40 YEARS OF HOPE

SHEPHERDS OF GOOD HOPE

YOUR IMPACT REPORT 2022-2023









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

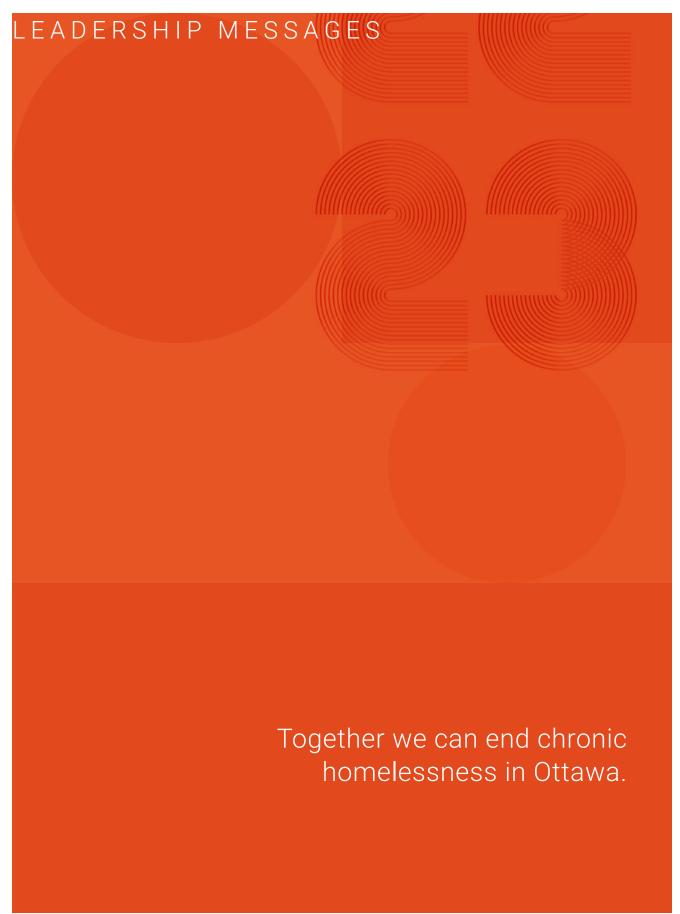
Shepherds of Good Hope is deeply committed to the **urgent work of justice and reconciliation with Indigenous communities.** We stand with you.

We are all called to action toward reconciliation and healing.

40 YEARS OF HOPE

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STEPHEN BARTOLO / CEO

Originally founded on February 7, 1983, Shepherds was a place where hungry community members could find a sandwich and a smile. To this day, forty years later, our community kitchen continues to feed hundreds of people every day.

So much has changed. The community served by Shepherds faces challenges today that were unimaginable when our doors first opened.

Shepherds of Good Hope adapted and continues to be a beacon of hope. This is thanks to thoughtful investments in innovative supportive housing, around-the-clock care, and groundbreaking programs that help people in Ottawa and attract attention from across Canada and around the world.

Mostly it is thanks to donors, staff, volunteers, partners, and government at all levels who come together to change lives.

This Impact Report is about how they continue to change lives.

In the past year alone, Shepherds made huge strides with two new supportive housing projects. 1095 Merivale Road opened in early spring and the build is underway at 216 Murray Street. It won't be long before Shepherds is managing almost \$100 million in infrastructure spread out across the city.

As you leaf through the pages of our Impact Report, 40 Years of Hope, you will see how Shepherds continues to build on the generosity of spirit initiated by Father Jack Heffernan four decades ago, by giving the people who access our services hope, dignity, and a place to call home.

Stephen Bartolo

CEO, Shepherds of Good Hope



DAVID GOURLAY / FOUNDATION CEO



At Shepherds of Good Hope Foundation, we receive support and kindness from across our community in so many ways. We embrace every opportunity to connect donors and partners to our mission to end chronic homelessness.

From the moment I joined Shepherds of Good Hope Foundation in 2020, I became a steward of an important community legacy. A legacy that is about people; the staff, volunteers, and you - our community, who provide care, compassion, and support to those who are experiencing homelessness in our city. This is the Shepherds way.

The results speak for themselves. For the first time in Shepherds history, we have more people in permanent supportive housing than our in our emergency shelter programs!

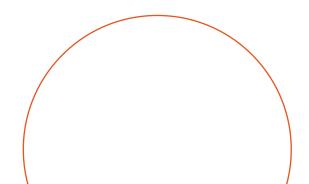
We are building strong and intentional connections within our community. Connections that include you, as a vital part of our team.

Our team in the Foundation is excited to collaborate with you as we embrace the challenges and opportunities ahead. As a community, it is our collective responsibility to inspire human dignity, for all of those experiencing chronic homelessness, so they may live their best life.

Where there is home, there is hope.

David Gourlay

CEO, Shepherds of Good Hope Foundation



DAVE DONALDSON / BOARD CHAIR

Thank you for your interest in Shepherds of Good Hope. As a member of the Board of Directors, I am proud to help guide the direction of Shepherds by supporting the dedicated and, in my opinion, heroic staff and volunteers who work here.

Our people are the backbone of the amazing work we do to assist our residents and those individuals who use our services.

In the past forty years, Shepherds of Good Hope has grown into a multi-faceted, complex organization, serving some of Ottawa's most vulnerable. Shepherds embraces challenges, turning them into opportunities. Shepherds is efficient and professionally run, with empathy and caring at its core.

On behalf of our Board of Directors, I'd like to congratulate Shepherds on its 40th Anniversary, and thank the community for being there beside us every step of the way.

Dave Donaldson

Chair of the Board, Shepherds of Good Hope



"Together we will end chronic homelessness in Ottawa."

MARK ROUNDELL / FOUNDATION BOARD CHAIR

Thanks to your generosity, Shepherds of Good Hope has been able to move one step closer to our goal of reducing and ending chronic homelessness.

In 2023, Shepherds of Good Hope achieved a milestone by housing more people in supported living than in our shelters, providing them with the dignity, hope and perhaps the dream of one day living independently.

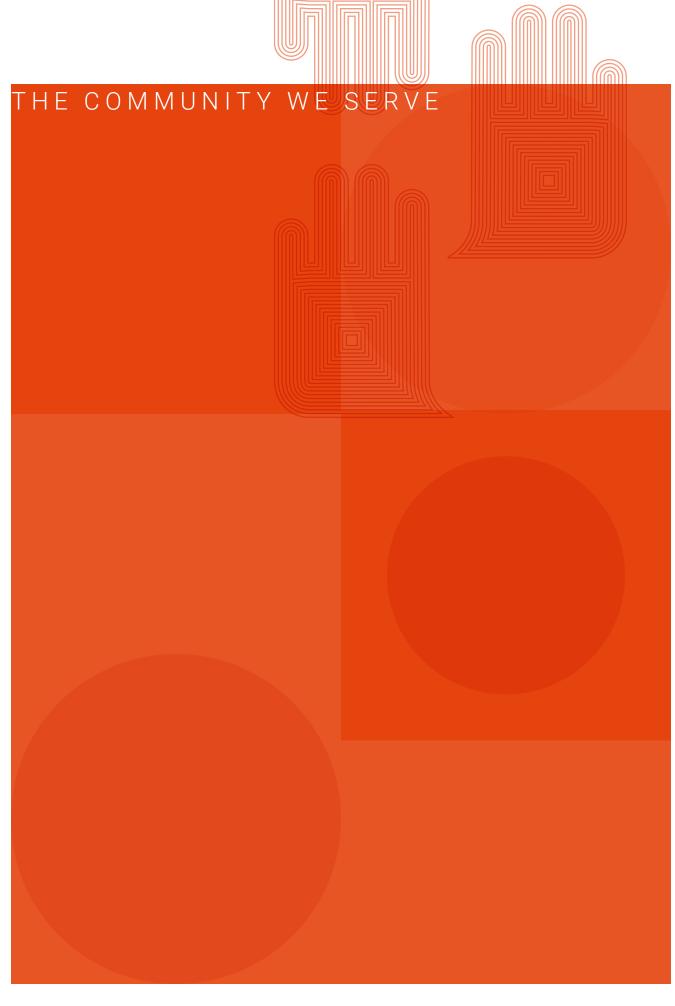
During our 40th anniversary year, we saw our annual signature event, Taste for Hope, raise a historic \$315K with over 500 guests, volunteers, beverage partners and 16 amazing chefs.

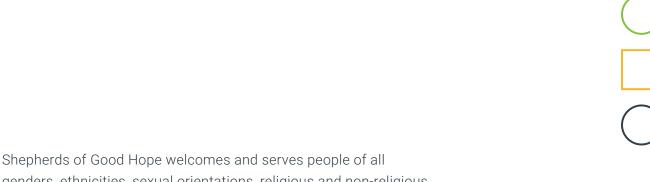
On behalf of all the people whose lives you make better with your kindness, I thank you.



Chair of the Board, Shepherds of Good Hope Foundation



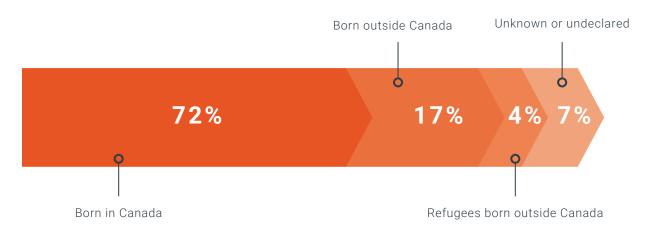




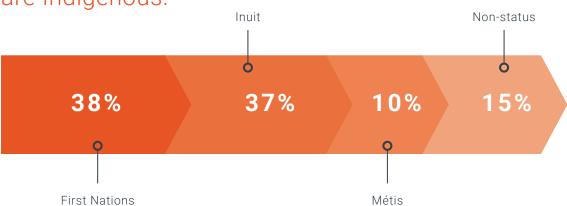
Shepherds of Good Hope welcomes and serves people of all genders, ethnicities, sexual orientations, religious and non-religious backgrounds. Everyone deserves the dignity of shelter, food, and equal opportunity.

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

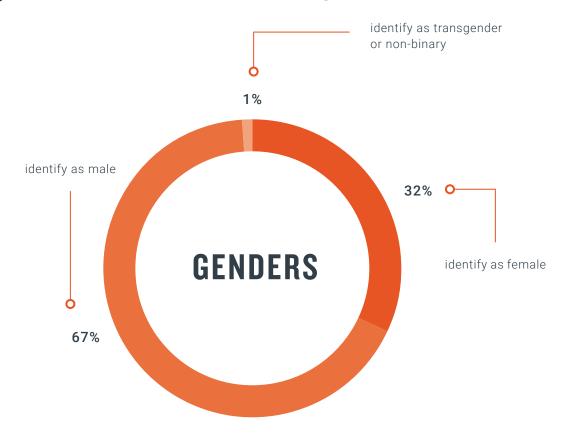
In fiscal 2022-23, the shelter on King Edward Avenue served over **2,136** unique individuals.



Of the 2,136 unique individuals, **361** people accessing our services are Indigenous.



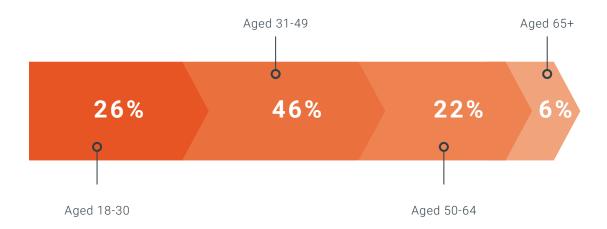
Shepherds of Good Hope welcomes adults of all genders at our shelter.



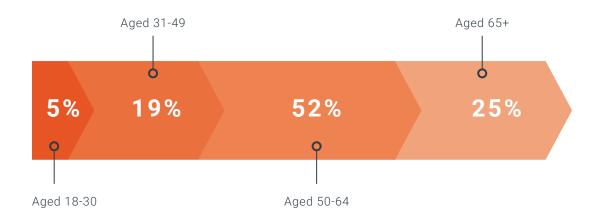


People using our shelter services.

During this year there were a total of **83,743** stay nights at the shelter.



In fiscal 2022-23, 253 people had their own home in Shepherds of Good Hope supportive housing from Kanata, to Lowertown, Carlington and in the east end on Montreal Road.







ALBERT

MEET LIZ AND ALBERT

When he was a young boy, Albert was in a serious car crash, leaving both himself and his sister in a coma. Months later they learned their mom had passed in the tragic accident.

Albert had to relearn how to speak, walk, and write. Albert still deals with the effects of the traumatic brain injury and emotional scars.

Albert struggled, turning to alcohol to cope.

His daughter Liz remembers a revolving door of her dad working, staying in a shelter, and back to short-term rentals. As Liz got older, they lost touch with each other. But that was about to change.

At the Shepherds of Good Hope emergency shelter, Albert found the Managed Alcohol Program, eventually moving into permanent supportive housing at Richcraft Hope Residence on Montreal Road.

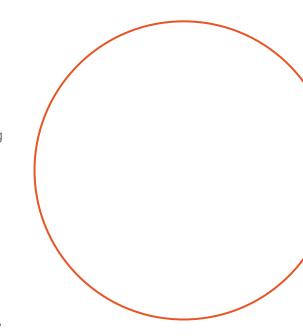
The wrap-around support and a place to call home were good for Albert. However, his health started to decline. Albert needed hospitalization and Liz was contacted as next of kin.

When Albert was discharged from hospital, Liz saw how his life had stabilized thanks to his hard work and the support of the Shepherds team.

Liz asked her dad if he would like to move in with her and her family. A smile crossed Albert's face and he said yes.

In 2022, they spent their first Christmas together since Liz was a little girl.

Ending chronic homelessness happens one story at a time. Albert and Liz are part of that story.









40 YEARS OF HOPE



CELEBRATING 40 YEARS OF HOPE



February 7, 2023, marked forty years since Father Jack Heffernan first served sandwiches to a hungry community in the basement of St. Brigid's Church. This became the seed that grew into Shepherds of Good Hope.

Her Excellency the Right Honourable Mary Simon sent congratulations. Mayor Mark Sutcliffe was there, to proclaim February 7th as Shepherds of Good Hope Day in the City. The Right Honourable Justin Trudeau sent a video congratulating Shepherds on this important milestone.

A former Shepherds of Good Hope resident Albert took the stage beside his daughter Liz, to share their emotional story of hope.

Lean on me

As part of our 40th anniversary celebration Shepherds of Good Hope premiered the third song in our Trilogy of Hope music series – Lean on Me.

We chose each song in the trilogy with purpose and meaning; from George Harrison's iconic "Here Comes the Sun" with its' vales of optimism and hope to Ben E King's "Stand by Me" led by values of compassion and acceptance. This final song, Bill Withers' "Lean on Me" speaks to the values of community and empathy.







YEARLY IMPACT

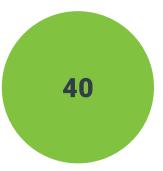


Every day we support people in our community.





nights is the average length of stay in our shelter.



meals were served in our supportive housing programs.



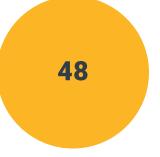
diversions to our shelter by emergency services, such as police and paramedics, instead of going to hospitals or jails.



unique individuals used our shelter services.



supportive
housing
units are
currently under
construction
with plans for
more in predevelopment.



people on average stayed in our shelter every night.



SUPPORTIVE HOUSING HOMES FOR ALL!

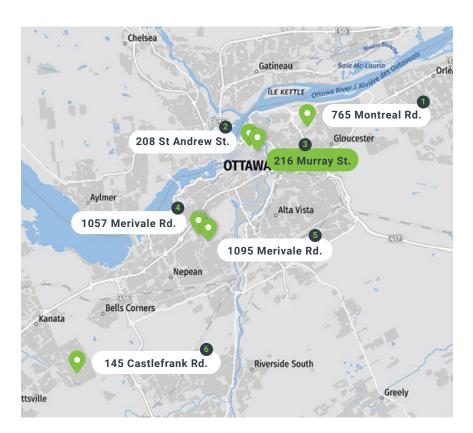
Did you know? **99%** of those who move from the shelter into Shepherds supportive living **do not go back**. Home is where the heart is.

Shepherds of Good Hope continues to focus on building supportive housing. A place where people can receive the wrap-around support they need to help them live in a safe place of their own.

Innovative supportive housing at Shepherds includes 24/7 support, meals, programming which includes life skills, harm reduction, social activities and more – all under the attentive care of staff and volunteers who are dedicated to the success of every resident.

For many, this is their first safe home.

In 2022-23, there were 253 people living in Shepherds of Good Hope supportive housing across Ottawa.



1 765 Montreal Rd.

Richcraft Hope Residence is a 42-unit residence in Rideau-Rockcliffe that provides individual bachelor-style apartments with harm reduction services and supports.

208 St Andrew St.

St. Andrew's Residence is a 37-unit apartment-style supportive housing residence in Lowertown for people who are able to live with a high level of independence.

3 216 Murray St.

Currently under construction, this 48-unit supportive housing will prioritize women and Indigenous people. The building will also include a new community kitchen and a 16-hour per day drop-in program.

4 1057 Merivale Rd.

The Oaks is a 55-unit residence in Carlington that offers residents our renowned Managed Alcohol Program.

5 1095 Merivale Rd.

Opened in Spring of 2023, this 57-unit residence in Carlington provides harm reduction services and supports.

6 145 Castlefrank Rd.

Hope Living is a 100-unit residence that specializes in the care of residents who are 55+.

Meet Paul – Living at Shepherds since 1991

Paul would be one of the best people to give you a Shepherds of Good Hope history lesson – he's been living here since the early nineties.

Originally from New Brunswick, Paul first came to Ottawa for a concert. He liked the city so much; he came back to stay. He's lived in housing residences with Shepherds of Good Hope for 32 years, most of that time in the Lowertown neighbourhood.

"It's been the best 32 years of my life," he says. "Staff and workers are almost like family. They're good friends. They take care of me."

The supportive housing provided by Shepherds of Good Hope includes 24-hour wrap around supports to help people, like Paul, remain successfully housed. Each resident has supports specifically tailored to their needs and wants.

Paul lives quite independently in his own apartment. He takes pride in his home, cooks his own meals, and likes to spend some of his time volunteering to tidy up the outdoor areas of the residence.

Paul often walks around the neighbourhood to browse shops, picking up groceries and other necessities. He enjoys the sense of community both at the residence but also in the neighbourhood.

A huge fan of classic rock music, Paul spends time every day listening to the local rock station. Sometimes he even puts on headphones, listening to music during his walks.

When asked to name his favourite band, Paul doesn't hesitate. "Pink Floyd," he says. "I know all the words to more than thirty of their songs!"





PAUL

It's been the best 32 years of my life.



YEARS OF HOPE

MEETING PEOPLE WHERE THEY'RE AT

Shepherds of Good Hope believes in "meeting people where they're at". There is no judgement. Everyone who accesses the services at Shepherds has access to a team of professionals who focus on harm reduction.

By using practical, proven strategies, Shepherds aims to reduce the consequences associated with substance use disorders. It happens one person at a time.

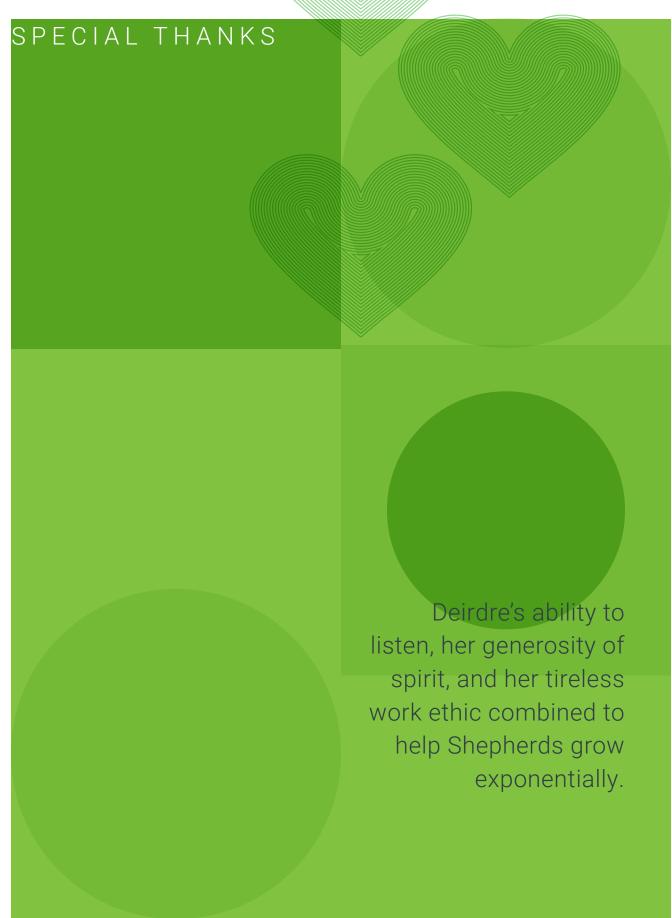
Managed Alcohol Program: Studied and adopted by similar organizations across Canada and around the world, the Managed Alcohol Program, or MAP, helps participants stabilize their alcohol usage through medically regulated doses of alcohol. Structured, timely servings of alcohol give participants the opportunity to address and manage their substance use disorder. MAP is available to residents at Shepherds supportive housing residences and many residents can reduce their consumption or stop using alcohol completely.

Supervised Consumption and Treatment Service: Shepherds partners with Ottawa Inner City Health by providing supervised primary care services, mental health care and substance use treatment. Supervised by medical staff, those who access these services are provided with clean supplies to help reduce the spread of disease.

Transitional Emergency Shelter Program: TESP operates like a mini hospital. Both the Ottawa Paramedic and Ottawa Police Service transport people to TESP, which helps reduce the burden on the justice system and hospital emergency departments. This also helps people by giving them health and wellness care and referrals to where they can find additional supports.







TO DEIRDRE FREIHEIT

Deirdre Freiheit joined Shepherds of Good Hope in 2014 and announced her retirement in early 2023.

Her compassionate style of leadership connected employees, volunteers, supporters, and partners to the Shepherds vision of Homes for All, Community for All and Hope for All.

Deirdre's ability to listen, her generosity of spirit, and her tireless work ethic combined to help Shepherds grow exponentially. As President and CEO of both Shepherds of Good Hope and Shepherds of Good Hope Foundation, Deirdre seamlessly navigated the intricacies of managing a multi-million-dollar organization with 250 employees, 340 active volunteers and strategic partnerships with all levels of government, while engaging her philanthropic expertise by working with donors and volunteers at all levels.

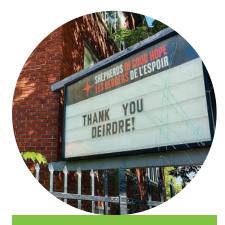
Her calm leadership style guided Shepherds through a

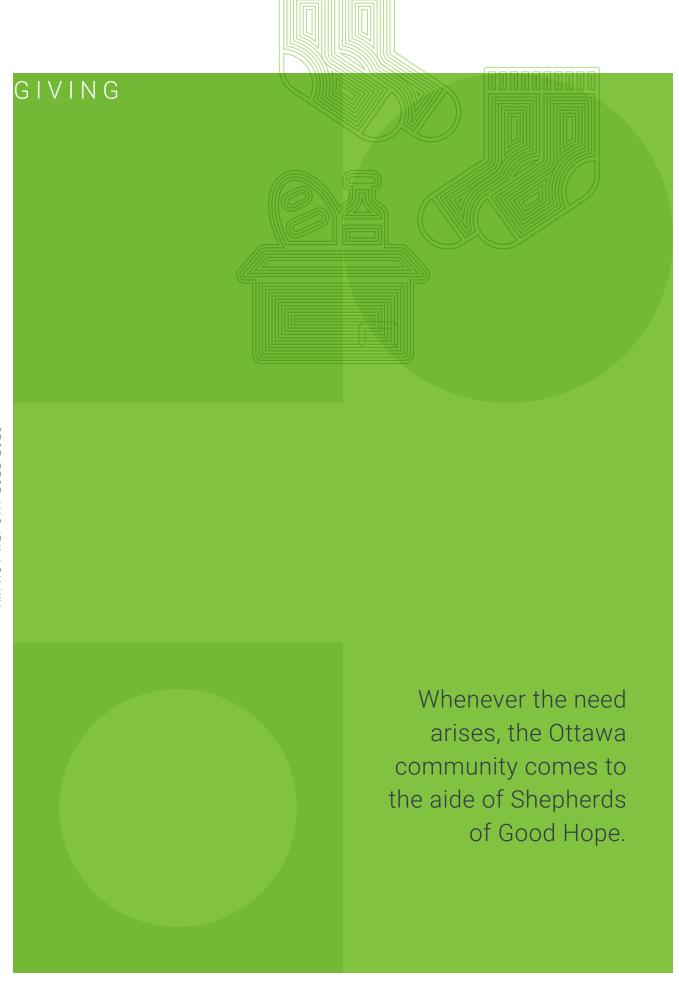
global pandemic, which had resounding effects on staff, volunteers and the people using Shepherds services.

Deirdre is a bridge-builder and, thanks to her, Shepherds of Good Hope connections in the community are stronger than ever.

Shepherds of Good Hope is forever grateful to Deirdre and thankful to her family for supporting her while she supported all of us.







OTTAWA - A CHARITABLE AND PHILANTHROPIC COMMUNITY

Whenever the need arises, the Ottawa community comes to the aide of Shepherds of Good Hope.

Gifts in kind, including food, socks, underwear and so much more find their way to Shepherds every day, providing the things someone may need to live their life with dignity.

Gifts of time happen every day. The Community Soup Kitchen is run completely by volunteers with appreciative supervision from our Community Services staff. Shepherds of Good Hope is lucky to have 250 volunteers who bring their expertise and time to help others in all our programs and facilities across Ottawa. The events and giving are as diverse as the community.

Alex and Bashar volunteer in our Community Kitchen and manage an annual fundraising run to support Shepherds. Fiat Farm in Russell, a family owned and operated organic farm, collects shares towards an annual donation of pastured meats to our kitchen. A team of volunteers operate Hope Garden – a community plot that grows fresh vegetables for our kitchen and shares excess bounty with other organizations who need it. The Knights of Columbus hold an annual charity golf tournament that supports Hope Living, our supportive housing residence in Kanata. And there are many more!

A first this year, Hockey Helps the Homeless came to town, creating a hockey tournament the players will remember forever. Several NHL alumni, including Brian Skrudland, Al Iafrate, Laurie Boschman and Georges Laraque hit the ice along with players who raised money to skate with the pros. By the time the last whistle blew, the day-long tournament raised over \$50,000 in support of Shepherds!









Meet Dan and Sarah – Community Kitchen Volunteers

Dan and Sarah began volunteering at Shepherds of Good Hope in October 2022. "When we moved from Toronto a few years ago we felt lucky to have found a place to call home in Lowertown. We quickly grew attached to the neighbourhood and the community made us feel incredibly welcome."

"Volunteering at Shepherds of Good Hope felt like a great way to continue to meet fellow members of our community as well as take part in some of the work which makes Lowertown caring and great place to live."

One of their favourite aspects of volunteering is speaking with and getting to know their neighbours.

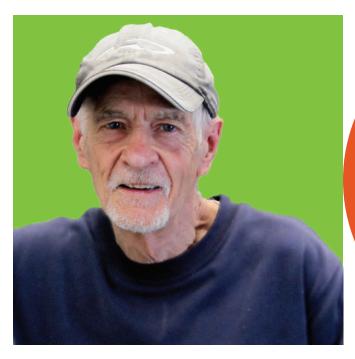
"Spending time with one another feels like we are connected as part of a larger shared community. At Shepherds of Good Hope everyone including staff and community members have been very kind and welcoming during our first year of volunteering."

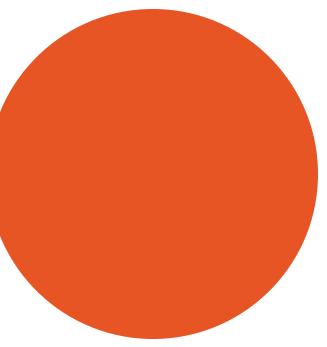
We have shared some laughs and we have also listened to challenges folks are facing; being able to give some of our time in the evenings—although seemingly small—we know makes up a larger effort to provide supports as well as safe spaces for everyone in our neighbourhood and we are thankful to be part of this work!



DAN & SARAH

Spending time with one another feels like we are connected as part of a larger shared community.





GARY

Meet Gary - Shepherds Volunteer For Over 20 Years

When he retired, Gary was looking for a way to give back. He found himself at Shepherds of Good Hope.

"You can't just retire and say I'm going to travel," says Gary. "You owe it to society to do your part, especially if you've been lucky in your career and things have gone well, and you're reasonably well off. Why not return that to society and do something? That's my feeling."

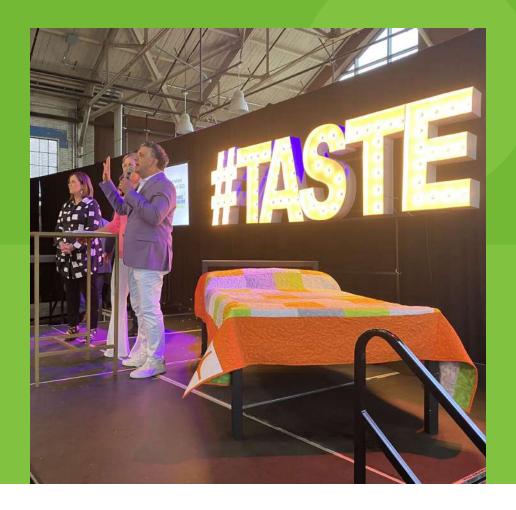
"It made me appreciate that these people needed help," Gary says about volunteering at Shepherds. "One of the models we have here is, we don't make judgements on people. We take people as they are, and we try to help them."

"I really like what Shepherds has done with housing first," he says. "It all starts there. If you don't have a place to live, it's very, very difficult. You're giving people a personal identity. Shelters are good, but shelters are for emergencies, they're not intended for you to be there, five to ten years."

"We don't make judgements on people. We take people as they are, and we try to help them."



TASTE FOR HOPE



THE 10TH TASTE FOR HOPE

The tenth Taste for Hope gala at Lansdowne Park's iconic Horticultural Building brought 500 attendees together in an inspirational display of support for Shepherds of Good Hope Foundation.

The event was once again co-chaired by Liza Mrak and Gary Zed and marked a significant milestone as part of Shepherds of Good Hope's 40th anniversary celebrations.

Sixteen local chefs dazzled palates. And a live auction, which raised money for new beds in supportive housing, added an air of excitement!

Ideal Roofing was back as title sponsor, alongside 26 other community minded organizations. With their help, Taste for Hope raised over \$315,000. A new record!

The beneficiaries of this community kindness are the people who access Shepherds programs and services, empowering positive change, and growth within our community.

Thank you, Ottawa! Until next time - Bon Appetit!







Meet Masoumeh From Volunteer To Employee

Masoumeh is rewarded by work that helps others. Before immigrating to Canada in 2003, she was a social worker in a hospital in Iran. When she came to Ottawa, Masoumeh volunteered at Shepherds by serving supper at the Community Kitchen. She became an employee that same year.

"I found Shepherds was a place that I could help my new community," says Masoumeh. "There is alignment between my job and my core values and improving my own skills when helping others are just a few reasons why I've chosen to work at Shepherds for years."









AUBREY

Meet Aubrey - Dedicated To Helping

Aubrey's mother, Iris, instilled a sense of helping others in all her children. Aubrey started working at Shepherds of Good Hope in 1995, after being a teacher for the previous fifteen years. Almost thirty years later, Aubrey often sees people he's helped transition from the shelter to supportive living at Shepherds.

Like a teacher who sees a student years later, Aubrey feels the same pride when he sees someone living their life in the best way possible.

"I'm proud to work at Shepherds," he says. "I spend 75% of my time here, and I really enjoy it."

Helping people is in his DNA. Thanks Aubrey, for your dedicated service.



Philanthropy Awards

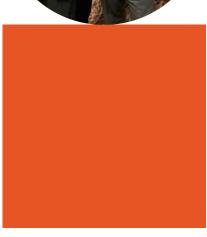


The Association of Fundraising Professionals – Ottawa Chapter, recognized two nominations from Shepherds of Good Hope during the Philanthropy Awards in late fall, 2022.

The Outstanding Corporate
Philanthropist was given to
Richcraft Homes. Not only did
Richcraft Homes help build
Shepherds, Richcraft Hope
Residence, their kindness
helped CHEO, Carleton
University, Habitat for
Humanity and many more.

The Fundraising Executive of the Year was presented to Shepherds of Good Hope Foundation CEO, David Gourlay. David brings his core values of community, empathy and giving to Shepherds and other organizations where he volunteers, including the Miracle League of Ottawa which built a fully accessible and inclusive park and baseball field in Ottawa's east end.











A Network Of Community Partnerships

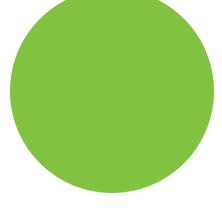
Shepherds of Good Hope relies on a network of partners who are equally committed to ending chronic homelessness. These relationships have been honed over the years and are vital to our goal of ending chronic homelessness.

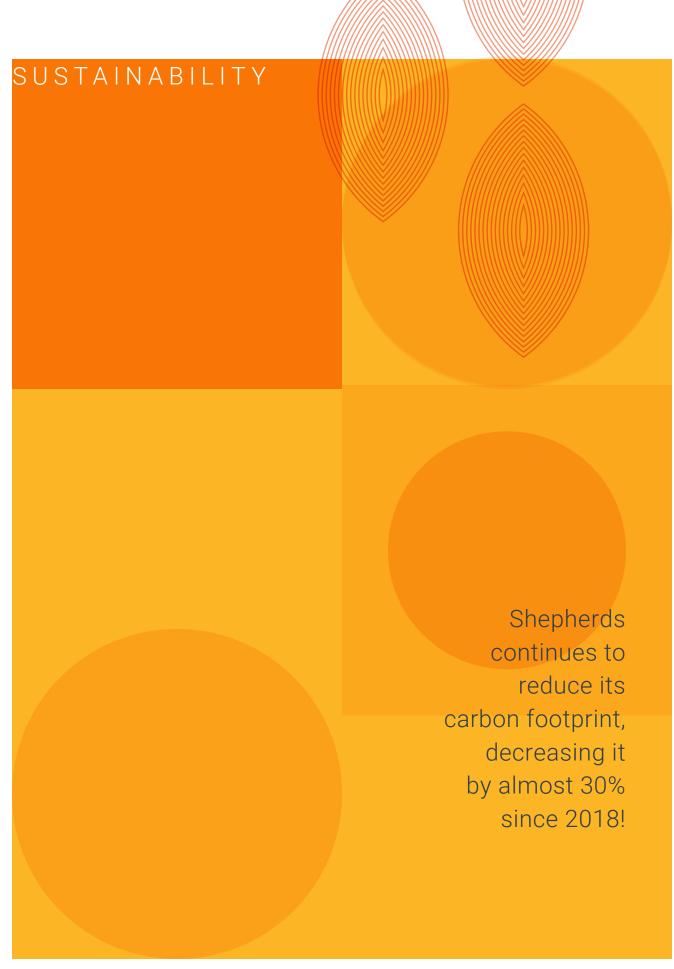
Shepherds staff and volunteers work seamlessly with professionals from CareFor, Ottawa Inner City Health, The Royal Ottawa Hospital and other health organizations every day.

Police and paramedics entrust individuals into our care, bringing them to the shelter. This helps reduce the strain on hospital emergency rooms and gives people care by professionals trained specially for their needs.

And we have so many others organizations who partner with us across Ottawa. We thank them all and we rely on each other to help Ottawa's most vulnerable.







HERE ARE JUST SOME OF THE WAYS WE ARE INNOVATING:

Shepherds of Good Hope continues its commitment to the environment. Fiscal and environmental sustainability figure prominently in the strategic plan.

Climate change, including stifling hot summer days and extreme weather events have an impact on Shepherds and the people using our services.

A major step forward occurred with the delivery of three new electric vehicles. In addition, charging stations were installed at all supportive housing locations across the city.

Shepherds continues to reduce its carbon footprint, decreasing it by almost 30% since 2018!

Other green initiatives include a bike wage loan policy for staff, upgrading windows and reducing single-use plastics in the community kitchen.

The city and the planet is shared by all of us. Shepherds will continue searching for ways to be a greener, climate-friendly organization!









CAROLINE & KAVEH

"Volunteering helped us to understand how best to support and gradually improve ones quality of life through trust and empathy."

Meet Caroline and Kaveh - Volunteering Across Ottawa

Kaveh Rikhtegar joined Shepherds of Good Hope as a volunteer in 2017, and joined the Foundation board in 2019. Kaveh and his wife Caroline, provide their time, expertise and financial support.

"In 2017 we decided in addition to our financial support, we would be proactively involved in volunteering with Shepherds of Good Hope," says Kaveh.

"We wanted to better understand the causes of homelessness and help manage the challenges of isolation and loneliness that are faced by the clients and SGH while at the same time helping to reduce the workload on the SGH frontline workers."

Kaveh and Caroline started by initially helping to prepare and serve meals at Shepherds Community Kitchen in the ByWard market. "While there, we also learned about the new Managed Alcohol Program at The Oaks on Merivale Road," remembers Kaveh. "Which is one of the supportive housing programs that is managed by SGH."

"The more we learned about this program, its benefits, and its outcomes, the more we wanted to get involved and to provide whatever we could as volunteers to help build trust and confidence amongst its clients. This included, preparing, and serving meals as well as playing various games and conversing with the clients, other volunteers and staff members."

"We gained a first-hand understanding of the client's background and to learn about their life challenges and struggles that lead them to The Oaks."

"Volunteering helped us to understand how best to support and gradually improve ones quality of life through trust and empathy."

"We do this in collaboration with other volunteers, staff members, community leaders and other organizations to step up, raise the bar and make a positive change in the lives of those we serve."



IN MEMORIAM

Shepherds of Good Hope is run for people, by people. Connections and relationships are made at a human level. By getting to know the people accessing services at Shepherds, bonds are created that can last a lifetime.

Sadly, Shepherds loses people every year. People they see every day in supportive housing, at the shelter or in the community kitchen. Each loss is felt deeply. Respect and remembrance run deep.

We remember those who left us too soon.





Turn Again To Life

- BY MARY LEE HALL

If I should die and leave you here a while, be not like others sore undone, who keep long vigils by the silent dust, and weep.

For my sake – turn again to life and smile, nerving thy heart and trembling hand to do something to comfort weaker hearts than thine.

Complete these dear unfinished tasks of mine and I, perchance may therein comfort you.

40 YEARS OF HOPE

BOARD MEMBERS

Shepherds of Good Hope

Dave Donaldson, Chair Ahmer Gulzar

Catherine Danbrook, Vice-Chair Louisa Ibhaze

Robin Sellar, Treasurer Donna Lougheed

Steve Ball Darryl Squires

Tom Burrow Julie Terrien

Chantal Desmarais Barton John Peters, Emeritus Officer

Julie Gagnon

Shepherds of Good Hope Foundation

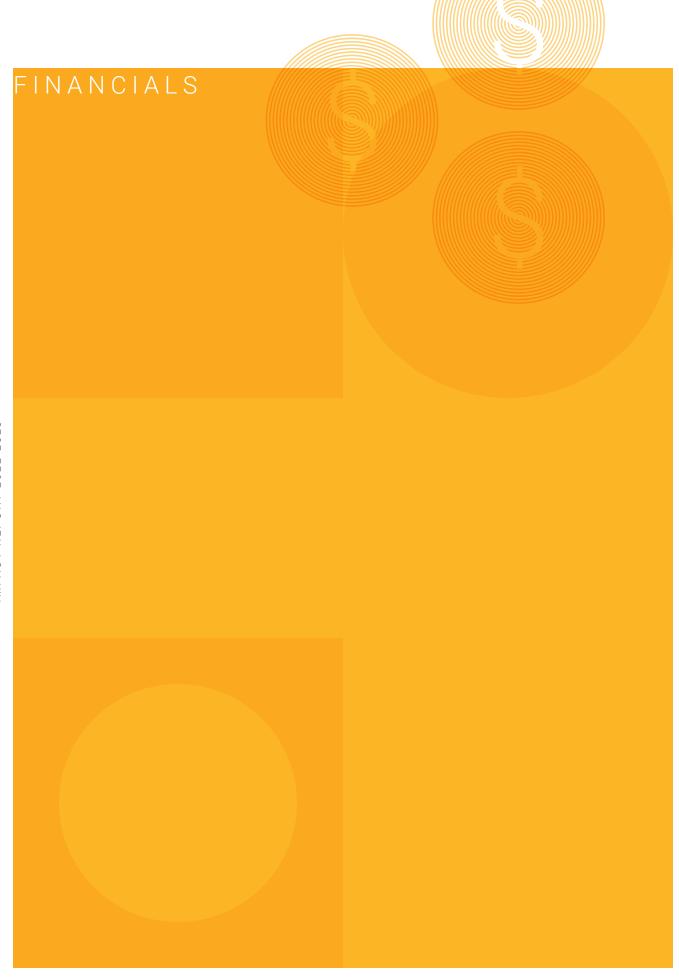
Mark Roundell, Chair John Peters

Ryan Kilger, Vice-Chair Carrol Pitters

Kaveh Rikhtegar, Treasurer David Rattray

Wendy Hope



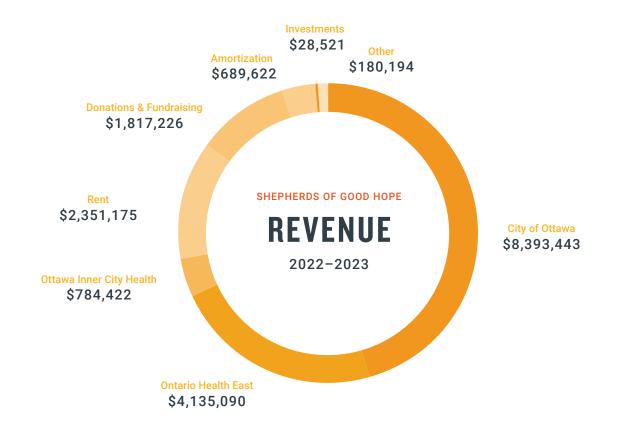


SHEPHERDS OF GOOD HOPE

Where does your money go?



SHEPHERDS OF GOOD HOPE





40 YEARS OF HOPE

SHEPHERDS OF GOOD HOPE FOUNDATION

