

**SHEPHERDS  
OF GOOD  
HOPE**

# HOPE IN ACTION

**YOUR 2019-2020 IMPACT REPORT**



**THIS YEAR,  
WE PUT HOPE  
INTO ACTION**

At Shepherds of Good Hope, we have been grappling with the opioid and housing crises for several years. Then the COVID-19 pandemic arrived. To complicate matters, our shelter has been consistently overcrowded and our supportive housing residences are at maximum capacity. Many of our clients and residents are at high risk of contracting the virus. By necessity last March, we changed the delivery of all programs and services within a matter of days.

We are inspired by our incredible staff, volunteers, community partners, generous donors and funders. We're excited to share their stories with you. Your support during this challenging time has helped us to assist vulnerable people in our community. You responded when we really needed you. Thank you seems inadequate. We are forever grateful.

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





**Margaret Tansey**  
**Chair of the Board**  
**Shepherds of Good Hope**

Shepherds of Good Hope is a special place. Over the years, I have been privileged to get to know the incredible staff, volunteers, donors, clients, and supporters like you that make up our Shepherds community. This past year, that community came together like never before to respond to the COVID-19 pandemic. We look forward to the coming months as we open our newest supportive housing residence on Montreal Road. There is a critical lack of supportive and affordable housing in our city, and we are proud to be able to provide permanent homes for 42 individuals of all genders who need a higher level of support due to trauma, mental health and addictions.



**Ryan Kilger**  
**Chair of the Board**  
**Shepherds of Good Hope Foundation**

At the beginning of this year, no one could have predicted what our lives would look like now. In these unprecedented times, we have also seen unprecedented support from our community. In addition to financial contributions, we have received in-kind donations of food, linens, hand sanitizer and personal protective equipment, including masks and gowns. And in a time when many felt isolated and it was hard to keep going, your kind words and actions lifted our spirits. Thanks to the many individuals and organizations that supported us this past year. We hope you will continue to join us on our journey to provide homes for all, community for all and hope for all.



A photograph of two men playing chess. The man on the left has a grey beard and is wearing a grey cap and a blue jacket. The man on the right has long grey hair, glasses, and a blue cap with a red cross. They are both looking at the camera. In the foreground, a chessboard with various pieces is visible.

# OUR APPROACH

**Shepherds of Good Hope goes beyond serving meals in our soup kitchen and creating shelter for those who need it. We believe in creating homes for all, community for all and hope for all. We foster hope and reduce harm in Ottawa for people struggling with trauma, mental health, and addictions through our innovative programs, partnerships and services.**

**5 SUPPORTIVE  
HOUSING  
RESIDENCES**

**SERVING  
PEOPLE OF  
ALL GENDERS**

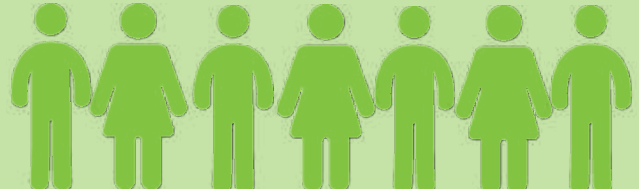
**AROUND-  
THE-CLOCK  
SERVICES**

# OUR YEARLY IMPACT

Shepherds of Good Hope helped to find housing or housed more than 275 people.



8,000 households in Ottawa used an emergency shelter last year. 12,000 households wait for affordable housing.



**239,377 MEALS** SERVED IN OUR SOUP KITCHEN LAST YEAR



**2,532 PEOPLE** USED OUR SHELTER PROGRAMS AT SOME POINT IN THE PAST YEAR



**40 DAYS** WAS THE AVERAGE LENGTH OF TIME AN INDIVIDUAL STAYED IN OUR EMERGENCY SHELTER



**135 PEOPLE DIVERTED** FROM ENTERING THE SHELTER SYSTEM



**184 PEOPLE** HAVE PERMANENT, STABLE HOUSING IN OUR SUPPORTIVE HOUSING PROGRAMS

# WHO WE SERVE



**8% OF OUR CLIENTS ARE CHRONICALLY HOMELESS  
(HAVE BEEN HOMELESS FOR 6 MONTHS OR MORE)**



**63% ARE BORN IN CANADA  
37% OUTSIDE OF CANADA, 8% ARE REFUGEES**



**18% ARE INDIGENOUS, 7% INUIT,  
6% FIRST NATIONS, 1% METIS, 4% NON-STATUS**



**33% ARE FEMALE  
66% ARE MALE, 1% ARE TRANS**



**25% OF OUR CLIENTS ARE AGED 18-30  
46% ARE 31-49, 25% ARE 50-64, 4% ARE 65+**

*\*data is for fiscal year 2019-2020*

# TOGETHER WE CAN END HOMELESSNESS

The vulnerable individuals we support are in the throes of three crises: a housing crisis, the continuing opioid crisis and an ongoing pandemic. **Post-pandemic, we cannot go back to crowded shelters, which were designed to be temporary respite for individuals experiencing homelessness.**

We are working with City Councillors like Catherine McKenney to address the lack of affordable housing in Ottawa. We're advocating for appropriate resources for individuals living with significant traumas that have led them to become homeless.

We are a city of resourceful, empathetic people who care about making our community a safe and welcoming place for all. We simply must make homelessness and housing our collective priorities so that everyone has a place to call home.

**The solution to ending homelessness is housing.**



Deirdre Freiheit (left) and City Councillor Catherine McKenney, Housing and Homelessness Liaison (right)



# CRISIS #1 HOUSING AND HOMELESSNESS



**12,000 PEOPLE WAITING**  
FOR AFFORDABLE HOUSING IN OUR CITY



**6 SHELTER PROGRAMS**  
SERVING WITHOUT JUDGEMENT



**ON AVERAGE, 274 PEOPLE**  
STAY IN OUR SHELTER EVERY NIGHT



# CRISIS #2 OPIOID EPIDEMIC



## SAFE SUPPLY EXPANSION PASSES AT CITY COUNCIL



## OVERDOSE DEATHS UP IN ONTARIO DURING COVID-19 (MARCH TO MAY). 25% INCREASE OVER LAST YEAR.



## 718 OVERDOSES REVERSED AT THE TRAILER ACCOUNTING FOR 0.8% OF ALL INJECTIONS.



# CRISIS #3

## COVID-19 PANDEMIC



### LIMITED PLACES TO GO

PUBLIC SPACES CLOSED, REDUCED SERVICES AND PROGRAMMING



### MAJOR CHANGES

INCREASED CLEANING AND PPE COSTS, SOUP KITCHEN MEALS SERVED OUTSIDE



### \$338 PER DAY

TO SUPPLY ALL STAFF 2 MASKS & 3-5 PAIRS OF GLOVES



**YOUR SUPPORT**  
**HELPS US PROVIDE**  
**INNOVATIVE**  
**PROGRAMS AND**  
**SERVICES**



# MEET ELISAPEE

Elisapee moved to Ottawa from Iqaluit, Nunavut seven years ago to be closer with her family: her husband Norman and her four kids. At the time, she was drinking heavily and found herself living at Shepherds of Good Hope.

After staying in Shepherds of Good Hope's Women's Special Care Unit, she moved to The Oaks, our supportive housing facility in Carlington. Today, Elisapee is part of a large community of other Inuit residents at The Oaks and has reconnected with her family - her husband, Norman, even lives with her!

**"You always feel welcome at The Oaks. There's very friendly people here and they're helping me to drink less," she says.**

The COVID-19 pandemic has been difficult on Elisapee and her family. She hasn't been able to hug her four-year-old granddaughter since the pandemic began, nor has she been able to visit home to see her extended family in Cape Dorset.





# OUR APPROACH

**WE PROVIDE HARM REDUCTION SERVICES IN ALL PROGRAMS WITH CAREFOR AND OICH**

**WE WORK COLLABORATIVELY WITH OTTAWA PARAMEDICS & POLICE SERVICES**

**1,860 PEOPLE WERE DIVERTED FROM EMERGENCY SERVICES TO OUR SHELTER THIS YEAR**



# OUR MINI HOSPITAL

**20,745  
NIGHTLY  
STAYS**

**COLLABORATION  
BETWEEN EMERGENCY  
SERVICES**

**TRAUMA-  
INFORMED  
HEALTHCARE**

Our Transitional Emergency Shelter Program (TESP) runs like a mini hospital. It supports people experiencing homelessness who need to access healthcare services. Shelter-based healthcare allows us to support people in our shelter in a dignified manner without relying on emergency services. In fact, if you see an ambulance or police car outside our shelter, chances are they are dropping someone off for care, not picking them up!



# OUR APPROACH

## STOPPING THE SPREAD OF A COVID-19 OUTBREAK

When 5 people tested positive in our shelter we stopped the spread by following these steps:

1. Sent positive cases to Routhier Isolation Centre
2. Locked down the floor with the positive cases
3. Served all meals to shelter rooms on floor
4. Conducted shelter wide COVID-19 testing



# **WE COULDN'T PROVIDE OUR SERVICES WITHOUT:**



**A COMPASSIONATE VOLUNTEER BASE**



**A CARING AND SUPPORTIVE COMMUNITY**



**A DEDICATED AND PROFESSIONAL  
STAFFING TEAM**



**COLLABORATION WITH HEALTHCARE  
PROVIDERS IN OUR CITY**

# YOU KEPT US GOING



## DURING THE PANDEMIC, YOU DONATED:



6,000+ MASKS



95 GOWNS



6,000+ GLOVES



4,575 LBS OF FOOD



1,300+ LITRES OF SANITIZER



533 MONETARY DONORS



**YOU** HELP US MEET  
THE NEEDS IN **OUR**  
COMMUNITY



# MEETING THE NEEDS A DAY OF ACTION

## #HOTELS2HOMES

COVID-19 demonstrated the critical importance of having a home in which to stay safe.

The pandemic also presents an opportunity to transition vacant buildings like hotels into affordable homes for our most vulnerable.

Shepherds of Good Hope was pleased to partner on this campaign to urge all levels of government to take this action. We collected over 200 signatures from staff volunteers and clients on one day of action.

We continue to use our voice to advocate for this and other sustainable housing solutions in our city.





# MEETING THE NEEDS MORE SERVICES

## THE TRAILER MOVES INDOORS

Our Supervised Consumption and Treatment site, “The Trailer”, is essential to combatting the opioid crisis in Ottawa especially for our most vulnerable, but it has long outgrown its space!

Following extensive renovations, in early fall the program moved indoors to our shelter building.

This allows us, in partnership with Ottawa Inner City Health, to provide expanded services to our clients, especially post-injection monitoring and support.

# MEETING THE NEEDS A NEW REFRIGERATED TRUCK

## FRESHER FOOD, COOLER TRUCK

Thanks to your support, Shepherds of Good Hope purchased a new refrigerated truck to pick up perishable food donations across our city. We can now pick up food donations we couldn't safely transport previously. Our truck picks up so many donations, we put nearly 2,800 kms on the truck each day!



# MEETING THE NEEDS ENERGY EFFICIENCY

## ENERGY EFFICIENCY

**780 loads a day to provide 240 shelter beds with clean linens and towels.**

COVID-19 added masks and gowns for our downtown programs, and additional linens for the Routhier isolation centre. Our new energy efficient laundry machines have been hard at work and are reducing our carbon footprint!





# CREATING HOMES 765 MONTREAL ROAD

## 765 MONTREAL ROAD

Soon, Shepherds of Good Hope will unveil our fifth supportive housing residence. The residence will have 42 barrier-free apartment-style units each with a kitchenette and washroom. There will be a community hub room and community kitchen. With around-the-clock care, health and wellness services, activities and more, this residence will offer new hope to 42 individuals who are currently homeless.



# MEET IRWIN

**I lived on the streets for more than a decade. I slept in banks and apartment lobbies, anywhere I could stay warm.**

**My name is Irwin and I live at The Oaks, one of Shepherds of Good Hope's supportive housing residences.**

**After living on the streets for five years, I now have a place of my own. I have a community of great friends. I have overcome a lot of trauma in my life, but I am happy now.**

**A home means people don't look at me differently or ignore me. I am me again.**

**I love to cook spaghetti dinner on Thursdays with the volunteers, staff and people who live at the Oaks. It's nice to give back to Shepherds of Good Hope as they gave me hope again after all these years.**



**THIS PAST YEAR:**

**700**

**MEALS SERVED IN OUR  
SOUP KITCHEN EACH DAY ON  
AVERAGE OVER FOUR MEAL  
PERIODS.**

**250**

**NUMBER OF STAFF MEMBERS  
EMPLOYED AT SHEPHERDS OF  
GOOD HOPE WHO WORK IN OUR  
EIGHT LOCATIONS ACROSS THE  
CITY.**

**731**

**NUMBER OF MONTHLY DONORS  
WHO SUPPORT PEOPLE  
EXPERIENCING HOMELESSNESS**

**“**

## **WHY I TURNED TO SHEPHERDS FOR HOUSING**



### **Sim Kunnuk, Elder and Resident at The Oaks.**

I was homeless for 20 years and drank heavily every day. Today, I manage my alcohol through the Managed Alcohol Program. I have a home where my kids and grandchild can visit. You can usually find me teaching Inuktitut or playing chess with my friends. I love it here.



**“**

## **WHY I CHOOSE TO VOLUNTEER AT SHEPHERDS**

### **Liz Lesh, Soup Kitchen Volunteer.**

In this unprecedented time, everyone still needs to eat, to feel love, and to feel safe. I feel I am contributing and helping people who are so vulnerable and often invisible. The team work between the staff and the volunteers is magical. This is my kind of organization.

## 66 WHY I DONATE TO SHEPHERDS OF GOOD HOPE



### **Bhagwan Gupta, Long-time Donor and Volunteer.**

I give back to my community because in my culture I believe we are all equal and we should all help each other out in good and bad times. From buying the ingredients for food to serving I believe food nourishes the soul.



## 66 WHY I CHOSE TO WORK AT SHEPHERDS

### **Adrienne Arsenault, Assistant Manager, TSS**

I wanted to build a career with an organization that makes a real difference in the lives of vulnerable people in Ottawa. I wanted to work in a dynamic, fast paced environment on a team of caring and compassionate people. I love my job.

## THIS PAST YEAR:

# 747

**VOLUNTEERS STEPPED  
UP TO SUPPORT PEOPLE  
EXPERIENCING HOMELESSNESS  
IN THEIR COMMUNITY.**

# 75

**GROUPS FROM LOCAL  
ORGANIZATIONS VOLUNTEERED  
TO SERVE OTTAWA'S  
HOMELESS.**

# 87%

**OF VOLUNTEERS WOULD  
RECOMMEND VOLUNTEERING  
WITH SHEPHERDS OF GOOD  
HOPE TO FRIENDS OR FAMILY.**





# IN MEMORY OF JOHN

In honour and recognition of John Blakely who passed away June 21st surrounded by his family.

John was a kind and gentle soul, a talented writer, poet, musician, father and veteran. He bravely served in the Royal Canadian Regiment from 1967 to 1971.

He eventually found himself using Shepherds of Good Hope's services and transitioned to our supportive housing programs, Hope Discovery and St. Andrew Residence. In his later years, he moved to Hope Living in Kanata, where he was a beloved member of the community. He was always gracious, courteous, and took a real interest in the lives of his friends, staff and volunteers.

John could often be found with his guitar or bringing the audience to tears at karaoke night. An avid reader, he recommended books and wrote poems for the people he knew. He adored his family and spoke at length about his three sons - he was so proud of them.

John advocated for veterans like himself who returned home to find themselves struggling with trauma and mental health issues. He believed strongly that no one should have to struggle for a sense of belonging and dignity.

John will be dearly missed by all who knew him.

# 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.

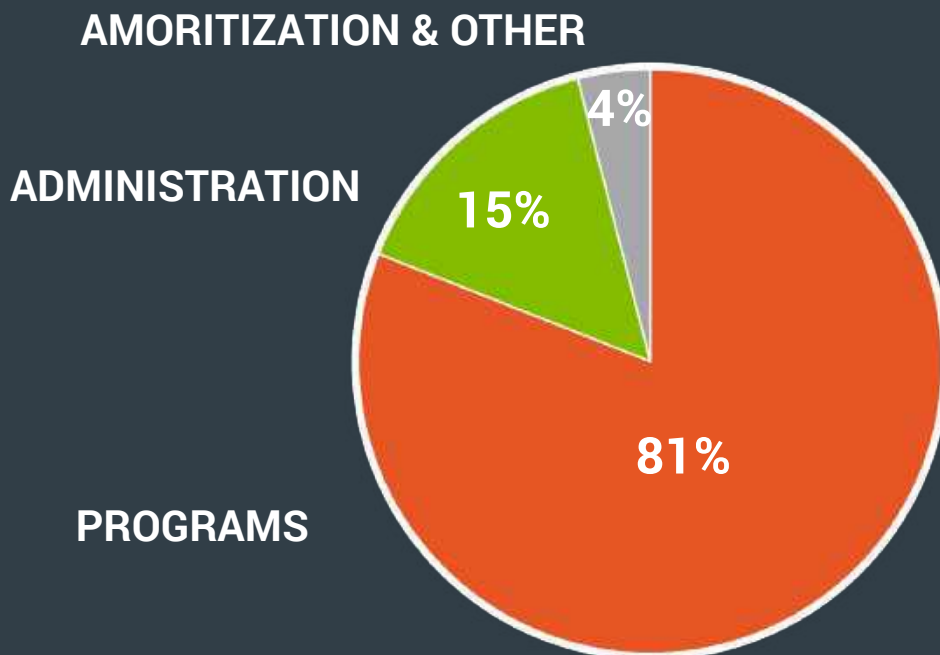
– *Henry Van Dyke*

We ask that you take a moment to remember everyone in our community who passed away last year. We remember the contributions they made to our community, how much they were loved, and how much they will be missed. **We firmly believe that no one experiencing homelessness should be forgotten in death.** We remember them.



**WITHOUT YOU, NONE  
OF THIS IS POSSIBLE.  
THANK YOU FOR  
YOUR SUPPORT**

## WHERE DOES YOUR **DONATION** GO?



### **BOARD MEMBERS (SGH):**

Margaret Tansey, Chair  
 Tom Burrow, Vice Chair  
 Robin Sellar, Treasurer  
 Murray Knowles  
 Maureen McKeown  
 Susanne Laperle

Laurel Johnson  
 Terry Blake  
 John Peters  
 Catherine Danbrook  
 Stephen Ball

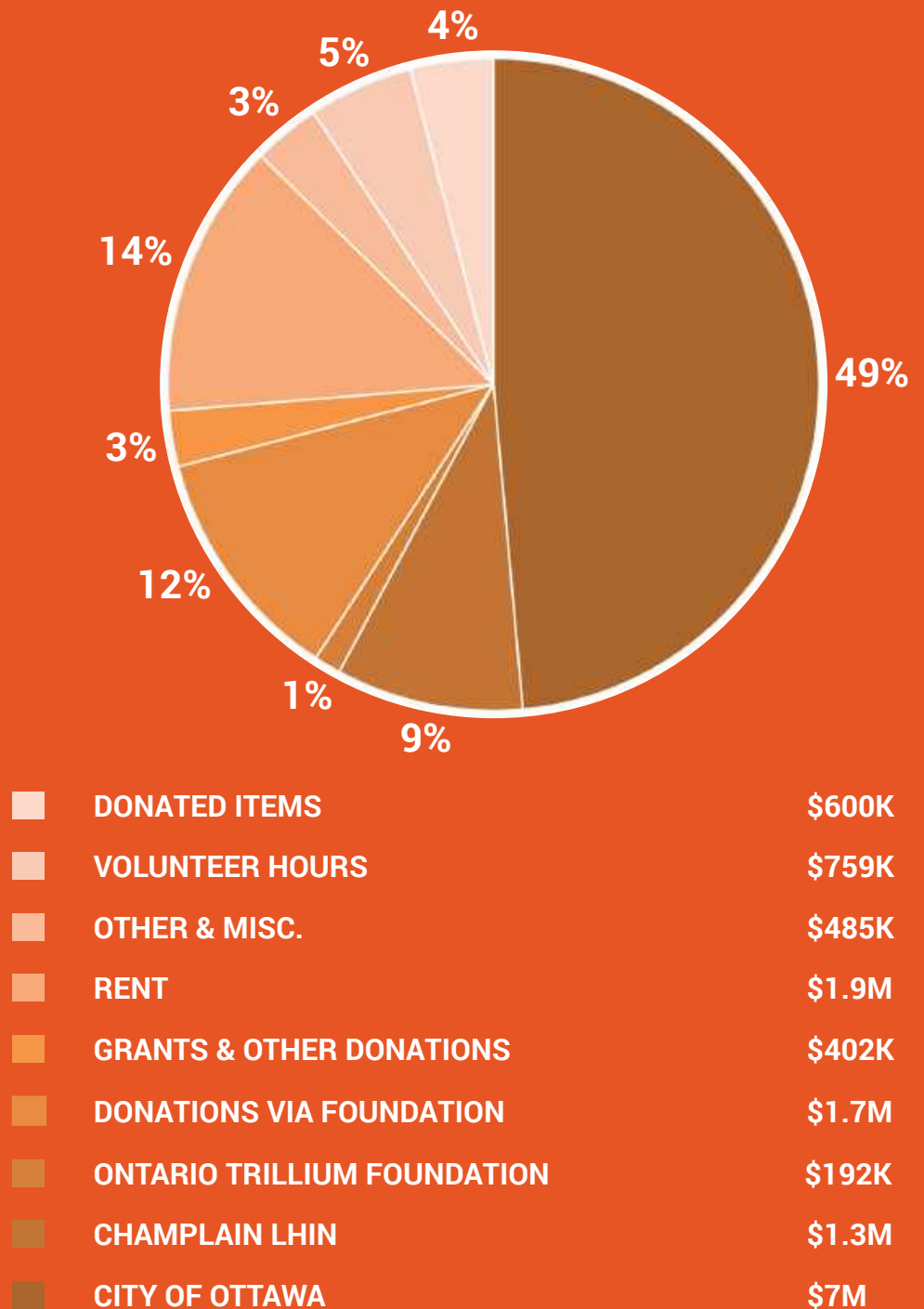
### **BOARD MEMBERS (FOUNDATION):**

Ryan Kilger, Chair  
 Mark Roundell, Vice Chair  
 Brynn McMahon, Treasurer

John Peters  
 Angèle Mènard  
 Kaveh Rikhtegar

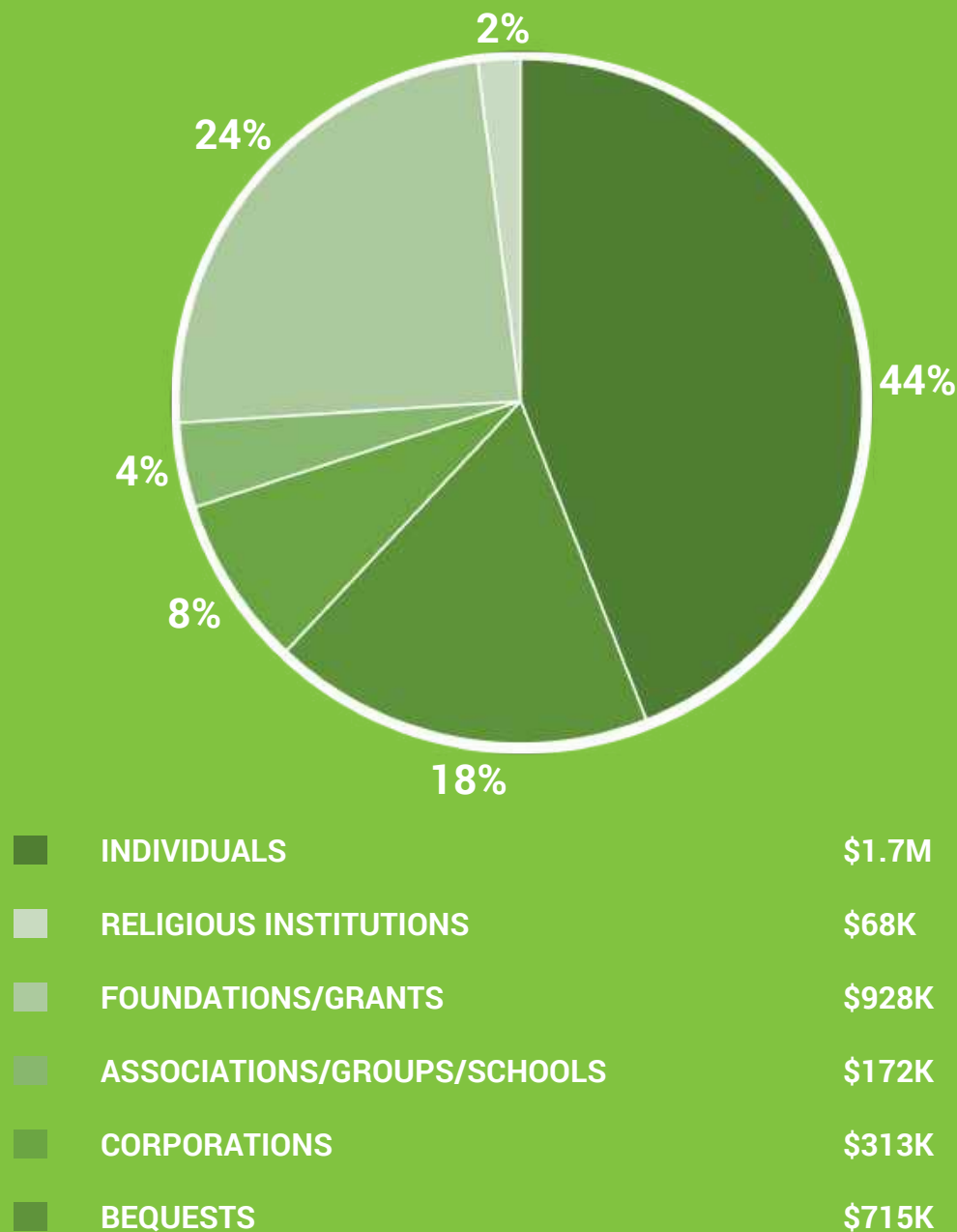
# FINANCIALS

## SHEPHERDS OF GOOD HOPE



# FINANCIALS

## SHEPHERDS OF GOOD HOPE FOUNDATION



A photograph of a man and a woman, both smiling and wearing dark blue volunteer caps. The man is on the left, wearing a plaid shirt. The woman is on the right, wearing glasses and a dark shirt. They are standing in what appears to be a kitchen or food service area. In the background, there are green storage bins and a white wall. A large orange starburst graphic is in the upper right corner.

**A HUGE THANK YOU  
TO ALL OF OUR VOLUNTEERS!  
YOU ARE THE HEART OF OUR ORGANIZATION.  
YOU ARE PRICELESS.**





## **TO THE CLIENTS AND RESIDENTS OF OUR PROGRAMS**

Your resiliency amazes and inspires us. We learn from you every single day. We will continue to work with you and for you.



## **TO OUR DONORS AND SUPPORTERS**

Your gifts and messages mean the world to our community in these difficult times. We know we are not forgotten. Together, we are building a more caring and equitable city.



## **TO OUR STAFF**

You step up every single day to provide essential services to people who are struggling with trauma, mental health issues and substance use disorders. You are there for people in their moments of greatest need. You are heroes.



## **TO OUR PARTNERS**

We continue to innovate and excel because of you. What we can accomplish together has no limits.

# **THANK YOU!**

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OF GOOD  
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