

PART OF THE SOLUTION



ANNUAL REPORT 2017-18

YEAR IN REVIEW



2,288

THE TOTAL NUMBER OF
SHELTER CLIENTS



40

AVERAGE LENGTH OF STAY AT
THE SHELTER (IN DAYS)



504

INDIVIDUALS HOUSED OR
DIVERTED FROM THE SHELTER
SYSTEM



68

RAPID HOUSING AND
EMPLOYMENT PARTICIPANTS



226

INDIVIDUALS LIVING IN SGH
SUPPORTIVE HOUSING



47

THE NUMBER OF GOOD DAY
WORKSHOP PARTICIPANTS



169

NEW VOLUNTEERS WHO JOINED
THE SGH COMMUNITY



58,400

THE NUMBER OF DONATED
VOLUNTEER HOURS



\$1.3 MILLION

THE APPROXIMATED VALUE OF
VOLUNTEER HOURS

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LETTER FROM THE PRESIDENT & CEO AND CHAIR OF THE BOARD

What does hope mean to you? We define it in many ways but believe hope is here.

We see it in the ways that our employees, volunteers and community partners at Shepherds of Good Hope interact with our clients and residents when they are in crisis. We hear it in the compassionate conversations that occur between the homeless and our staff and volunteers who always have a kind word to lift someone's spirits and make them smile. We celebrate it when those who come to us achieve better health outcomes because they've accessed our programs and services. We live it when we help individuals move from being homeless to finding a place to permanently call home. Hope is here.

This past year brought many challenges. Our biggest challenge by far has been the overdose crisis that hit our city hard last summer. Shepherds of Good Hope was at its epicentre. Through it all, our clients, staff, volunteers, partners and our community demonstrated a resilience that

few could imagine. We brought tangible solutions to real-life problems, such as erecting a temporary supervised injection service to ensure that people struggling with severe opioid addictions would not die in the streets.

We could not have done this without our incredible partners: Ottawa Inner City Health Inc., the City of Ottawa, Local Health Integration Network and many others. This service provided immediate assistance to individuals in crisis. We demonstrated our ability respond quickly and develop innovative solutions where gaps in services existed. In short, we saved lives.

2017 was a year of significant change at Shepherds of Good Hope.

We addressed the need to expand sustainable, affordable and specialized housing in our City.

We purchased land in Ottawa's east end, with plans to develop a new 42-unit supportive housing facility for individuals with complex addictions, mental health challenges and trauma.

Aligned with municipal, provincial and federal goals to end homelessness, our new building will include 24/7 in-house care for residents and will expand supportive housing options that are desperately needed in our city. By early 2020, 42 currently homeless individuals will leave the emergency shelter system, break the cycle of homelessness and have permanent homes of their own.

We know that there is no one-size-fits-all solution to a problem.

Shelters are often the first point of contact for individuals in need. We understand that we cannot solve every problem and that there are systemic issues we cannot influence; however, we believe we can make a lasting difference in an individual's life.

Individuals have their unique life stories and they choose their own definitions of success. Our role is to meet them wherever they are in their journey and help them to create and achieve their own unique solutions.

We are grateful to those of you who share our belief in helping our community's most vulnerable – together we can continue to be part of the solution for our City's homeless.

Thank you for making hope possible!

Sincerely,



Margaret Tansey
Chair of the Board
Shepherds of Good Hope



Deirdre Freiheit
President & CEO
Shepherds of Good Hope
Shepherds of Good Hope Foundation

LETTER FROM THE FOUNDATION VICE PRESIDENT & CHAIR OF THE BOARD

The Shepherds of Good Hope Foundation made incredible progress this year by working in partnership to be part of the solution.

Together with individual donors, businesses, foundations, and government, we embraced the many opportunities that 2017 brought. We continued to fundraise in support of the rights and dignity of our City's most-vulnerable.

None of our work would be possible without support from generous donors and sponsors. During the year, this incredible support was highlighted by our annual signature fundraiser Taste for Hope, which sold out for a second year in a row and recorded a record-breaking fundraising total. Once again, our community demonstrated their unwavering support for those in need,

and we are truly grateful.

We had a record amount of financial support realized from individuals who left gifts in their wills. While the loss of these committed individuals brings us sadness, we feel blessed they have shown their belief in our work by having chosen Shepherds of Good Hope as part of their legacy.

With each passing year, Shepherds of Good Hope experiences unprecedented growth.

We embraced the opportunity for growth by purchasing land for the future development of Shepherds of Good Hope's sixth supportive housing facility.

We began the planning process for the upcoming capital campaign to accompany this build and we look forward to the unique opportunities this exciting project will bring in 2018.

We would like to express our most sincere thanks to the Shepherds of Good Hope Foundation Board of Directors, who are steadfast in their commitment to the growth of the Foundation and to helping those less fortunate in our community. This past year, we had the pleasure of introducing two new members to the Board. We would also like to acknowledge the vision and hard work of the Foundation's dedicated staff.

Finally, our most sincere thanks go out to you – the Shepherds of Good Hope Foundation supporter.

Your continued commitment is a source of inspiration. With you by our side we can continue to be a beacon of hope to our community's most vulnerable.

Together, we are all part of the solution.

Thank you.



Ryan Kilger
Board Chair, Shepherds of Good Hope
Foundation



Neil M. Leslie
Vice President, Shepherds of Good Hope
Foundation

2017-18: MILESTONES & MEMORIES



VOLLEY, SET, SPIKE

In July 2017, we were thrilled to be one of the selected charities for the 2017 HOPE Volleyball SummerFest.

Over 50 Shepherds of Good Hope representatives volunteered at the event. As recipient charity of the event, we were presented with a donation from HOPE Volleyball SummerFest for \$24,000, in support of our Seeking Safety Program.

GROWING HOPE

In September 2017, our volunteer-run Hope Garden, harvested over 7000 lbs of fresh vegetables.

Every day, Shepherds of Good Hope's soup kitchen and supportive housing kitchens serve over 1000 meals. The vegetables harvested at Hope Garden help provide fresh, nutritious options for our clients and residents.

A NEW APPROACH

In November 2017, we opened a temporary Supervised Injection Service (SIS), The Trailer, in partnership with Ottawa Inner City Health Inc.

The trailer encourages safer drug use for people addicted to opioids, through monitoring and tailored health services.



HOMES FOR ALL

In January 2018, we received notice that we were successful securing funding for our sixth supportive housing facility.

This new 42-unit supportive housing building will be located in Ottawa's east end. With occupancy set for early 2020, the building will provide 24/7 support to individuals who have challenges with mental health and/or addictions.

35 YEARS OF HOPE

February 2018 marked Shepherds of Good Hope's 35th anniversary.

With plans for anniversary celebrations to be held in summer 2018, we look forward to marking this special occasion with our incredible community of clients, residents, volunteers, employees, partnering agencies - and our entire City!

ALL IN GOOD TASTE

In March 2018, we held our sixth annual Taste for Hope. The event featured 21 of Ottawa's top food and beverage venues under one roof.

Shepherds of Good Hope's annual signature fundraiser, sold out for the second year in a row, raised over \$80,000, in support of the work done at Shepherds of Good Hope.

OUR YEAR IN REVIEW

LOOKING TO THE FUTURE

ISSUE: THE NEED TO ESTABLISH A STRONG VISUAL AND DIGITAL PRESENCE TO DISTINGUISH OUR ORGANIZATION AS A SIGNIFICANT CONTRIBUTOR TO ENDING HOMELESSNESS IN OTTAWA.

SOLUTION: PARTNER WITH MCMILLAN, ONE OF CANADA'S LEADING CREATIVE AGENCIES, WHO DONATE THEIR SERVICES TO REDESIGN OUR ORGANIZATIONAL BRAND AND WEBSITE.

Since 1983, Shepherds of Good Hope has been making our community a better place for all.

In 2017, we entered into the final stages of our rebranding project. This multi-year project encompassed a complete redesign of our organization's brand which meant developing a new look and a new website that provides easy to access information outlining our programs and services, all tied to our new mission and vision statements.

This project would not have been possible without the outstanding pro bono work we received from McMillan. As a charitable, non-profit organization that serves the needs of our community's most vulnerable adults, our priority is provide individuals with appropriate supports to help them break

the cycle of homelessness. Donations from citizens, corporations and funding agencies are directed to assist those individuals who access our services,

Recognizing the impact that Shepherds of Good Hope has in our community, McMillan generously donated their time and resources to support our rebranding project. We simply would not have been able to afford the quality of work that they offered. McMillan's generosity in offering no cost design and creative services allowed us focus on providing programs and services while developing an exciting new brand to position our organization for the future.

As a result of their generosity and leadership, Shepherds of Good Hope will join other leading charities in having a modern brand and digital presence.





This will create new opportunities to provide better and easier access to information about our organization so that we can increase our ability to help those who need us most.

As we approached our 35th year, we looked for a brand which reflected the organization we were, the one we are today, and the one we hoped to become.

We asked ourselves: How do you find your way to hope? For centuries, people have used the stars to guide them to hope; like the Star of Bethlehem that guided the wise men; or Polaris, the North Star, famous for marking the way due north.

With its guiding star high in the corner, Shepherds of Good Hope's new logo leads the way towards the future, while reflecting our accomplishments of the past. It is a beacon

of hope for those we assist and for those who support us. Bright colours symbolize the optimism and positivity that hope brings. The bold font embodies the bold work of our organization and those who define Shepherds of Good Hope – people like you.

We have been working diligently to put the finishing pieces in place for the launch of our new brand, new website and new online donation platform. This new digital presence will take our organization to the forefront of technology, allowing us to communicate our message of hope to new audiences and across new channels.

We're excited to launch our new brand and website and look forward to seeing the results from the dedication to this project shown by our staff and the team at McMillan.



The Trailer is open

Please check in with the staff at the
256 King Edward entrance first

La Roulotte est ouverte

S'il vous plaît vérifier en premier avec
le personnel à l'entrée du 256 King Edward



OUR YEAR IN REVIEW

RESPONDING TO CRISIS

ISSUE: OPIOID CRISIS OF 2017

SOLUTION: ESTABLISH SUPERVISED INJECTION SERVICES IN PARTNERSHIP WITH OTTAWA INNER CITY HEALTH INC., TO HELP ADDRESS IMMEDIATE NEEDS OF INDIVIDUALS IN CRISIS.

In 2017, the opioid crisis – a national health crisis – swept across Canada and fentanyl was introduced in Ottawa.

Shepherds of Good Hope has been at the epicentre of the opioid crisis in our City.

As the year continued and the crisis worsened, we worked with our partners at Ottawa Inner City Health Inc., Carefor, Ottawa Public Health, Sandy Hill Community Health Centre and others, to develop a plan to assist our clients in crisis. We acted quickly and made difficult decisions because we needed to save lives.

We held weekly consultations with clients who use drugs and solicited their feedback with respect to how we could best support them in this time of crisis. Over 500 staff, peer support workers and clients were trained to administer naloxone, a life-saving drug that reverses opioid overdoses.

In November 2017, we opened a temporary Supervised Injection Service (SIS) in a mobile trailer located in the parking lot of our shelter. Harm reduction treatment and services are offered to injection drug

users who are monitored in a supportive environment. Safer drug use through monitoring and tailored, supportive health services is encouraged. Information on various treatment services is offered to those who often fall through the cracks and who may not be connected to traditional health services.

We vastly underestimated the need for this service. Evidence gathered clearly demonstrates the need for an expansion of supervised injection services and we are in the process of moving the SIS from its temporary site to a permanent location in our shelter. This purpose-built space will double the SIS capacity and expand the common area, allowing people to be monitored for longer periods of time, reduce congestion, and provide better support to those in crisis.

The opioid crisis has been traumatic for our entire community. We thank our staff and volunteers for working diligently to support those in need, our clients for their perseverance and collaboration, and the City of Ottawa for the support we needed to ensure that individuals struggling with severe addictions receive the care they deserve.

A COMMUNITY FOR ALL

Good Day Workshop

This successful social enterprise offers quality furniture refinishing and repair to its customers — plus employment-skills training for its participants.

The Oaks

This 55-room residence, located in Ottawa's west end, houses our Managed Alcohol Program, an aging-at-home program, and provides 10 supportive housing units to the Canadian Mental Health Association. This facility offers its residents treatment, support, a home — and a very real sense of community.

Hope Living

This supportive housing residence, located in Kanata, provides a home for individuals who live with mental health and physical challenges, most of whom are aging.

Brigid's Place

Offering low-barrier housing for street entrenched women living with concurrent mental health challenges, addictions and trauma, this 11-unit facility focuses on harm reduction and health promotion for its residents.

Transitional Shelter

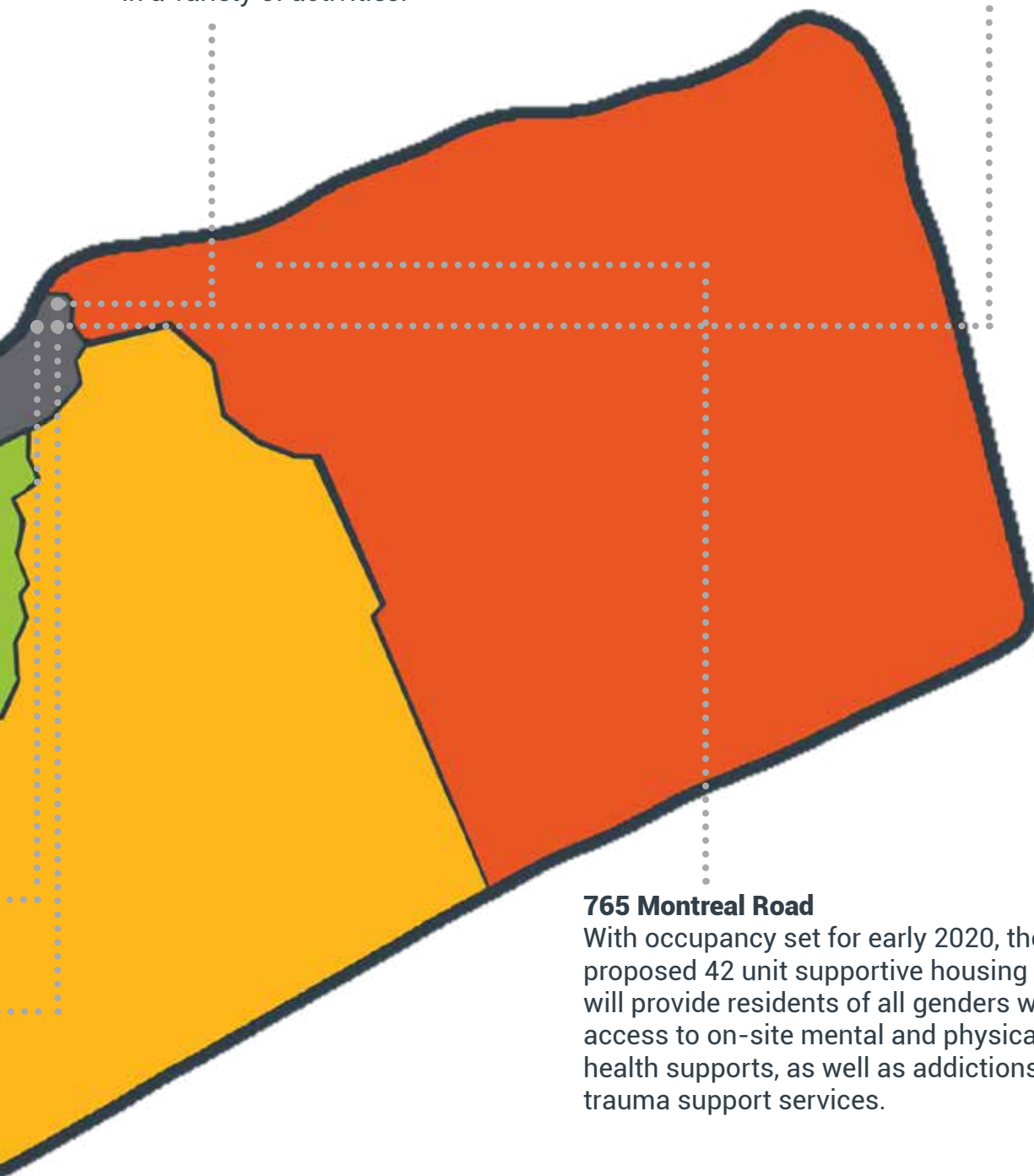
Our 254-bed all-gender transitional emergency shelter supports homeless adults, with a goal of helping them obtain permanent housing.

St. Andrew's Residence

Providing supportive housing for individuals who live independently while still requiring limited supports. Residents receive support with daily living, have access to health and wellness services, and are able to participate in a variety of activities.

Support Services

Every day, we serve thousands — including shelter clients, supportive housing residents and members of the broader community — at our kitchen, drop-in centre, and grocery and clothing programs.



765 Montreal Road

With occupancy set for early 2020, the proposed 42 unit supportive housing facility will provide residents of all genders with access to on-site mental and physical health supports, as well as addictions and trauma support services.

OUR YEAR IN REVIEW

BUILDING HOUSING, CREATING HOMES

ISSUE: INSUFFICIENT SUPPORTIVE HOUSING OPTIONS FOR INDIVIDUALS STRUGGLING WITH SEVERE MENTAL ILLNESS, ADDICTIONS AND TRAUMA.

SOLUTION: BUILD A NEW, 42-UNIT SUPPORTIVE HOUSING FACILITY IN OTTAWA EAST.

In 2017, we announced plans to build our 6th supportive housing facility, to be located in Ottawa's east end.

Our existing supportive housing facilities are located from the downtown core and west to Kanata. This new residence will allow us to move an additional 42 homeless individuals to housing, with around the clock supports.

Supportive housing offers formerly homeless individuals with care in the same location in which they reside. It allows individuals who are unable to live completely independently to have a home of their own within their community, while accessing on-site supports that meet their individual care needs. Our supportive housing residences fit within the Housing First model adopted by the City of Ottawa in its 10 Year Housing and Homelessness Plan. By supporting the municipal, provincial and federal goals

to end homelessness, the new residence will help to fill a void in available supportive housing options for deserving individuals in Ottawa.

With occupancy set for March 2020, the proposed 42 unit building will provide residents of all genders access to on-site mental and physical health supports, as well as addiction and trauma services. An inviting, mixed-use space located on the ground floor will be home to a wide range of public workshops and activities, furthering Shepherds of Good Hope's commitment to establishing a strong and lasting neighbourhood connection through community engagement.

By providing residents with permanent housing in a welcoming environment, this new facility will help individuals exit the shelter system and break the cycle of homelessness while offering them independence, community and dignity.



OUR YEAR IN REVIEW: GENDER INCLUSIVITY

ISSUE: SIGNIFICANT DISCREPANCY IN NUMBER OF INDIVIDUALS WHO IDENTIFY AS LGBTQ2S IN YOUTH VS. ADULT SHELTERS.

SOLUTION: CREATION OF GENDER DIVERSE SERVICES TO ADDRESS UNIQUE CHALLENGES FACED BY HOMELESS LGBTQ2S INDIVIDUALS.

Over 20-25% of Canadian youth accessing emergency shelter services identify as LGBTQ2S.

At SGH, we realized we need to be very clear that LGBTQ2S individuals are welcomed without judgement and that we are making a concerted effort to provide appropriate services to this community. '

With funding generously provided through a three-year grant from the Ontario Trillium Foundation, our Women and Gender Diverse Services program was established to address some of the unique challenges faced by LGBTQ2S homeless individuals. By providing a welcoming and understanding environment, and adding specialized LGBTQ2S services with appropriate staffing, it is our hope that more homeless adults will feel comfortable identifying as LGBTQ2S when they come to us for assistance.

Taking a Trauma Informed Approach, our Gender Diversity caseworker helps our clients navigate complex challenges, with a goal of ensuring our clients successfully exit the shelter system and break the cycle of homelessness.

How do you secure permanent housing if the name on your government issued

ID doesn't match the name you put on your rental application, or the gender by which you identify? What happens if a medical professional refuses to treat you because of your gender identity or sexual orientation? These are some of the issues we are working on in order to support our community's LGBTQ2S individuals.

2017 was the first year of the program's three year grant. We hired our first Gender Diversity caseworker, strengthened partnerships with trusted organizations that shared our goals, and worked diligently to raise awareness and foster an environment of acceptance throughout our organization.

By breaking from the traditional model of gender identification in emergency shelters, we are helping LGBTQ2S individuals break the cycle of homelessness and succeed on their terms.

Through a holistic approach to care, Shepherds of Good Hope provides individuals with the supports they need to establish a high quality of life and, importantly, a life of dignity. By taking a gender inclusive approach, Shepherds of Good Hope is making the shelter a more welcoming place for all.



BEACON OF HOPE SOCIETY

Adam J. Smith
Alice Gillies
Anne Cullen
Annie & Carl Pigeon
Bernard Lacroix
Brenda Cardillo
Charles Leo Nolan
Chrysanthia Hollemans
Claire Nadon
David Wink
Deacon Richard B. Allen
Delia Gallant
Dr. Marguerite Ritchie
Dr. Paul and Mrs. Elsie Mandl
Dr. Stephen M. Earle
Edith Mather
Ella Wallace Manning Estate
Ethna Burke
Father Doug Morris
Fernande Cousineau
Frances Leeney Estate
Gabrielle Chagnon
George and Amelia Frederick
Hector Robertson

Helen Mullally Estate
Honora Clark
In Memory of Fr Mike Gillissie
In Memory of Paul James Kennedy
Isabelle Davison
Jacqueline Brugger
Jacqueline LaPerriere
Jeannine Depocas-Dehoux
Joseph L. Duguay
Juliette Morisset
Kathleen (Kay) MacDonald
Kathleen Stanton
Lisa Macewicz
Lorraine Marie Marguerite Lecompte
Louise Marie Sheppard
Margaret and Larry Dickenson
Margaret Powers
Margaret Turpin
Maurice J. Schnob
Micah and Jessica Garten
Michael Murray

Most Rev. Joseph-Aurèle Plourde Archbishop of Ottawa
Nancy Jandrew
Odette and Leo MacKinnon
Patricia Ann O'Leary
Peggy Courtney Dumont
Philip Boivin
Rev. Francis John McEvoy
Rev. John O'Donnell
Rita Costantini
Rita Quann
Robert H Black
Robert Martin Ghislain Guilmin
Rosa Gander
S. Arvilla Moore
Stephen and Orla Bartolo
Stephen Hudec
Stephen Schafer
Sybil MacDonell
Thomas Bach
Tommy Neal Tombaugh
W.C AH Tinker
William Pinson

PLANNED GIVING

Be a guiding light for years to come. Join the Beacon of Hope Society by leaving a gift in your will to Shepherds of Good Hope. To learn more, please contact Meghan Maack at 613-789-8210 ext. 241 or [mmaack@sghottawa.com](mailto:mmack@sghottawa.com).

DONOR SPOTLIGHT

MAKING HOPE POSSIBLE



Bobby Massel

Sadly, Bobby Massel passed away in 2017, but his legacy lives on through his generosity. Bobby chose to leave a gift to Shepherds of Good Hope in his will. Bobby learned early in life about giving back from his parents - his mother used to knit hats and scarfs for Shepherds of Good Hope clients. Bobby's family is extremely proud of his decision to share his estate with those less fortunate, and the impact his gift will have on our community.



Dawson Family

For the Dawson Family, giving back is a family affair! Jenny and her children, Laila, Kai, and Ronan collected over 176 pairs of new socks, in support of the individuals at Shepherds of Good Hope. Knowing that socks are one of our most needed items, they even asked family, friends and neighbours to help with their collection. This donation will make a lasting impact in the lives of our community members!

DONOR SPOTLIGHT

MAKING HOPE POSSIBLE



Bridgehead

Did you know Shepherds of Good Hope serves over 1,000 meals to hungry people, every day? This incredible number would not be possible without the generous support we receive from community partners like Bridgehead. Every morning, dedicated employees deliver Bridgehead baked goods, sandwiches and salads to our soup kitchen. Our clients are always thrilled to see these tasty treats, and our organization is grateful for the generous support.



Stairwell Carollers

Since the beginning of their 40 year history, the Stairwell Carollers have been making an impact in their community through generous charitable giving. Shepherds of Good Hope was one of the first charities to receive a direct donation from the Stairwell Carollers. To commemorate the choir's 40th anniversary, they held a special song sponsorship program and raised over \$3,000 in support of Shepherds of Good Hope.



Nick Bonyun

Socks from Santa is an initiative started in 2013 by Glebe Collegiate Institute student, Nick Bonyun. Nick understands that for Ottawa's homeless, a warm, dry pair of socks is a necessity in our cold, wet winters. Together with the support of his family, friends and community, Nick delivered 642 pairs of socks to Shepherds of Good Hope in 2017! This brings his four year total of donated socks to over 3,511 pairs!



Keshav Goel

A student of the University of Ottawa, Keshav has dedicated his spare time to helping people experiencing homelessness, by organizing fundraisers and donation drives. He co-founded the organization Helping Hands - Driven By Youth, a youth-run initiative to help those less fortunate, which has expanded to other universities across Canada. Through his compassion and dedication, Keshav has made a direct impact on the community at Shepherds of Good Hope through volunteering in our soup kitchen.

THANK YOU VOLUNTEERS

Thanks to the generous support of more than 450 volunteers, Shepherds of Good Hope is able to meet the needs of our community's homeless and vulnerably-housed. In 2017-18, Shepherds of Good Hope volunteers donated more than 58,400 hours of time - that's an estimated value of approximately \$1.3 million. Volunteers are an integral part of the life, spirit and work done at Shepherds of Good Hope - they are the backbone of the organization.

Every day, Shepherds of Good Hope volunteers show our community that people care. By treating everyone with the respect and dignity they deserve, our volunteers are truly *part of the solution*.



BOARDS OF DIRECTORS

We would like to thank the volunteer members of the Shepherds of Good Hope and Shepherds of Good Hope Foundation Boards of Directors for their ongoing guidance, altruism and support.

SHEPHERDS OF GOOD HOPE

Margaret Tansey, Chair
John Peters, Vice Chair
Robin Sellar, Treasurer
Deirdre Freiheit, President & CEO (Ex-Officio)
Maureen McKeown
Murray Knowles
Susanne Laperle
Terry Blake
Laurel Johnson
Tom Burrow
Catherine Danbrook

SHEPHERDS OF GOOD HOPE FOUNDATION

Ryan Kilger, Chair
Mark Roundell, Vice Chair
Brynn McMahon, Treasurer
Deirdre Freiheit, President & CEO (Ex-Officio)
John Peters
Melissa Shabinsky
Angèle Ménard
Dr. Alykhan S. Abdulla

**“One often calms one’s grief
by recounting it.”**

Pierre Corneille

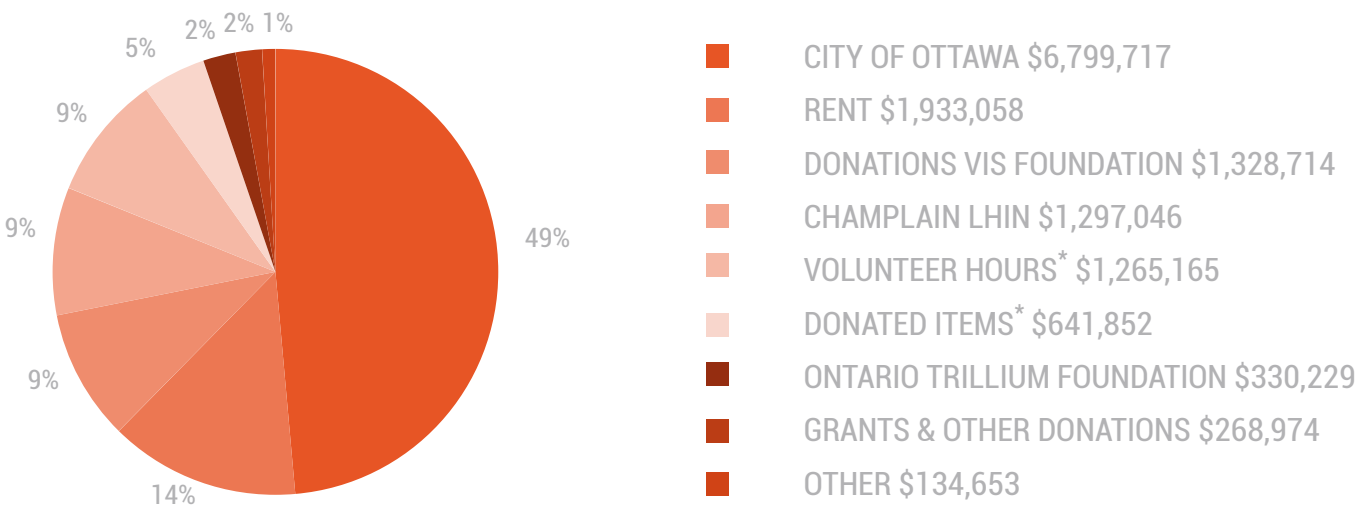
We ask that you please consider a moment of
reflection in memory of those who touched our lives
and passed away in 2016.

By recounting our grief, we remember that the lives of
those who came to us through the doors of Shepherds
of Good Hope mattered and counted.

FINANCIAL SUMMARY

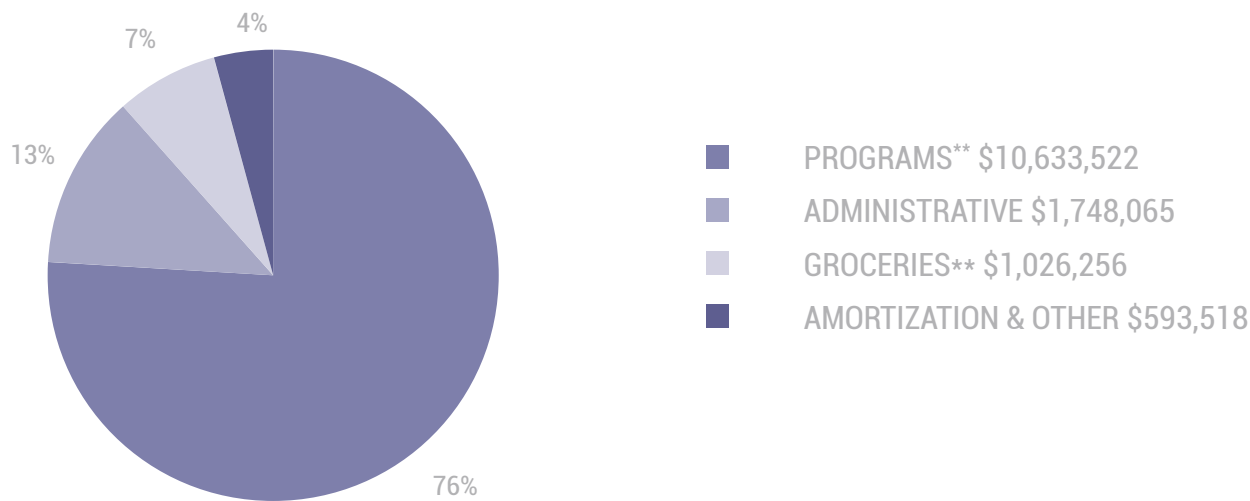
SHEPHERDS OF GOOD HOPE

SUPPORT RECEIVED



*INCLUDES DONATED AMOUNTS NOT SHOWN IN FINANCIAL STATEMENTS

ALLOCATION OF RESOURCES

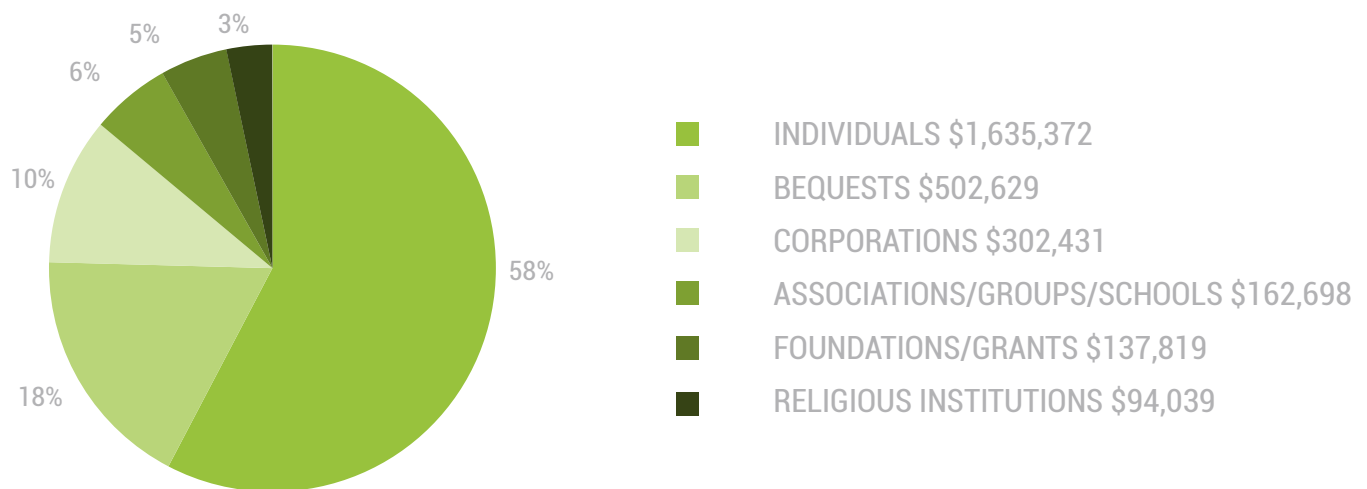


**INCLUDES DONATED AMOUNTS NOT SHOWN IN FINANCIAL STATEMENTS

FINANCIAL SUMMARY

SHEPHERDS OF GOOD HOPE FOUNDATION

SOURCES OF FUNDING



EVENT RECAP: THE 6TH ANNUAL TASTE FOR HOPE

Shepherds of Good Hope's signature fundraising event, Taste for Hope, was held on March 21, 2018. The event raised over \$80,000 with all proceeds going directly to helping our City's homeless and vulnerably housed.

Attendees enjoyed a delectable evening of great food and drink, with each of the 21 participating venues offering signature dish highlighting their unique flavours. To whet the pallet, guests enjoyed local wines, craft beers, cocktails, and gourmet coffees. Silent and live auctions drew the attention of everyone in the room.

Shepherds of Good Hope would like to thank everyone who attended the event. We would also like to thank participating food and beverage venues and event sponsors. Your support ensures that our community's most vulnerable will continue to receive the care they deserve. Our community is stronger because of you.



