

IN A YEAR

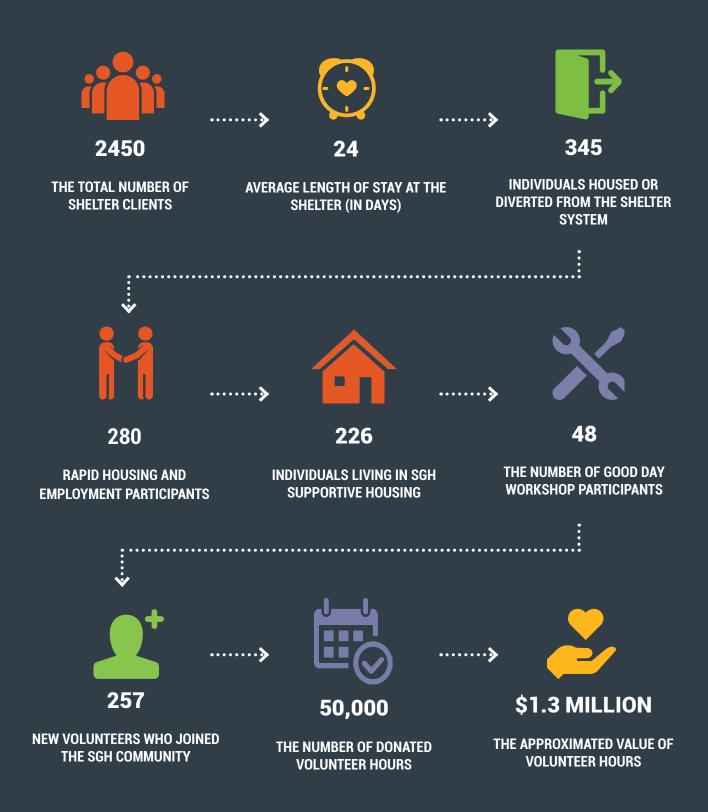


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LETTER FROM THE PRESIDENT & CEO AND CHAIR OF THE BOARD

2018 shone like a beacon of hope.

As we, at Shepherds of Good Hope, soared through the first year of our new brand and enhanced our services to adapt to the ongoing needs of Ottawa's homeless.

Our bold, bright colours and purposeful messages of hope energized staff, volunteers, the homeless, those living in our supportive housing residences, and the community around us.

We achieved many milestones this past year that have had positive and lasting impacts on the lives of Ottawa's most vulnerable.

We hired Peer Support Workers to help clients attend appointments and develop life skills. We participated in Capital Pride for the first time in our organization's history. We worked with our community partners to save lives.

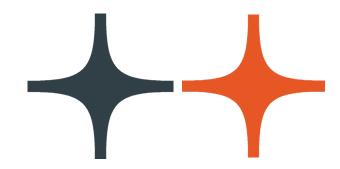
Every single one offers hope, compassion and human connections to Ottawa's homeless and precariously housed individuals.

Our success is a result of our compassionate community members and skilled workers.

Recently, hiring Peer Support Workers in our women's shelter has been rewarding for everyone. Those with lived experience understand trauma at its most intimate level – they've been there. They create caring and supportive connections with many individuals and are helping them to develop every day skills like cooking, personal care and job skills. Peers help build trust and foster positive relationships with the individuals we assist.

Innovative programs like this provide hope to those experiencing trauma, mental illness, addictions and homelessness.

2018 presented many difficulties for community service organizations like SGH. The opioid epidemic has created onerous daily challenges. Ever changing, increasing demands for services, shortages of resources and space, the toxic drug supply on the streets, and individuals in crisis mean we must adapt our physical spaces, responses, and practices to offer services and access to treatment and care for our most



vulnerable people.

Our Facilities Services team worked hard to retrofit and install a new, temporary supervised consumption and treatment service in our shelter parking lot. Last December, we opened the doors of this new trailer which has 14 injection booths and serves an average of 200 people every day. This is three times the amount we thought would require services when we first opened a supervised injection facility in November 2017. Our goal is to renovate space in the shelter to ensure that this is a permanent in-house service in partnership with Ottawa Inner City Health. The need is overwhelming.

Lastly, we created a new strategic plan for 2019-2023, focusing on enhancing staff, client and volunteer experiences at SGH, sustaining capacity, resiliency and excellence in our work and developing a long-term sustainability plan.

We are focused on building our workplace culture to enhance supports to our best assets – our people!

We want to ensure our people can best help those who need us most; and we are committed to building a sustainability plan to ensure that we can provide those services for as long as they are needed in our community.

As we continue to take bold, innovative steps to address the complex needs of Ottawa's homeless population, we are grateful for the support of our community and the many partners who make it possible for us to those experiencing trauma and living with mental health challenges and adictions, and offer a continuum of care for vulnerable adults in our community.

Together, let us continue to empower hope in the lives of Ottawa's homeless.

Sincerely,

Magaret Tansey

Chair of the Board Shepherds of Good Hope

Mujarel Tansy

Deirdre Freiheit

President and CEO Shepherds of Good Hope

Shepherds of Good Hope Foundation

LETTER FROM THE FOUNDATION VICE PRESIDENT & CHAIR OF THE BOARD

Shepherds of Good Hope Foundation has taken incredible steps to foster strong community partnerships.

These partnerships have become the backbone to building the hope and compassion needed to fundraise for our City's most vulnerable.

This past year our new brand connected with our community members and re-energized hope with our sponsors and donors.

Together with individual donors, businesses, foundations, and government, we embraced the many opportunities that 2018 brought. We continued to fundraise in support of the rights and dignity of our City's homeless and most vulnerable population.

As we look to future fundraising opportunities we will continue to raise money for the urgent needs at Shepherds

of Good Hope. We want to ensure your gifts provided to us have the maximum impact in the lives of our clients and residents.

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 third year in a row and marked a record-breaking fundraising total. Once again, our community demonstrated their unwavering support to foster hope for those in need, and we are truly grateful.

Again this year, we received tremendous support through individuals leaving a gift in their wills to Shepherds. 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.

We continue to foster hope in the community by embarking on the development of Shepherds of Good Hope's fifth supportive housing facility.



We are making strides on our new facility in the east end as we received funding from the Canadian Mortgage and Housing Corporation and now begin our next phase of the new build.

We look forward to the unique opportunities this exciting project will continue to bring us in 2019.

As we look to the future we are excited to officially launch our capital campaign in the fall of 2019.

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 empowering our community to find innovative ways to raise hope in the lives of those less fortunate in our city. This past year, we had the pleasure of introducing one new member 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 empowering hope in the lives of Ottawa's homeless.

Thank you,

Ryan Kilger

Board Chair, Shepherds of Good Hope Foundation

Roil M. Lislie

Neil Lesie

Vice President, Shepehrds of Good Hope Foundation

MILESTONES & MEMORIES







HOPE AT NEW HEIGHTS

We raised over \$128,000 for a new elevator for our Hope Living residence in Kanata. Construction and installation is set to begin 2019.

Our Hope Living facility is three stories high and provides a permanent home for 93 seniors many of whom were formerly homeless. Most residents are living with complex mental health challenges and physical disabilities. Walking up the stairs just isn't an option for some.

RAPID HOUSING AND EMPLOYMENT

We are thrilled with the success of our Rapid Housing and Employment Program over the last 3 years. More than 50 found jobs and 80 obtained housing.

Although funding for this program is coming to an end in June 2019, we look forward to continuing to create innovative programs like this! The program's objective was to connect homeless people with a case manager who helped them find permanent housing and employment.

ADAPTING TO THE NEEDS

In December 2018, we retrofitted and installed a new temporary supervised consumption and treatment service facility (SCTS).

SCTS offers low barrier access to health and social resources for people with substance use disorders. Our goal is to renovate space in our shelter to ensure that this becomes a permanent in-house hard reduction service in partnership with Ottawa Inner City Health.







HOMELESS TO HOUSED

In January 2018, we received notice that we successfully secured funding for our fifth supportive housing facility.

We still have to raise \$1 million dollars towards contruction of this building. This new 42-unit supportive housing residence will be located in Ottawa east. With occupancy set for early 2020, the building will provide permanent homes and 24/7 staffing support for our residents.

PURPOSEFUL ACTION

Our Strategic Planning Committee worked hard this past year consulting with staff, clients and volunteers to create a new strategic plan for 2019-2023.

This strategic plan will focus on building our work place culture to enhance supports for the staff, volunteer and client experience. We are also committed to building a sustainable plan that ensures we can provide services for as long as they are needed in our community.

TASTE FOR HOPE

In March 2019, we held our seventh annual Taste for Hope. The event featured 21 of Ottawa's top food and beverage venues.

Shepherds of Good Hope's annual signature fundraiser sold out for the third year in a row and raised over \$86,000, all in support of the work we do. With your help, Taste for Hope has grown into one of the city's most anticipated foodie events of the year.

PURPOSEFUL COMPASSION

STRATEGIC PLAN 2019-2023





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.

Transitional Shelter Services

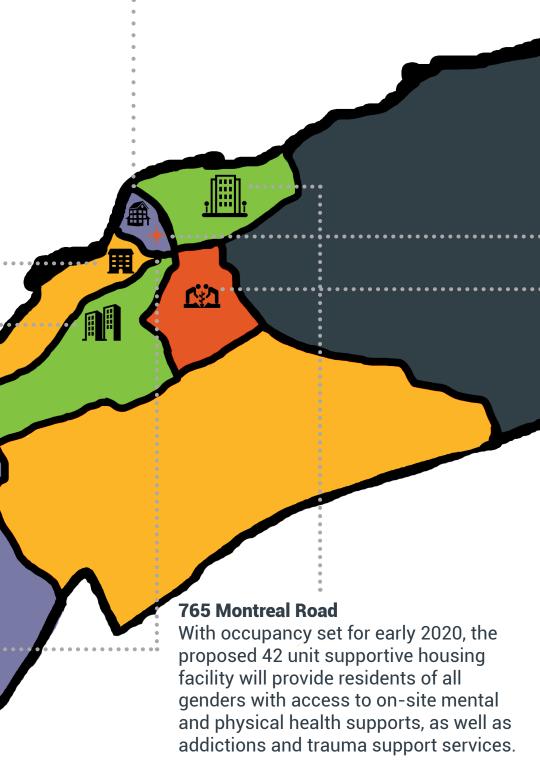
Our 254-bed all-gender transitional emergency shelter supports homeless adults, with a goal of helping them obtain permanent housing.

St. Andrew's Residence

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

Support Services

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



Hope GardenHope Garden is

Hope Garden is a volunteer-run program that harvests thousands of pounds of fresh vegetables every year. The fresh vegetables harvested at Hope Garden provide fresh, nutritious options for clients and residents at our shelter and our supportive housing facilities.

BUILDING HOPE CHANGING 42 LIVES

There isn't enough housing to support the hundreds of people who are accessing shelthers in Ottawa.

In response to this call for housing, Shepherds of Good Hope is working with municipal, provincial, and federal governments to help fill this gap. We are building a supportive housing residence with 42 apartment-style housing units and offering 24/7 staffing supports needed to house people with highly complex needs.

Our vision is to erect a facility that is not just bricks and mortar, but a home.

It will be located at the corner of Montreal and Lang's Road, next to the Montfort hospital. This will be a place to create memories, to feel secure and stable and to have a place to belong to. With support from our generous donors, in addition to secured funding, we will be providing 42 people with a forever home.

Envision a home with around-theclock services, access to day-to-day health and wellness programs, skills development, activities, and opportunities for community integration.

All units will be barrier free.

Many of the units will be fully accessible, providing amenities such as lower countertops, modified door knobs, and adapted light switches. All units will have roll-in showers and an accessible tub will be available on the ground floor of the building.

We are often someone's last hope in their search for a place to call home.

We provide the innovative, around-theclock care needed to support people who have been homeless and suffering from schizophrenia, alcoholism, or other severe mental illnesses, addictions, and trauma. Our clients need specialized care.

Stay tuned for updates from Shepherds of Good Hope about this build and how you are creating

Homes for all. Community for all. Hope for all.



PEER SUPPORT WORKER

PROGRAM

Our Peer Support Worker Program has just passed two years of success!

That means two years of helping women connect to the services they need. Two years of supporting gender non-conforming and LGBTQ2S+ people and making them feel welcome. Two years of building trust.

This program is recognized across the city as an innovative solution to the disconnect between clients and those seeking to help them, who often don't have lived experience. Our data shows that women accessing shelter services are more likely to have experienced trauma and have few social supports. As such, they are statistically less likely to seek help from social service workers.

Since Peer Support Workers have gone through their own process of recovery, they can assist clients with their mental health challenges because they understand what it's like.

They understand addiction. They understand homelessness. They

understand mental health.

Peer support workers have experienced all these things – so they act not only as a trusted friend for our clients, but also as a role model.

Many of our clients, especially those in marginalized populations, have difficulty trusting people in positions of authority after being let down by people who have tried to help them over the years. With the help of Peer Support Workers, clients feel they can trust and relate to the staff at Shepherds of Good Hope.

Peer support workers help to organize client activities, assist the social service workers with client outreach, and act as a bridge between clients and staff.

Due to the success of the program, we recently hired a male-identifying Peer Support Worker for the first time to help those in our Men's Shelter.

We are grateful to the Ontario Trillium Foundation for their funding of this program.





CAPITAL PRIDE

Shepherds of Good Hope marched in the 2018 summer Capital Pride parade for the first time in our organization's history.

Not only did we participate for the first time we continued our efforts to support the LGBTQ2S+ community by marching in the first ever winter Capital Pride in 2019.

With a mission of providing homes for all, community for all, and hope for all, Shepherds of Good Hope is proud to have marched in Capital Pride to show solidarity with its LGBTQ2S+ employees, volunteers, clients and the community at large.

With the introduction of our Women and Gender Diverse Services program in 2017, we have been able to address some of the specialized needs of LGBTQ2S+ clients.

We are committed to being an organization focused on inclusivity, equality, and accessibility for all.

The program was established to address some of the unique challenges faced by LGBTQ2S+ homeless individuals. Challenges include securing housing when a person's ID does not match their name or gender, or getting medical assistance when a health worker refuses to treat a person because of their gender identity or sexual orientation.

By marching in the Capital Pride parade last year, Shepherds of Good Hope continues to be a beacon of hope for those who need it.



BEACON OF HOPE SOCIETY

Adam J. Smith

Alice Gillies

Anne Cullen

Annie & Carl Pigeon

Bernard Lacroix

Bob Massel

Brenda Cardillo

Charles Leo Nolan

Chrysantha Hollemans

Claire Nadon

David Wink

Deacon Richard B. Allen

Delia Gallant

Dr. Marguerite Ritchie

Dr. Paul and Mrs. Elsje Mandl

Dr. Stephen M. Earle

Edith Mather

Ella Wallace Manning Estate

Ethna Burke

Father Doug Morris

Fernande Cousineau

Fernand Renault

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

Judy Lawson

Juliette Morisset

Kathleen (Kay) MacDonald

Kathleen Stanton

Lisa Macewicz

Lorraine Marie Margueritte

Lecompte

Louise Marie Sheppard

Margaret and Larry Dickenson

Margaret Powers

Margaret Turpin

Maurice J. Schnob

Micah and Jessica Garten

Michael Murray

Most Rev. / Mgr Joseph-Aurèle Plourde Archbishop of Ottawa / Archevêque d'Ottawa (1967-1989)

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 Leanne Brown at 613-789-8210 ext. 241 or lbrown@sghottawa.com.

DONOR SPOTLIGHT BAKER FAMILY

Just outside of Ottawa in the neighbouring community of Russell, lies Fiat Farm. The Baker family – Farmer Nic, his wife Meghann and their five children – raise pastured, non-GMO chicken and pork with a focus on sustainability. Fiat Farm practices the principles of permaculture, a farming philosophy which strives to integrate all parts of the farm to create a thriving ecosystem. The model produces an abundance which can be shared with others.

In May of 2018, Fiat Farm launched their first campaign "Sponsor a Chicken to Feed the Hungry."

From this campaign they were able to donate over 170 free range chickens... and half of a pig!

This has gone a long way to feeding many of the homeless women and men that come to Shepherds of Good Hope's soup kitchen. In addition to feeding hungry people at meal time, the leftover chicken made more than 1.000 sandwiches.

It's innovative, thoughtful initiatives from community members like this that help contain our food costs while ensuring our kitchens have high-quality, nutritious and delicious food.

We are so grateful for the compassion and innovation of the Baker family. Thank you!



DONOR SPOTLIGHT JIM AND ELLIE'S CONTAGIOUS COMPASSION

It was meant to be. Ellie's humble compassion to help those in need combined with Jim's keen enthusiasm to put a smile on your face is the perfect recipe to help Ottawa's most vulnerable.

Just like you, Ellie and Jim believe that we are all here to help others.

Ellie's desire to help others is reflective of her mother's compassion and was instilled in her at a young age. Ellie continues to honour her mother by continuing her legacy. She told us that her

mother helped everyone she came into contact with and I wanted to continue her legacy.

As Jim will tell you, their desire to help others and their connection to Shepherds of Good Hope was inspired by Ellie's good heart and her wish to provide a helping hand, kind word or a hot meal to someone in need.

In fact, Jim realized what kind of impact the two of them could have in the lives of homeless people in Ottawa after Ellie gave their money for the movies to a homeless man instead. What was supposed to be an evening at the movies ended up being the beginning of a long-term commitment to helping Ottawa's homeless.

Over the years, they have donated whatever they could based on the highest needs of the day at Shepherds of Good Hope. From monetary donations to soup, socks, feminine hygiene products, gloves or mitts, you name it, Jim and Ellie will get it and they will clean out the stores for it. Not only will they stock up to give through Shepherds of Good Hope, but people see what they are doing in the community and ask Jim and Ellie how they can help too. Their commitment to helping others is truly contagious.

Their donations go a long way. They go towards ensuring the 300 people we serve in our soup kitchen every day have warm meals; they go towards providing quality programming to help connect people to the right services.

Shepherds of Good Hope cherishes Ellie and Jim's commitment to helping Ottawa's homeless and most vulnerable.

Their genuine drive to help others is contagious.

We are so grateful for their compassion. Thank you for all that you do to help Ottawa's homeless.



DONOR SPOTLIGHT HOTELIERS HAVE HEART

Hoteliers Have Heart is a local campaign organized by Ottawa-Gatineau Hotel Association (OGHA) members. They have been helping the homeless for 19 years.

Every Valentine's Day, hotel managers come to Shepherds of Good Hope for the afternoon to serve lunch to Ottawa's most vulnerable. They stock our freezers, coolers and storage areas with frozen food, canned goods, fresh fruits, vegetables and dairy products.

They are helping provide quality food to many of Ottawa's homeless and touching so many lives.

Last year alone, Hoteliers Have Heart donated approximately 12 tons of food valued at approximately \$20,000. Multiply that by 19 years and that's almost 240 tons of food over the last two decades. The gratitude we feel for their ongoing generosity is indescribable.

We appreciate all that Hoteliers Have Heart does for us on Valentine's Day and throughout the year because their impact goes beyond one day. Their enthusiasm and compassion motivates our staff and lifts the spirits of many clients as they enjoy delicious and nutritious meals. Many of the hotel managers, chefs and their staff come back to volunteer with us regularly!

We serve over a quarter of a million meals a year, which requires us to rely on dedicated and passionate volunteers that have helped serve Ottawa's homeless for the past 36 years.

Hoteliers Have Heart give us their time, hard work and compassion which helps enhances our ability to feed the homeless and precariously housed in our community.



THANK YOU VOLUNTEERS

Thank you. Thank you for all that you do to help Shepherds of Good Hope run 24 hours a day, 7 days a week, 365 days a year.

Shepherds of Good Hope's volunteers outnumber staff 2:1 with some to spare. Our volunteers can be found in each of our programs across the city.

In our downtown hub, where it all began, we have 32 volunteers each day donating their time to serve apprximately 500 community and shelter clients needing a hot meal every day of the year.

Were it not for volunteers, we could not provide the services that we offer in our community every day. Where else can you find a retired school teacher, a horticulturalist, a student and a future lawyer, all working together? Our volunteers bring unique knowledge and experience to their roles. It's absolutely wonderful that someone can walk through our doors without a day's experience working in the social services field and bring a whole new understanding and perspective to those who have chosen this field as their career.

Not only do our staff acknowledge and appreciate the incredible work of our volunteers, our clients do as well. "The volunteers are great" states one resident, in our Hope Living residence in Kanata. "I know they're not getting paid to come here, and yet they do it anyway. They care that much, and that means a lot to me. They support me and keep me company, [they are] like a second family, but one that wants to see me."

Our volunteers are at the very heart of this organization.

If we were to pay them it would cost us \$1.3 million.



TASTE FOR HOPE



Sold out for the 3rd year in a row!

Shepherds of Good Hope's signature fundraising event, Taste for Hope, returned for its 7th year on March 6, 2019.

People from across the city look forward to our event every year to enjoy delicious food and signature cocktails, while also raising money for a great cause.

Taste for Hope gathered 21 of Ottawa's top food and drink venues under one roof to delight our taste buds. Attendees enjoyed an evening of gourmet canapes, refreshments, and fun, to raise funds in support of Ottawa's most vulnerable adults.

For the second year in a row BMO Wealth Management was the title sponsor for this event. Along with our other amazing sponsors our event would not be possible.

Shepherds of Good Hope would like to thank everyone who attended our event: our fantastic sponsors, the chefs, their staff and restaurants, for their tremendous support.

With your help, Taste for Hope has

grown into one of the city's most anticipated foodie events of the year. With amazing silent and live auction items, we raised a significant amount of money to help Ottawa's homeless through our event.

This year you helped raised over \$86,000 the highest amount raised to date!

Save the date! We look forward to hosting our eighth Taste for Hope on March 4, 2020. See you then!





OUR VISION

Homes for All. Community for All. Hope for All.

OUR MISSION

Shepherds of Good Hope fosters hope and reduces harm in Ottawa by supporting our homeless and most vulnerable citizens. We provide specialized services, programs and partnerships that address challenges with mental health, addictions, and trauma.

THE SHIP



What is dying
I am standing on the seashore, a ship sails in the morning
breeze and starts for the ocean.

She is an object of beauty and I stand watching her till at last she fades on the horizon and someone at my side says: "She is gone."

Gone! Where

Gone from my sight that is all.

She is just as large in the masts, hull and spars as she was when I saw her, and just as able to bear her load of living freight to its destination.

The diminished size and total loss of sight is in me, not in her, and just at the moment when someone at my side says,

"She is gone"

there are others who are watching her coming, and other voices take up a glad shout:
"There she comes!"
and that is dying.

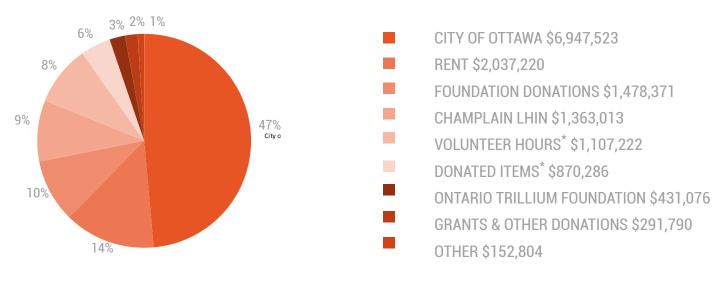
-Henry Van Dyke

We ask that you please consider a moment of reflection in memory of those who touched our lives and passed away in 2018-2019.

By recoundting our grief, we remember that the lives of those who came to us through the doors of Shepherds of Good Hope matterd and counted. May we never forget.

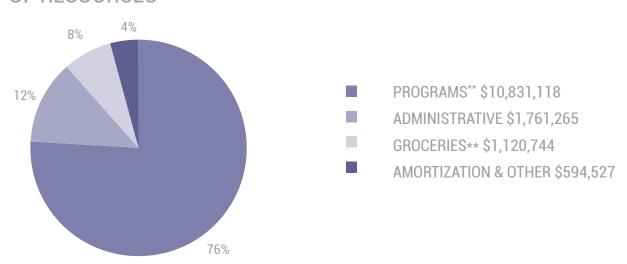
FINANCIAL SUMMARY SHEPHERDS OF GOOD HOPE

SUPPORT RECEIVED



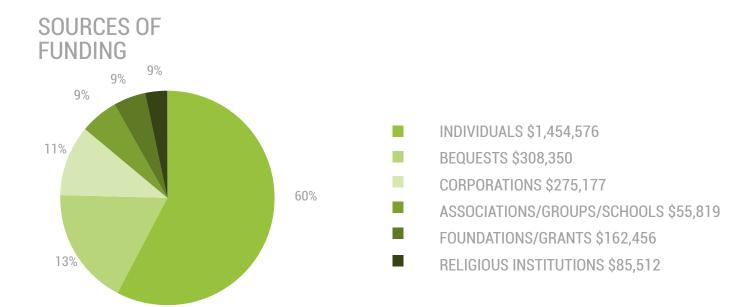
^{*}INCLUDES DONATED AMOUNTS NOT SHOWN IN FINANCIAL STATEMENTS

ALLOCATION OF RESOURCES



^{**}INCLUDES DONATED AMOUNTS NOT SHOWN IN FINANCIAL STATEMENTS

FINANCIAL SUMMARY SHEPHERDS OF GOOD HOPE FOUNDATION



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.



Margaret Tansey, Chair John Peters, Vice Chair Robin Sellar, Treasurer Maureen McKeown Murray Knowles Susanne Laperle Terry Blake Laurel Johnson Tom Burrow Catherine Danbrook



Ryan Kilger, Chair Mark Roundell, Vice Chair Brynn McMahon, Treasurer John Peters Melissa Shabinsky Angèle Mènard Dr. Alykhan S. Abdulla Kaveh Rikhtegar

