

SHEPHERDS
OF GOOD
HOPE



HOPE FOR THE FUTURE

YOUR 2021-2022 IMPACT REPORT



**WE KNOW THAT HOUSING ENDS
CHRONIC HOMELESSNESS.
OUR HOPE FOR THE FUTURE
IS A CITY WITHOUT
CHRONIC HOMELESSNESS.
WITH YOUR SUPPORT,
WE KNOW THIS IS POSSIBLE.**

Shepherds of Good Hope's programs and services are located on **unceded Algonquin Anishinabe territory**. The peoples of the Algonquin Anishinabe Nation have lived on this territory for millennia. Their culture and presence **have nurtured and continue to nurture** this land.

Shepherds of Good Hope is deeply committed to the **urgent work of justice and reconciliation with Indigenous communities**. We stand with you. We are all called to action toward reconciliation and healing.



At Shepherds of Good Hope, we support people who live with complex trauma, mental health challenges, and substance use disorders. There's a reason we talk about trauma first. The negative impacts of trauma on individuals' mental and physical health cannot be overstated.

The events of the past few years have forced us to think about how we can better support those who live with trauma and chronic health challenges that lead them to experience homelessness. Challenges we did not imagine a few short years ago have made the lives of those experiencing homelessness more difficult than ever. We have lost countless community members to the toxic drug supply on the streets. The current Ottawa housing crisis places home ownership and affordable rents out of reach for many. The pandemic changed all of our lives.

As a community, we must take action on the housing and homelessness crisis. Our hope for the future is a city without chronic homelessness. That's why we're building supportive housing residences across Ottawa from Kanata, to Carlington, to Lowertown and Rideau-Rockcliffe.

It's also why Shepherds of Good Hope supports Starts With Home, a local campaign in advance of Ottawa's 2022 municipal election to mobilize public and political support for affordable housing and ending chronic homelessness in Ottawa.

Shepherds of Good Hope will soon be permanently housing more people than require our shelter services which will reduce chronic homelessness in Ottawa. We are proud of this but there is so much more work to be done.

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





Tom Burrow

Chair, Board of Directors
Shepherds of Good Hope

With the pandemic and associated challenges, the past several years have been challenging for everyone at Shepherds of Good Hope. We shifted our programs and services to meet the needs of people experiencing homelessness and support the many who are precariously housed in the Ottawa community. Challenges always present opportunities though, and with the great need for individuals to obtain permanent housing we continued to build supportive housing throughout the pandemic. We also responded to increases in food insecurity in the community and provided enhanced supports to those whose personal challenges with mental health, substance use disorders, and trauma also increased. Last year, we completed a new supportive housing residence in Rideau-Rockcliffe and offered permanent housing to 42 individuals who were then without a home. We expanded our housing options in Kanata. And now we are in the midst of building 105 new units in both Lowertown and Carlington. Through all of this work, Shepherds of Good Hope is working toward a future where everyone feels supported.

The past year saw the exciting return of in-person events for our Foundation. The 9th annual Taste for Hope was a resounding success! Thank you to Co-Chairs Liza Mrak and Gary Zed, our corporate donors, chefs, beverage partners, staff, and volunteers for helping to make this the most successful Taste for Hope to date. Earlier in the year, we hosted Gobble for Hope and Hop for Hope. These home food-box fundraisers saw delicious meals delivered across Ottawa encouraging family time for Thanksgiving and Easter, all while supporting the work we do at Shepherds. Direct mail campaigns, a staple of our fundraising, have also met with great success. Perhaps the most unusual source of funds from the past year came from the outpouring of support from people across Ottawa and around the world, who chose to support Shepherds of Good Hope after hearing about our challenges during the Freedom Convoy protests last winter. We also launched Change the Frame, a community conversation around homelessness and stigma. To all the individuals and organizations who supported us over the past year, we are truly grateful.



Ryan Kilger

Chair, Board of Directors
Shepherds of Good Hope Foundation

WHO WE SERVE

Shepherds of Good Hope serves a diverse clientele. People of all genders, ethnicities, sexual orientations, religious and non-religious backgrounds are welcome in our programs.



73% OF SHELTER SERVICE USERS ARE BORN IN CANADA
16% OUTSIDE OF CANADA, 11% UNKNOWN
2% ARE REFUGEES



20% OF SHELTER SERVICE USERS ARE INDIGENOUS
7% FIRST NATIONS, 8% INUIT, 2% MÉTIS
3% NON-STATUS



31% OF ALL SERVICE USERS IDENTIFY AS FEMALE
68% IDENTIFY AS MALE
1% IDENTIFY AS TRANSGENDER OR NON-BINARY



23% OF SHELTER SERVICE USERS ARE AGED 18-30
50% ARE AGED 31-49, 23% ARE AGED 50-64
4% ARE AGED 65+



4% OF SUPPORTIVE HOUSING RESIDENTS ARE
AGED 18-30, 17% ARE AGED 31-49, 52% ARE AGED
50-64, 28% ARE AGED 65+

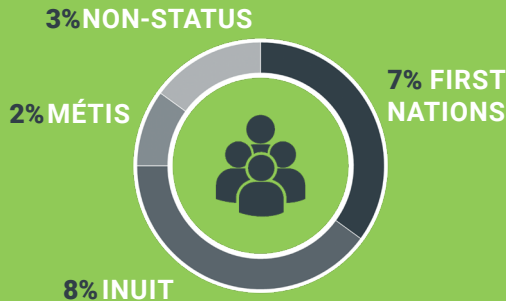
We are working in the midst of three major crises: the housing and homelessness state of emergency, the increasingly toxic drug supply on the streets, and the COVID-19 pandemic. Through it all, Shepherds of Good Hope provided needed services to thousands of people last year.

HOW WE COMPARE

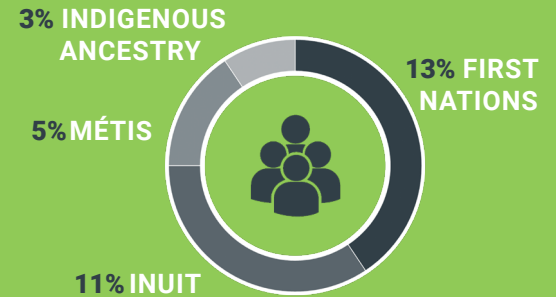
In October 2021, the City of Ottawa completed its **Point In Time (PiT) Count**. This is a snapshot of all people experiencing homelessness in the city - who they are and how they came to stay in shelters or on the streets. Here's how Shepherds of Good Hope compares to our city as a whole.

INDIGENOUS

20% OF SHELTER SERVICE USERS ARE INDIGENOUS

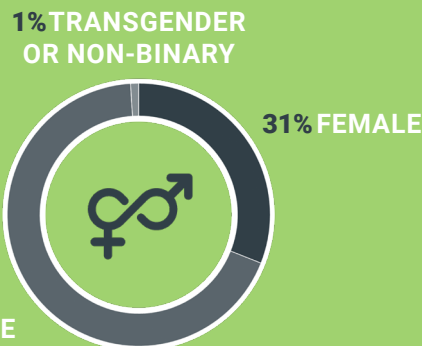


32% OF PiT COUNT INDIVIDUALS ARE INDIGENOUS

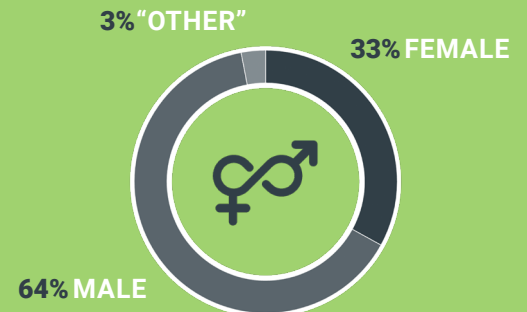


GENDER

OUR SHELTER:

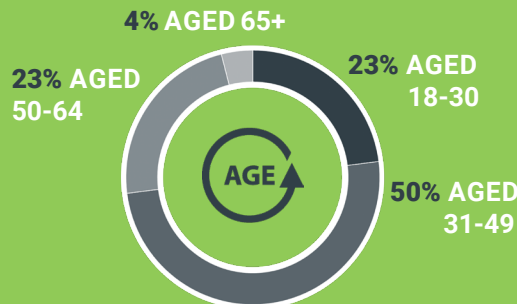


PiT COUNT:

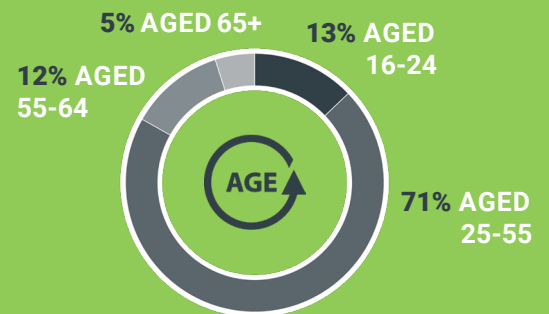


AGE

OUR SHELTER:



PiT COUNT:



OUR YEARLY IMPACT

EVERY DAY, WE SUPPORT PEOPLE IN OUR COMMUNITY



82,123 MEALS WERE SERVED IN OUR COMMUNITY KITCHEN LAST YEAR.



187,434 MEALS WERE SERVED IN OUR SUPPORTIVE HOUSING PROGRAMS LAST YEAR.



2,524 UNIQUE INDIVIDUALS USED OUR SHELTER SERVICES IN THE PAST YEAR.



231 PEOPLE ON AVERAGE STAYED IN OUR SHELTER EACH NIGHT.



22 NIGHTS IS THE AVERAGE LENGTH OF STAY IN OUR SHELTER.



1,688 PEOPLE WERE DIVERTED TO OUR SHELTER BY EMERGENCY SERVICES (SUCH AS POLICE AND PARAMEDICS) INSTEAD OF GOING TO HOSPITALS AND JAILS.



234 PEOPLE HAVE PERMANENT, STABLE HOUSING IN OUR SUPPORTIVE HOUSING RESIDENCES.



105 SUPPORTIVE HOUSING UNITS ARE UNDER CONSTRUCTION RIGHT NOW.



OUR APPROACH

Shepherds of Good Hope goes beyond serving meals in our community kitchen. We go beyond creating shelter for those who need it. We go beyond short-term support. We believe in creating long-term solutions by building **homes for all, community for all, and hope for all.**

We foster hope and reduce harm in Ottawa by supporting people experiencing homelessness to rebuild their lives through innovative supportive housing, shelter services, and community programming.

**5 SUPPORTIVE
HOUSING
RESIDENCES**

**SERVING
PEOPLE OF ALL
GENDERS**

**AROUND-
THE-CLOCK
SERVICES**

CHANGE THE FRAME

How we see or how we “frame” homelessness informs what we can do about it. Over four weeks in early 2022, Shepherds of Good Hope released a multimedia project designed to make people reflect on their perceptions of homelessness and discover new ways to take action.

It is called “Change the Frame”.

This ongoing conversation about homelessness, housing, stigma, and how Shepherds of Good Hope fits into the conversation around these topics was met with great interest. People were moved by the experiences of service users such as **Sim and Chadd**. They learned about the state of homelessness in our city through a conversation with **Kaite Burkholder Harris** of the Alliance to End Homelessness Ottawa. They learned about the deeply-felt impacts of stigma from **Gord Garner** of the Community Addictions Peer Support Association. From **Deirdre Freiheit**, SGH’s President & CEO, they learned how Shepherds is leading the way when it comes to providing supportive housing options for people to exit homelessness. Finally, **Elizabeth Manley**, Canadian Olympian and mental health advocate, talked about how people can help.

Together, our community is changing how we understand homelessness. We are changing our perspectives. **We are changing the frame.**



Elizabeth Manley, former Canadian competitive figure skater, and 1988 Olympic silver medalist, supported Change the Frame. She is a spokesperson for mental health issues due to her own battle with depression.

“You never know who you could be supporting in the future. It could be a friend or a family member. It could be you,” she says.

CHANGE THE FRAME

Chadd is a soft-spoken, intelligent person. His life has been full of struggle. But thanks to Shepherds of Good Hope, he is finding support and hope for a better tomorrow.

Chadd shared his story as part of Change the Frame. He had a difficult childhood. He watched his father non-fatally shoot his brother in an argument. He started using intravenous drugs. He served nine years in prison. And when he needed support, Shepherds was there.

See Chadd's full story at changetheframe.ca.



Sim was born with a different name: Akearok. When he was sent to a residential school, he was stripped of his identity and given an English name, Simeonie, and a number. Sim's was E51655.

After moving to Ottawa for his education, Sim became involved in the fight for the federal government to recognize the abuses of the residential schools system. Unfortunately this meant Sim had to relive the trauma he experienced in the system.

See Sim's full story at changetheframe.ca.

SHEPHERDS OF CARING
SHEPHERDS OF INNOVATION
SHEPHERDS OF COMMUNITY
SHEPHERDS OF DIGNITY
WE ARE ALL SHEPHERDS
OF GOOD HOPE.

MEET MARCEL

Marcel started painting nearly 40 years ago. He remembers that when he was a boy at school, people often noticed his talents, but he never took any art lessons. Not even one painting class.

"I am entirely self-taught," he says.

When Claudia Salguero, a local artist, reached out to Marcel a few years ago to create a mural on the side of The Oaks, the supportive housing residence where Marcel now lives, he was happy to accept. Together with the Carlington Community Association and local youth artists, they created a gorgeous mural that now hangs proudly for everyone to see. In early 2022, Claudia reached out again - this time to create a mural on the side of a Petro Canada station that would represent reconciliation.

"This image, to me, represents reconciliation," he says about the mural, which shows a chief offering a peace pipe to a young boy, who represents future generations. "In three days - six or seven hours a day - I made this piece."

Marcel stayed in Shepherds of Good Hope's shelter for a time until he found a home of his own at The Oaks.

"I feel safe here," he says. "This is a community. I have lots of opportunities to do art whenever I want. I am happy here."



RISING COSTS



Inflation rates are at a record high and Shepherds of Good Hope is not immune to the impacts. Rising gas prices have impacted everything from grocery costs to contract services. **Last winter, snow removal costs for our facilities increased by 40%. The cost of steel and other building supplies used to build our new supportive housing residences doubled.**

Early in the pandemic, we responded to an increase in people coming for our daily lunches and evening drop-in services. Household donations by individuals dropped but thanks to corporate donations, we were able to meet the need to provide more meals in our community kitchen.

“During the first six months of the pandemic, we saw the highest numbers of meals we’ve ever served,” says Geoffrey Smith, Food Services Coordinator. “Now it’s at its lowest but it’s costing us as much and more. It costs the same now to serve 120 meals as it did to serve 300+ meals before.”

We are very grateful for the continued support of corporations and individuals who provide donations to help us offset the cost of buying groceries so that we can meet the increased needs in our community.

Elections have been top of mind over the past year. Federal and provincial elections have taken place, leading up to a Fall municipal election. **Many of us take the right to vote for granted.**



At Shepherds of Good Hope, we have been doing our best to **ensure our service users and residents have what they need to exercise their civil rights.** Staff co-ordinated voting lists with returning officers to ensure they were up-to-date for Supportive Housing residences. On voting day, shuttle services were offered to residents who needed help getting to their polling stations.

For people who do not have a home of their own but are eligible to vote, we worked with elections officers to make sure we provided appropriate authorization letters for everyone who wanted to vote. Together with elections officers, **we reduced the barriers to voting for those who use our shelter services or rely on our community kitchen** by giving them the opportunity to have their say on election day.



Shepherds of Good Hope endorsed **Starts With Home** in advance of Ottawa's fall 2022 municipal election. The campaign's purpose is to mobilize public and political support for affordable housing and ending chronic homelessness.

With a platform developed by over 40 housing experts, this campaign seeks to put housing on the municipal campaign agenda.

SERVING OUR CITY

Our supportive housing residences stretch from East to West across our great city. **We know the solution to ending chronic homelessness is housing.** With your support, we will have 339 people in permanent, supportive housing by 2024!

1095 Merivale Road
57-unit supportive housing residence in Carlington.
Occupancy planned for 2023.

216 Murray Street
48-unit supportive housing residence, community kitchen, & 16-hour per day drop-in program.
Occupancy planned for 2024.

Hope Living
100-unit supportive housing residence in Kanata.

The Oaks
55-unit supportive housing residence in Carlington.
Houses a Managed Alcohol Program.

St. Andrew's Residence
37-unit supportive housing residence in Lowertown.

Richcraft Hope Residence
42-unit supportive housing residence in Rideau-Rockcliffe. Provides harm reduction services.

HOUSING TO MEET NEEDS



The Community Homes for Opportunity program, established by the Ministry of Health & Long-Term Care (MOH), is a recovery-based person-centered program providing supportive housing that is safe and affordable. It aims to empower residents with serious mental illness to be independent, integrated into the community, and active participants in their own wellness plan.

“This program strives to be innovative in meeting clients’ needs by promoting independence and empowering clients to access their agency,” says Cindy Stewart, one of the two co-Program Managers. **“We look forward to working with new community partners and sharing our Shepherds values.”**

In partnership with the MOH, Shepherds of Good Hope serves as the community agency responsible for 6 homes in the Ottawa area, providing support to 81 residents.

1095 MERIVALE ROAD



Shepherds of Good Hope continues to expand our supportive housing options in Carlington. Construction is progressing at our project at 1095 Merivale Road. Expected to open in early 2023, the building is undergoing renovations to create 57 units as well as updating and reconfiguring the common areas on the main floor to include a communal kitchen and dining area as well as lounges and activity spaces.



The program will support individuals who live with concurrent mental health challenges but who are able to live with a high level of independence. People living here will receive support with daily living, have access to health and wellness services, and be able to participate in a variety of activities.

216 MURRAY STREET



Shepherds of Good Hope is excited to have broken ground on our new facility at 216 Murray Street.

We're building hope with a new state-of-the-art community kitchen to address food insecurity, expanding drop-in hours to give people a place to go during the day and evening, and adding 48 units of supportive housing to get people out of shelters and into home of their own.

The supportive housing units will prioritize Indigenous individuals and women. We are looking forward to watching this exciting project move forward and plan to be operational in 2024.



HOMES FOR ALL.
COMMUNITY FOR ALL.
HOPE FOR ALL.

MEET JACK

Jack believes the life you save today might be the life that saves you tomorrow. It's a philosophy he's lived by his whole life.

He grew up with five siblings near Cornwall. His father struggled with drinking and Jack suffered unspeakable abuse at the hands of someone in his community.

He moved to Ottawa and met his wife Judith. They celebrated the arrival of their daughter, but soon darkness crept back in to his life.

"While I was fighting to let go of all of my past trauma, my wife also was in a fight for her life. She had developed a debilitating illness," he says.

Jack felt responsible for the well-being of so many people. It was too much. Judith was moved into a care facility, and Jack was admitted to a mental health hospital.

"That hospital stay changed my life," Jack says. The care team referred him to Shepherds of Good Hope. This brought him to the doors of Hope Living where he "was welcomed with open arms."

"The staff at Hope Living have a way of helping me improve my mood," Jack says. "No matter how bad my day is, they help pick me up. I discovered I was hiding a lot of my anxiety inside, and the activities here help me let it all out."



**"THE OUTDOOR DROP-IN PROGRAM IS
A PLACE TO GO WHERE PEOPLE FEEL
WELCOME, FEEL COMFORTABLE, AND
FEEL APPRECIATED."**

- GORD RICHARDS

OUTDOOR DROP-IN

Now in its third year, the Outdoor Drop-In Program (ODP) is expanding to include day programming including group support for people living with substance use disorders. With a Narcotics Anonymous group already operating, ODP is a place where people who use our services and members of the community can sit and relax in a place where they are welcomed.

"Programming is important for service users and community clients to help address the needs, concerns, and issues they may have in their lives," says Gord Richards, Manager of Community and Volunteer Services at Shepherds of Good Hope. **"ODP is a place where people not only can access supports, but can also engage in social activities with each other."**



Richard

Community Kitchen Volunteer
Since 1997

Richard remembers when there was a men's shelter on top of Shepherds of Good Hope's soup kitchen. Nearly 25 years ago, he started volunteering at Shepherds of Good Hope and still to this day, enjoys supporting his community.

"I have really enjoyed volunteering at Shepherds of Good Hope. One of the wonderful things about volunteering is the close friendships that I have made over these years," he says. **"Sitting across from fellow volunteers for hours peeling eggs, making sandwiches or getting ready for a busy lunch hour, you do create some very real and lasting bonds."**

Over the years, Richard has seen Shepherds change and grow — from an emergency shelter and soup kitchen to a supportive housing provider and community leader in harm reduction.

"My time here speaks for itself," he says. "Why would I keep coming back if it wasn't something I loved?"

Ashbury College English teacher, Madeline, started volunteering at Shepherds of Good Hope when she heard about difficulties our organization experienced during the convoy protests.

"I filled out a volunteer application that night. I was so incensed," she says.

As one of our organization's newer volunteers, Madeline has really appreciated how welcoming the volunteers and staff are. Even when pulling apart a giant cooked turkey to make sandwiches — which as a vegetarian, was quite the experience — she enjoys meeting fellow volunteers and service users. It's the human connection — the camaraderie — that she finds the most fulfilling.

"It's nice to not just serve someone food. I get to actually learn someone's story, to get to know them," she says. **"I know that if it was me needing a meal, I'd appreciate someone taking the time to get to know me."**



Madeline

Community Kitchen Volunteer
Since March 2022

THE OTTAWA PROTESTS



The protests and occupation of Ottawa this winter were felt by many in our community. During the first weekend, Shepherds of Good Hope issued a statement to correct misinformation that had been circulating by protest participants and explained that, unfortunately, our staff and volunteers were harassed and a service user was assaulted. After issuing the statement, we were overwhelmed by the support we received from our community, across the country, and around the world.

We received so many food donations that we quickly ran out of storage space. What started out as people wanting to replace a few meals resulted in 13,000 individual donations made to support our work. In total, an astonishing \$750,000 was donated. This money will go directly to the construction of new supportive housing residences. We are truly grateful that our community is filled with such compassionate and caring individuals. Thank you to everyone who donated, including those who sent messages of support to us and to the many organizations who struggled to provide services at that challenging time.

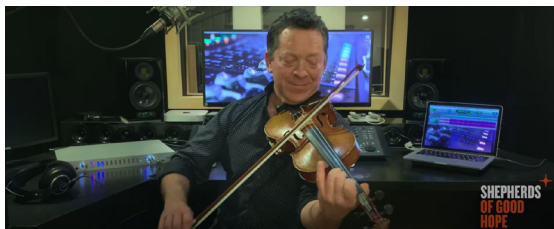
STAND BY ME



In December 2021, the omicron variant of COVID-19 had a dramatic impact at Shepherds of Good Hope. This was especially true among our frontline teams who were already more than 18 months into a pandemic requiring them to increase 24/7 supports to our service users. Safety requirements to wear gowns, masks, and eye protection, while protecting both staff and service users, was leaving our front-line workers isolated and exhausted.

To demonstrate support to our front-line workers, we turned to music. Music is a universal language that tells our story and we were proud yet again to bring together local musicians through the guidance of producer and musician Eric Eggleston to present a new local version of the iconic song, "Stand By Me".

To all our staff and volunteers, thank you. We stand by you.



YOUR SUPPORT
HELPS US PROVIDE
INNOVATIVE
PROGRAMS AND
SERVICES

Shepherds of Good Hope was recognized with three prestigious awards this spring. The awards recognized excellence in communications, service that supports the well-being of the community, and leadership in sustainability.

IABC Ottawa – Communicator of the Year

The Ottawa Chapter of the International Association of Business Communicators awarded Deirdre Freiheit, President and CEO of Shepherds of Good Hope, with Communicator of the Year 2022; their highest honour. This award is given annually to a leader or team who demonstrates excellence in the field of communications. In particular, IABC Ottawa noted our brand that has positioned our organization as a positive beacon of hope for those experiencing homelessness, our positive communications and fundraising campaigns, and our response to the attention brought by the Freedom Convoy protests last winter.



Rotary Club of West Ottawa – Ruth Martin Award for Community Service

The Rotary Club of West Ottawa presented Shepherds of Good Hope with the prestigious Ruth Martin Award for Community Service. The award is presented to an individual or organization that has performed noteworthy service over a period of years for the well-being of the community that encompasses the National Capital Region.

Ottawa Green Business Hub – Climate Action Leadership Winner

Shepherds of Good Hope was honoured by EnviroCentre with the Climate Action Leadership award. This is awarded to an Ottawa organization that shows the greatest commitment to climate action in their community, across their network, and in their operations. Shepherds of Good Hope expanded efforts to become a true community climate leader. From developing a Sustainable Transportation Plan, to analyzing commuting habits, to building urban gardens, and to phasing in a fleet of electric vehicles, Shepherds of Good Hope is committed to exploring sustainability in all aspects of our organization. This is the second year in a row that EnviroCentre honoured us for our commitment to sustainability.



TASTE FOR HOPE

In June 2022, we were delighted to welcome the community back to our ninth annual “Taste for Hope” fundraiser. Taste for Hope is the premiere foodie event of the season and it was no surprise that we sold out weeks before the event. We were joined by 14 local chefs, beverage partners and live music by the Dueling Pianos to raise funds for our plans and priorities in housing, programs and services. The atmosphere at Horticultural Building at Landsdowne Park was alive with generosity and hope for the future.



TASTE FOR HOPE



TASTE FOR HOPE



We are grateful to our 2022 Taste for Hope Co-Chairs Liza Mrak and Gary Zed as well as just under 30 corporate sponsors and our partners who helped us raise \$270,000 to support the programs and services provided by Shepherds of Good Hope! Over 400 guests enjoyed amazing delicacies from talented local chefs and the opportunity to "mix and mingle" with their friends and associates. We can't wait to welcome everyone back in 2023 for the tenth annual Taste for Hope during our 40th anniversary!



SUSTAINABILITY

Shepherds of Good Hope is committed to lowering our carbon footprint and working to implement sustainable solutions in all our programs. Here are just some of the ways we are innovating:



We were the winner of the Ottawa Green Business Climate Leadership Award after winning last year's Climate Project Award.



We installed several boilers in the shelter and at 208 St. Andrew Residence yielding an already-noticeable reduction of our gas usage (it's down 25%!)



We procured a fleet of Electric Vehicles and chargers by securing 50% of the costs through subsidy grants.



We implemented a bike wage loan policy for our staff to encourage green modes of transportation.



We developed a sustainable transportation strategy to learn how staff were getting to work and how we could encourage more sustainable modes of transportation.



We secured grants through TD Canada Trust and the University of Ottawa to install a green wall and community garden at Richcraft Hope Residence.



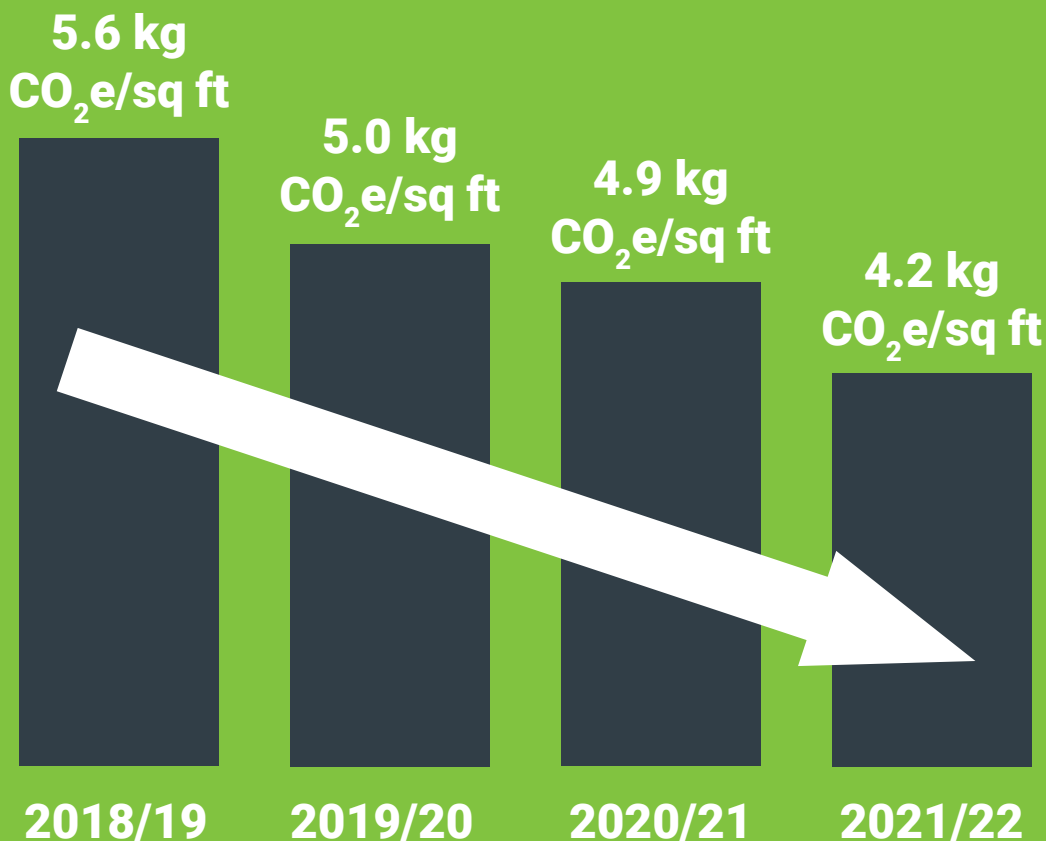
We reviewed our organization's RRSP offerings to decarbonize our investment options.



We hired a green intern for 10 months to make recommendations on ways our organization can improve its sustainability practices.

REDUCING EMISSIONS

WE'VE REDUCED OUR GREENHOUSE GAS FOOTPRINT BY 26.1% SINCE 2018



Even though Shepherds of Good Hope opened a new supportive housing residence (Richcraft Hope Residence), our greenhouse gas footprint went down. This shows how much energy purpose-built buildings can save and is a testament to Shepherds of Good Hope's innovation.

HOMELESSNESS
IS AN EXPERIENCE,
NOT AN IDENTITY.

MEET BILLY

“When they gave me my key I just thought – Wow, I’m finally home.”

Billy is a car enthusiast – fast cars. It hit him hard when his father, who was like his best friend and a fellow car enthusiast, died suddenly at the age of 51.

Billy has also experienced other losses along the way. Billy has had five strokes and the last time he was released from the hospital he had nowhere to go.

“I’m lucky to be alive,” he says. “I shouldn’t be. When you’ve had five strokes, five months in hospital, and you’re then still able to go outside, that’s luck.”

His mother and sister put him up in a hotel but that wasn’t sustainable. Billy found himself at the Shepherds of Good Hope shelter.

It was a difficult time for him. He couldn’t sleep at night. When they asked him to pack up his stuff to move to supportive housing he thought they were kidding.

“At first I thought it was a joke. And then they gave me my key and said ‘welcome home’,” Billy says. “I paused and said ‘are you for real?!’”

Billy is now happy at Richcraft Hope Residence where he watches TV in his room, is making friends, and staff can help him manage his medications and check in on him regularly. Here, he feels supported.



THIS PAST YEAR:

225

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

288

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

687

**MONTHLY DONORS SUPPORTED
PEOPLE EXPERIENCING
HOMELESSNESS THROUGH
THEIR GENEROSITY.**

“WHY I TURNED TO SHEPHERDS FOR HOUSING



Tereza, Resident at St. Andrews Residence

“My drinking was out of control. I was suicidal and I wanted to die. Then, a miracle happened — I found Shepherds of Good Hope. And that’s when everything changed. Thanks to Shepherds of Good Hope, I was able to turn my life around. That was more than 25 years ago, and I have been sober ever since. This place, it’s such a healing place. The program staff are so supportive and are always there to help when you need them.”



“WHY I CHOOSE TO VOLUNTEER AT SHEPHERDS

Joshua, Community Kitchen Volunteer since February 2022

“I’ve always wanted to give back to my community. I grew up not far from Shepherds of Good Hope, in a community like this one in the south end of the city. Seeing the turmoil here made me want to give back in a way where I could be effective — where I could make a positive impact. I found Shepherds of Good Hope, saw the work they do here, and well, the rest is history.”

“WHY I CHOOSE TO WORK AT SHEPHERDS



Cara, Executive Project Advisor, Shepherds of Good Hope

“As an immigrant, it was really important to me to use my hard-earned skills to give back to my new community. Being at Shepherds has allowed me to do exactly that. Shepherds of Good Hope is a place where everyone is valued and respected, no matter your story. My past two years working here have been the most rewarding and I’ve learned so much more than I expected. I can honestly say that this is where I belong and this is what I’m supposed to do.”



“WHY I CHOOSE TO DONATE TO SHEPHERDS

Mary Taggart, Donor and Philanthropic Champion

“I am proud to support Shepherds of Good Hope as the care and compassion shown by their staff and volunteers give those who experience homelessness hope and dignity to live the most fulfilled life possible.”

THIS PAST YEAR:

283

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

20

**GROUPS FROM LOCAL
ORGANIZATIONS VOLUNTEERED
TO SERVE PEOPLE
EXPERIENCING HOMELESSNESS.**

150

**VOLUNTEERS SPEND THEIR
TIME SUPPORTING THE
INDIVIDUALS WE SERVE EACH
AND EVERY WEEK.**

What is Harm Reduction?

At Shepherds of Good Hope, the majority of people in shelter and supportive housing require harm reduction services. This approach meets people where they are and provides support and dignity while stabilizing their health. **This approach works with a service user's goals to reduce the health and social impacts associated with substance use disorders without necessarily requiring them to abstain or stop use.** Harm reduction is an evidence-based approach to assisting individuals with complex needs.

Our Programs:



The Supervised Consumption and Treatment Service, operated in partnership with Ottawa Inner City Health, provides supervised injection, primary care services, mental health care, and substance use treatment. Service users are monitored by medical staff and provided with clean supplies to reduce the spread of disease.



The Transitional Emergency Shelter Program accepts diversions from paramedics and police to keep people out of the hospital and justice systems. Essentially, TESP operates like a mini hospital with service users receiving health and wellness care, along with referrals to additional supports.



Our world-renowned **Managed Alcohol Program** is designed to stabilize participants' alcohol use through a medically regulated dose of alcohol. These structured servings significantly reduce the amount of alcohol consumed at any one time, enabling the participant to remain stable and address their substance use disorder. As a result, many residents also drastically reduce their overall consumption of alcohol, and some refrain from consuming alcohol entirely.

How Harm Reduction Saves Lives:

In general, harm reduction provides a safer alternative and therefore improves health outcomes for people who need support in managing their substance use disorder. This approach helps them stabilize, gain a sense of community, and live life with dignity. By taking a harm reduction approach, Shepherds of Good Hope is ensuring fewer people lose their lives to the impacts of prolonged substance use.

LIVE A LIFE THAT MATTERS

by Michael Josephson

Ready or not, some day it will all come to an end.

There will be no more sunrises, no minutes, hours or days.
All the things you collected, whether treasured or forgotten will pass to someone else.

Your wealth, fame and temporal power will shrivel to irrelevance. It will not matter what you owned or what you were owed. Your grudges, resentments, frustrations, and jealousies will finally disappear. So, too, your hopes, ambitions, plans, and to-do lists will expire. The wins and losses that once seemed so important will fade away.

It won't matter where you came from. It won't matter whether you were beautiful or brilliant. Even your gender and skin color will be irrelevant. So what will matter?

What will matter is not what you bought, but what you built. Not what you got, but what you gave. What will matter is not your success, but your significance. What will matter is not what you learned, but what you taught. What will matter is every act of integrity, compassion courage or sacrifice that enriched, empowered or encouraged others to emulate your example.

What will matter is not your competence, but your character. What will matter is not how many people you knew, but how many will feel a lasting loss when you're gone. What will matter is not your memories, but the memories that live on in those who loved you. What will matter is how long you will be remembered and for what.

Living a life that matters doesn't happen by accident. It happens by choice.

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.



MEET RAVNOOR

When Ravnoor moved to Canada, she never knew she would see people experiencing homelessness. In India, her home country, people seemed to think Canada was perfect.

“I came to Shepherds to see the unseen part of Canada,” she says. “I saw the parts people sometimes want to ignore.”

Ravnoor completed her Master of Sociology in India, and then immigrated to Canada in January 2020. She soon started working in Shepherds of Good Hope’s Men’s Shelter. In 2022, she was promoted to case manager in the Women’s Transitional Emergency Shelter Program.

“I love my job,” she says. “I get to share in someone’s happiness and their sadness. I get to be a part of their journey.”

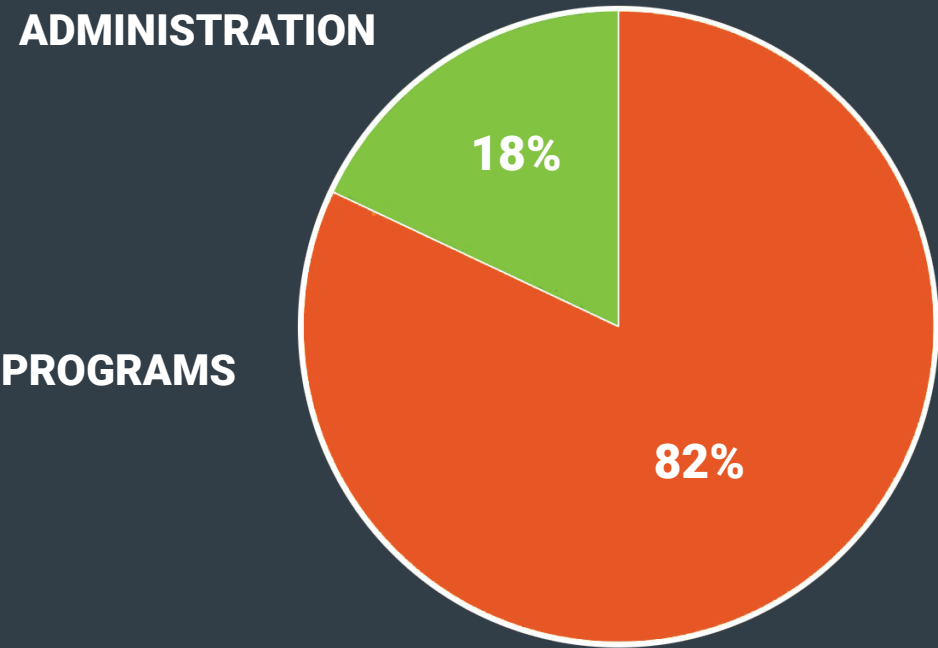
“People aren’t machines. It’s by talking through someone’s feelings and emotions — **that’s where you find yourself.**”

Ravnoor says that what draws her to the work Shepherds of Good Hope does is the approach to harm reduction. It gave her a new perspective, she says, and she saw her own ways to reduce harm.

“I don’t have the same experiences that our service users have, but that doesn’t mean I can’t share my positive life experiences with them. I want to lift them up.”



WHERE DOES YOUR DONATION GO?



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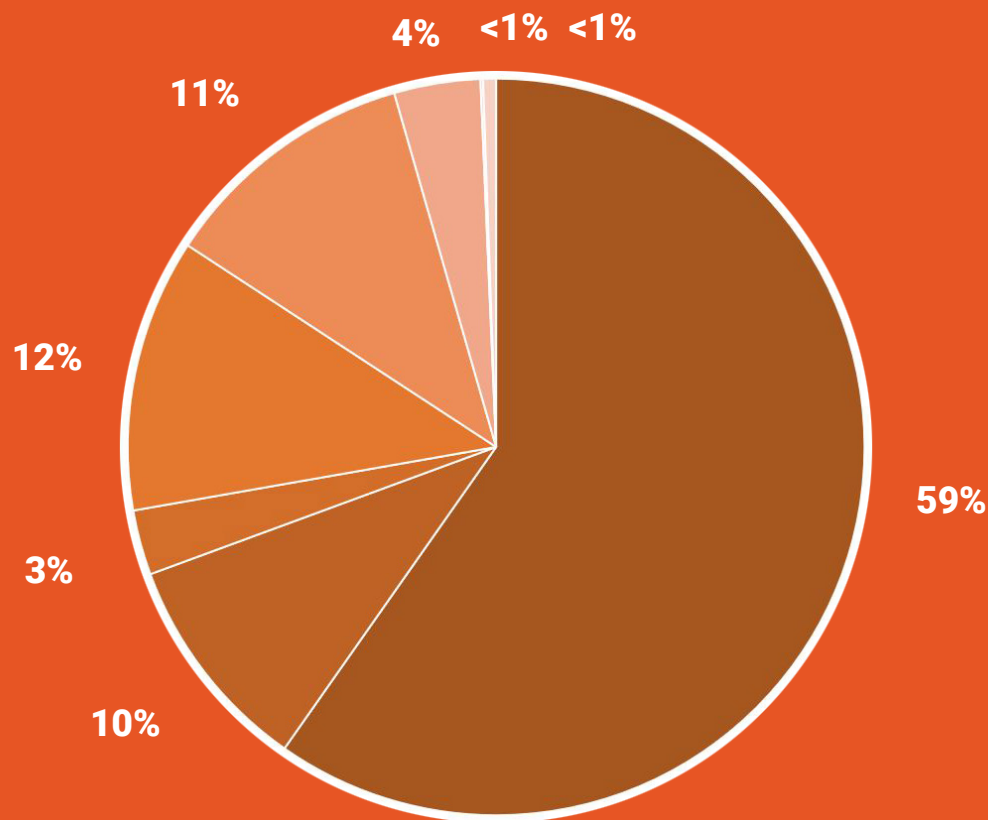
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FINANCIALS – REVENUE

SHEPHERDS OF GOOD HOPE

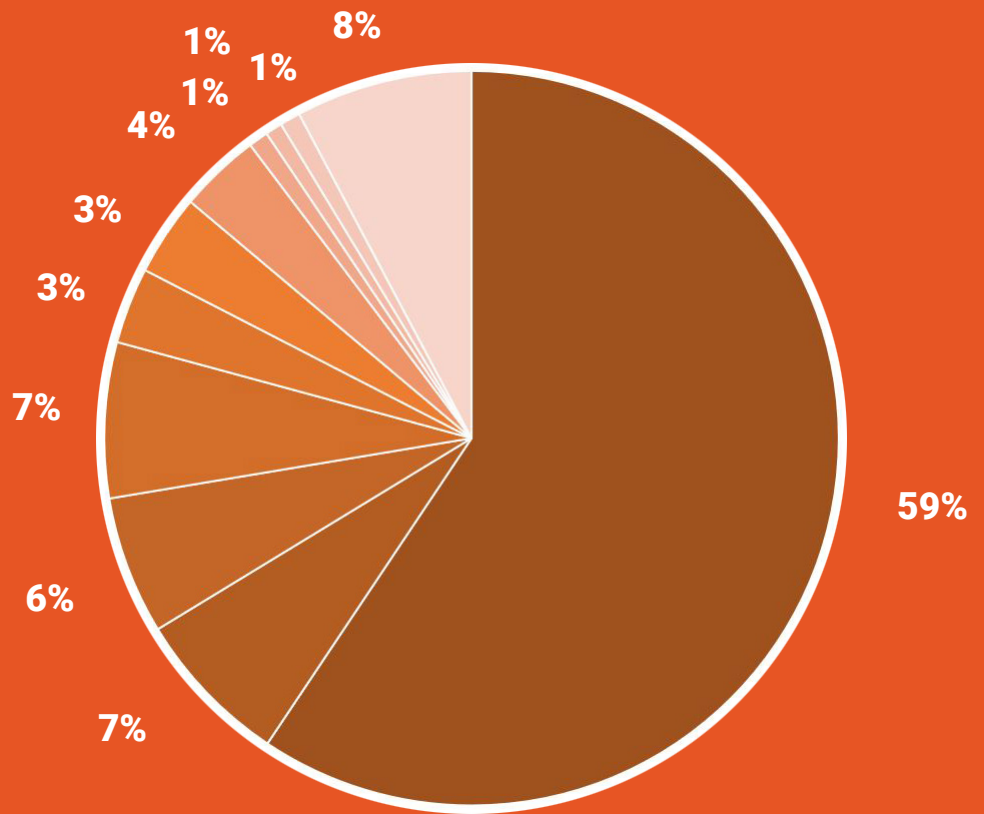


CITY OF OTTAWA	\$9.4M
CHAMPLAIN LHIN	\$1.5M
OTTAWA INNER CITY HEALTH	\$449K
RENT	\$1.9M
DONATIONS & FUNDRAISING	\$1.8M
AMORTIZATION	\$596K
INVESTMENTS	\$17K
OTHER	\$89K

Revenue sources for Shepherds of Good Hope 2021-2022

FINANCIALS – EXPENSES

SHEPHERDS OF GOOD HOPE

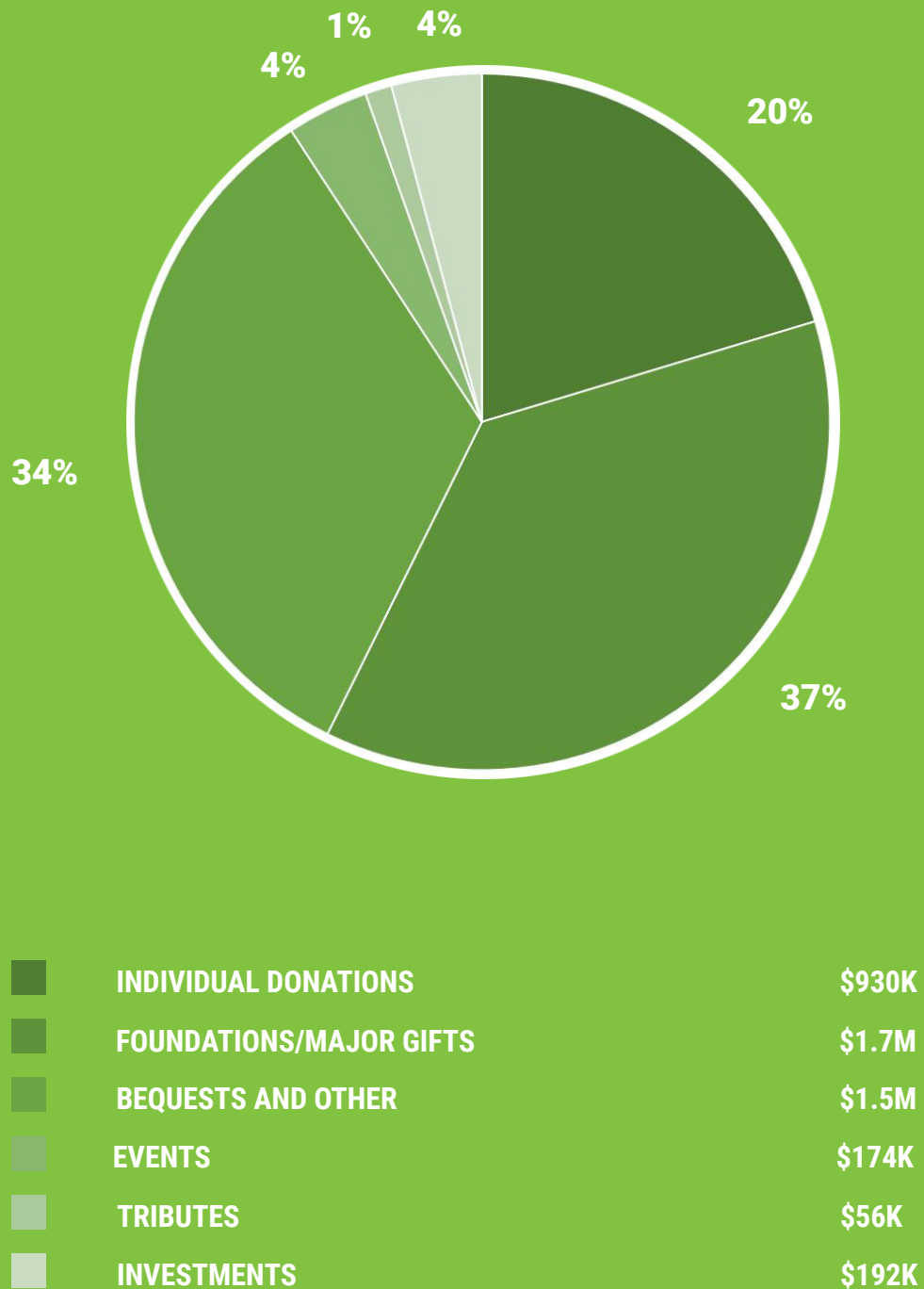


	SALARIES AND BENEFITS	\$9.2M
	AMORTIZATION	\$1.1M
	MAINTENANCE AND REPAIRS	\$937K
	PROGRAMS	\$1.1M
	UTILITIES	\$516K
	GROCERIES	\$550K
	ADMINISTRATION	\$552K
	INSURANCE	\$133K
	DONATED MATERIALS	\$115K
	OTHER	\$139K
	COVID-19 EXPENSES	\$1.2M

Expense sources for Shepherds of Good Hope 2021-2022

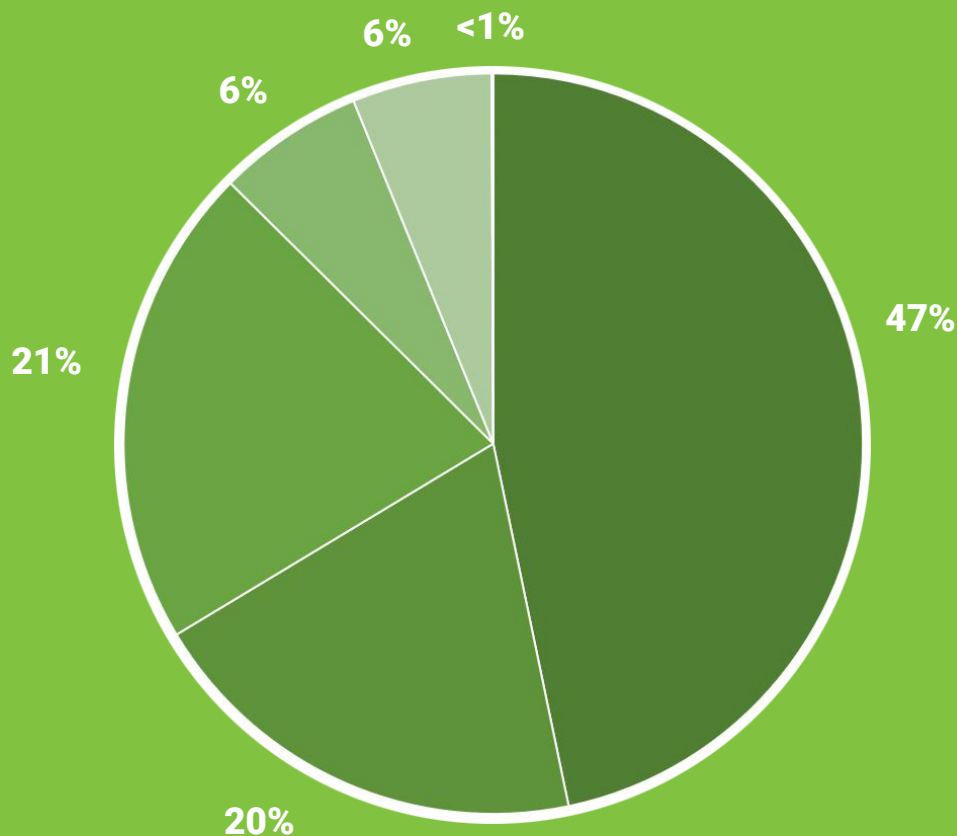
FINANCIALS – REVENUE

SHEPHERDS OF GOOD HOPE FOUNDATION



FINANCIALS – EXPENSES

SHEPHERDS OF GOOD HOPE FOUNDATION



	DONATION TO SGH (OPERATING)	\$1.7M
	DONATION TO SGH (CAPITAL)	\$700K
	SALARIES AND BENEFITS	\$750K
	ADMINISTRATION	\$228K
	FUNDRAISING AND COMMUNICATIONS	\$217K
	AMORTIZATION	\$2.5K

**SHEPHERDS
OF GOOD
HOPE** ✦

HOPE FOR THE FUTURE

YOUR 2021-2022 IMPACT REPORT



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