigid's Place provides needed housing first

It's called housing first for a reason.

At Shepherds of Good Hope, we believe if you have a safe, stable home first, you're then more likely to have success dealing with other issues.

That's the philosophy behind Brigid's Place, a housing first facility for 11 women.

Located on Nelson Street in Lowertown, Brigid's Place started as a pilot project in 2008. It provides housing for at risk, chronically homeless women.

For many of the women, Brigid's was the first safe home they had lived in for years.

Many of them have suffered from abusive relationships and know what it's like to live on the street. Many are also dealing with addiction and/or mental health issues.

One of the unique things about Brigid's is that the women make most of the rules. They meet as a group and vote on how they want to run the house.

Staff organize various outings.

Last summer, the women, with the help of a volunteer, tended to a community garden at Angel Square. They grew their own vegetables which they served in the kitchen.

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Giving Dennis the skills to move into his own home

When Dennis first came to Shepherds of Good Hope several years ago, he wasn't expecting to stay long.

He had moved to the city but couldn't find affordable housing. And without a good job, it didn't take long before he ran out of options. He was also coping with some addiction issues.

After spending time in and out of the men's shelter for almost two years, staff, who never stopped working with Dennis, recognized he was ready for ESP, the Enhanced Support Program.

ESP works with men and women who are ready to transition to their own housing, but need additional skills to give them the best chance at success.

For Dennis, the big issue was learning how to budget. He simply didn't have the financial skills to make a go of it on his own.

He also needed to work on his social interactions with others.

With the support of his case worker, Dennis improved his financial literacy skills and eventually found his own apartment.

Staff still see Dennis every week. Dennis was very thankful of the help and support he received when he was a client at Shepherds of Good Hope.

One day, when a call went out for help in the soup kitchen, Dennis didn't hesitate. In fact, his volunteering started before he moved out of Shepherds of Good Hope. Even though he's in his own one-bedroom apartment, Dennis still volunteers at Shepherds of Good Hope three days a week.



Dennis says life is great. He has his own space and no longer has to share a bathroom with others. The other big thing he has noticed is the noise — or the lack of it.

It's understandable that a shelter that houses several hundred men and women is going to be noisy, but you don't really appreciate having a quiet space until you're in your own place, says Dennis.

At Shepherds of Good Hope, we know there are people who are ready to move on from shelter life. All they need is some help to make that dream become a reality.

Dennis is one example of the good things that happen when they become part of ESP and work with case managers.

Did you know?

Our Managed Alcohol Program at The Oaks and our downtown shelter continue to attract attention from experts around the globe. We've had visitors from New York, Nova Scotia, Australia and many other places.

MAP works with chronic alcoholics. By putting them on a regimen, we stabilize their alcohol intake which results in better health.

Did you know?

All it takes is one phone call to make a difference every month in the life of a homeless person.

By becoming a monthly donor, you help feed, clothe and shelter homeless men and women all year round. It allows us to provide the support and care they deserve.

You can also become a monthly donor by visiting our website at www.shepherdsofgoodhope.com.

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Volunteers crucial to our mission at Shepherds

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That's our mission statement. But we couldn't deliver on it every day without the help of the more than 400 volunteers at Shepherds. Those volunteers contribute more than 60,000 hours every year.

Many of our volunteers work in the Soup Kitchen, preparing and serving hundreds of meals every day. But we also have volunteers who offer their time in our supportive living residences. Volunteers like Luc, (above) who since 2009, has provided more than 5,500 haircuts to the clients at The Oaks.



We regularly hold volunteer orientations. For more information, call Stephanie at 613-789-8210, ext. 239.

What is supportive living?

There are many men and women who come to the shelter who just need a little help to be on their own.

Supportive living allows them to do that. Shepherds of Good Hope operates several supportive living residences — The Oaks, Brigid's Place, 208 St. Andrew and Hope Living.

The men and women in these residences have their own units. They have the ability to come and go as they please. The units they live in are theirs to decorate as they see fit and to call home.

But to stay independent, they need support. That's the role frontline workers and case managers play 24 hours a day, seven days a week at each location.

Staff ensure residents are getting healthy meals, taking their medication, keeping appointments, and providing them with the skills to ensure they can avoid returning to shelter life.

For information, go to shepherdsofgoodhope.com.



New Legacy of Hope Wall honours gifts to Shepherds

We all want to be able to look back and say we made a difference. But just as importantly, we want to leave a legacy.

For many years, you have been supporting the work at Shepherds of Good Hope. You care about the homeless. A legacy gift ensures your desire to help the homeless will continue.

Leaving a gift in your will is easy. We recommend people leave a percentage of their estate. Even leaving 1 per cent of your estate to your favourite charities can make a difference for years to come. By leaving a percentage of your estate, your gift changes to match your financial circumstances.

In April, we unveiled the Legacy of Hope Wall. This memorial honours the people who have left us a legacy gift or who have indicated they plan to leave us a gift.

The wall and the plaques were created by the participants at the Good Day Workshop.

We plan on hosting a series of events to talk to people and answer questions about the future direction of Shepherds of Good Hope and how legacy giving can help. For more information about legacy giving or upcoming events, please contact Development Officer Micah Garten at 613-789-8210, ext. 241.

Good things keep happening at the Good Day Workshop

On any given day, you can walk into the Good Day Workshop at the Bronson Centre and hear hammers or sanding.

The several dozen participants there aren't renovating. They're fixing furniture or building wood products by hand in what is the Shepherds of Good Hope's social enterprise.

Whether it's a toy car, a coat rack for the wall, a Christmas decoration or refinishing an antique dining room table, the clients at the Good Day Workshop are benefiting in a number of ways.

First, and most importantly, the GDW provides a place for people who are homeless, at risk of homelessness, or dealing with addictions, mental or physical health issues, an opportunity to experience the dignity of work in a safe environment.

GDW gives these people a reason to get up each day, a purpose. It helps increase their confidence and self-esteem. They form friendships that are worth more than what they build.



In addition to the refinishing and building, participants also run a tuck shop which helps them improve their customer service skills. Last year, 74

people went through the Good Day workshop program. If you're interested in volunteering at the GDW, please call 613-789-8210, ext. 239.

Tree of Hope creating strong roots for Hope Living

The Tree of Hope campaign continues to raise much needed funds for Hope Living.

Hope Living is our supportive living facility located in Kanata. It's a 99-bed unit that is home to mostly seniors.

Residents get to enjoy a lot of greenery and a quiet neighbourhood. The 24/7 staff on site ensure there's no shortage of activities and field trips to keep residents engaged.

But repairs are needed for the building. When you buy a leaf for the tree, you are helping fund crucial renovations that will help our residents experience a life of dignity.

So far, we've reached a little more than 60% of our goal. Some of the goals are to renovate the rooms to make them more accessible and replace worn out carpets.

Call Development Officer Micah Garten at 789-8210 for more details.



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You are making a difference in the lives of so many

Thank you for taking the time to read our Shepherds of Good Hope spring newsletter.

More importantly, thank you for your generous support.

It is because of you that we are able to provide shelter, feed the hungry, and deliver programs and services to those in need. You have given some of Ottawa's most vulnerable men and women hope.

For more than 33 years, we have relied on your generosity. Thank You!

Whether it's with a donation, a drop-off of food or volunteering, you have helped fulfill the mission of Shepherds of Good Hope.

Our beginnings were humble. It started with one sandwich for a homeless man at the back door of a church.

When we first opened our soup kitchen, there were 24 people lined up for lunch. Today, we serve hundreds at breakfast, lunch, dinner and evening drop-in. More than half a million meals are served every year at Shepherds of Good Hope.

We realized, though, that food and shelter weren't enough. With your support, we developed innovative programs. Thanks to you, we provide health care to men and women. We teach them financial literacy. We give them the skills to succeed when they are ready to move into their own home.

You've helped us become a leader in supportive living. You are making a difference in people's lives when you show your support for these programs.

Thousands of you have supported us during our 33-year history. We never take that support for granted and we look forward to your support in the future.

You are helping some of Ottawa's most vulnerable men and women realize of life of dignity. You are helping those who have so little but who need so much.

With your help, anything is possible!



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