





### Message from Chair of the Board

This annual message always provides me with an important moment to reflect on the work and spirit of Shepherds of Good Hope. As one would expect, our role as members of the Board is focused on exercising authority over the public trust that is understood to exist between the Shepherds of Good Hope and those whom our organization serves. We do this to the best of our abilities and through the lens of the people who make this place such an inspiring organization: our staff, clients, volunteers, and community partners.

I am pleased to confirm that 2013-2014 was again another good year for Shepherds of Good Hope. The finances of the organization remain strong and we are fortunate to have found such a strong, committed leader in our new CEO, Deirdre Freiheit.

Further, Shepherds of Good Hope has successfully established a reputation as a positive community contributor at Hope Living in Kanata. The facility is now almost at full capacity. We continue to make significant capital investments in the building while enhancing the skills and expertise of the people who work there. Similar to our other supportive housing facilities, Hope Living clients have created a sense of community where people can heal and grow their lives.

Equally as impactful is our work in the downtown core as part of the Targeted Engagement and Diversion Program. The program is designed to alleviate pressure on other services like the police, paramedics, and hospitals, while supporting our clients where they are at. Together, with many community partners, we are now able to offer supervision, support and access to specialized treatment and diversion activities. On top of offering much more personalized care, we have seen a significant decrease in emergency room visits by those deemed to be chronically homeless.

Under Deirdre's leadership, the Shepherds of Good Hope Board, with many of its community partners, has embarked on a new strategic planning process focused on plotting a course for the next three years. With help and support of all our stakeholders, we are confident that the outcome will allow Shepherds of Good Hope to modernize some of its processes and meet the ever-changing needs of the most vulnerable men and women in our city.

It remains a true honour to be associated with such an outstanding organization. Through the grace of God, may our work continue to provide dignity and hope to those who are most in need.

Sincerely,

Adam J. Smith  
President and Chairman  
Shepherds of Good Hope



### Durwin

It has been approximately one year since Hope Living moved to Kanata and life for Durwin couldn't be better! When Durwin first came to Shepherds of Good Hope he was very introspective and did not relate well to others. He stayed in his room most of the time and did not speak to many people at all. Then a big change happened. The Hope Living program, along with Durwin left the chaotic downtown core and took residence at 145 Castlefrank Road in Kanata.

Slowly, Durwin came out of his shell. He said he was more relaxed in this new environment because the suburbs were quieter. He got away from the drugs and alcohol so prevalent on the streets of the inner core of the city and was able to concentrate on creating a better life for himself. The first thing he did was learn the bus routes so he could do his shopping and buy his food. After years of not playing piano he sat down at the piano in the residence and surprised everyone with his skill. The staff were thrilled and the other residents were pleased to hear this beautiful music coming from Durwin.

He also decided to learn a trade that would help him find work and so he chose bookkeeping. Durwin then did correspondence for the lessons in bookkeeping and studied quite hard. When he felt ready, he wrote exams and scored a whopping 83%! Durwin is now a certified bookkeeper. Durwin also keeps busy working in the residence tuck shop and emptying the vending machines and counting the money.

Durwin's world has completely changed and so has Durwin. He is a new man with purpose, direction and goals. In this new environment and with continued encouragement from staff Durwin has no other place to go but up.



## Nancy Jandrew - A True Shepherd of Good Hope

Some of you may remember Nancy, who passed away last year at the tender age of 99 after a lifetime of devotion to her church, her family and the homeless. From the early days of Shepherds of Good Hope, as a small soup kitchen in the basement at St. Brigids, to its current form as a safe haven and provider to thousands of our city's most vulnerable men and women, Nancy was determined to do her part and help to make a difference.



Whether it was as a volunteer, a donor or as a vocal supporter, Nancy knew that she was helping to provide for those who have so little and need so much. It is impossible to know just how many lives Nancy helped to change over her nearly 30 years of support, but certainly her impact was huge. Nancy knew that this work would continue to create positive ripples in people's lives long after she was gone, but still she wanted to do more. That is why Nancy made sure that in addition to her family and her church, the Shepherds of Good Hope Foundation was listed as a beneficiary in her will. Even after taking care of all the things she loved, Nancy was able to leave a gift that was much larger than anything she could have done during her lifetime. This gift enabled us to expand upon some very successful programs and build a brighter future for those in our care.



Nancy knew that she couldn't live forever, but she didn't let this stop her from changing lives after she was gone. Thank you Nancy, because you cared you are giving others a chance to live.

### Message from Chair of the Board

The reality in this city is that homelessness is growing and that Shepherds of Good Hope must keep up to the extreme demand for services every day of the year. The Foundation must also work very hard to keep up with the challenges of raising funds to support the day-to-day operations of Shepherds of Good Hope.

This year proved challenging to raise more funds than the previous year but with dedicated effort and careful planning we proved we could indeed raise the bar. Our Christmas events – the Annual Grinch Dinner and Grinch Party have raised to date over \$110,000. The CBC once again dedicated their Holiday Charity Drive to our work. We were honoured and grateful to have the opportunity to tell our stories to the listeners of CBC. This charity drive raised an astounding \$138,000 and broke all records known to the CBC. The combined 2 year total was over \$200,000.

Our annual A Taste for Hope event closed in at \$52,000 and a wonderful time was had by all of the guests as they sampled some of the finest cuisine that this city has to offer in the grandeur of Jean Pigott Place at Ottawa's City Hall. We applaud all the chefs that dedicated their time and products to contribute to the great success of the event.

During the past year we also launched our Tree of Hope campaign at our Kanata location and we are excited about its progression to date.

Of special note: this year the Foundation welcomed Micah Garten to its ranks. Micah is responsible for connecting donors to programs and projects at Shepherds of Good Hope that they are passionate about and where their support can make the biggest impact in the lives of the clients. He is also responsible for helping others better understand how leaving a gift in their will to Shepherds of Good Hope, can support the vital work being done long into the future.

Special thanks to all Foundation staff and my fellow board members for all of their hard work this year. Their dedication to Shepherds of Good Hope is unwavering.

Sincerely,

John Peters  
President and Chairman  
Shepherds of Good Hope Foundation





## Our Humble Beginnings



It was a cold day in January, 1983 when the priest of St. Brigid's Catholic Church received a knock on the door. There stood a hungry man asking for food. The kindly priest made the man a sandwich. The next day – another knock on the door and so it continued day after day.

Finally, the priest put an ad in the newspaper looking for volunteers to help feed the men and women who were lining up for food at the St. Brigid's Soup Kitchen. The predecessor of Shepherds of Good Hope was born. On February 7, 1983 – the first day the soup kitchen opened, 23 people received a meal.

Today, approximately **700,000** meals are served out of our Soup Kitchen each year.

In 1983, there were 420 beds booked for men and women in the basement of a church so they could sleep out of the elements.

Today we are the largest not-for-profit organization dedicated to serving the needs of the poor and the homeless in the city of Ottawa.



## Worker Dorm Update

In 2014, we saw 84 clients go through the male worker program, with 40 of the clients being able to move on to permanent housing. The program focuses on providing supports to those who are working, looking at starting to work, starting a second career or working on finishing their schooling. The purpose of the program is to offer resources to these clients, including unlimited dorm access, access to held meals at our kitchen, bagged lunches, transportation, money management and life skill training sessions, as well as an intensive case management plan to address any other supports that are needed by the clients. The workers have their own dorms with their own key. This is an important step towards having their own space. The workers also have their own lounge where they can access computers, a phone and a TV. We have recently expanded the program to our women's shelter and currently have 8 women living in the women's worker dorms and participating in the program.



## Friends of the Shepherds Monthly Giving Program

We would like to thank all of our Friends of the Shepherds whose monthly support allows us to care for the most vulnerable men and women in our community each and every day. Many people will think of supporting Shepherds of Good Hope around the holidays like Thanksgiving and Christmas, however monthly giving means that there is continuous support throughout every single month. Members of the Friends of the Shepherds have often said that they appreciate the convenience of donating monthly since it is more manageable to have their gift spread out over 12 months and they know their ongoing support can help ensure that no one is ever turned away. Over the last year, the program has grown by 45% and we are so grateful to our monthly supporters since the funds received can be directed to the areas that need it most.

## Meet TESP / TED:

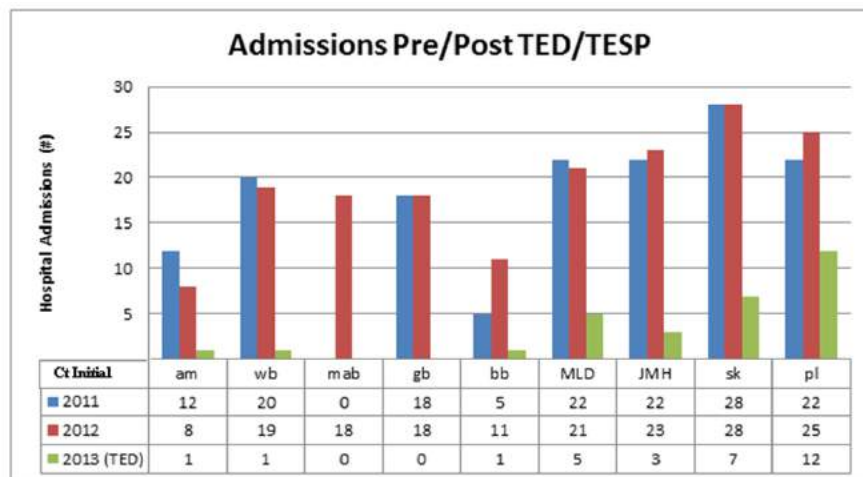
### Transitional Emergency Shelter Program; also known as Targeted Engagement Diversion

TESP, a 49 bed program for men and women, is a partnership between the Shepherds of Good Hope, Ottawa Inner City Health, City of Ottawa, the Champlain LHIN, The Royal Ottawa Hospital and Canadian Mental Health Association that was developed to increase treatment and care available to individuals not accessing services due to complex health and social issues. The program provides integrated care for clients prior to transfer to mainstream treatment.

By working together this program provides the following on-site supports:

- Supervision and support for individuals under the influence of drugs/alcohol or exhibiting symptoms of mental illness
- Access to short stay Treatment and Care Unit for medication stabilization and treatment for physical health concerns and concurrent disorders
- Access to a transitional environment for individuals awaiting treatment, housing or other services. TESP / TED has reduced reliance on emergency services (police, paramedics) through successful diversion while providing accessible, wrap-around supports in a community setting.

### First round of ER referrals



## Our Sites



In 2013, Shepherds of Good Hope had grown to include 9 locations around the city to serve the needs of our clients, these include;

**233 Murray Street** – Main Soup Kitchen, Grocery Program, Clothing Program and Administration

**211 Bronson Avenue** – Good Day Workshop

**256 King Edward Avenue** – Emergency Men’s Shelter with 102 beds, Transitional Emergency Shelter Program-TESP with 49 beds, Managed Alcohol Program with 12 beds, Enhanced Support Program with 27 beds, Hope Outreach Emergency Women’s Shelter with 60 beds, Special Care Unit for Sick Women with 16 beds

**380 St. Patrick Street** – Supportive Living -13 units

**208 St. Andrew Street** – Supportive Living - 35 units

**78/80 Nelson Street , Brigid’s Place** – Housing First for Women - 11 units

**1057 and 1053 Merivale Road , The Oaks** – Supportive Living - 55 units

**145 Castlefrank Road** – Supportive Living - 99 beds

All of our programs support an atmosphere of living in a community-enriched environment.

## Shelter Clients April 2013 - March 2014

### Women's Outreach Emergency Shelter

Number of women who accessed the program: 518 women plus 4 transgender people

### Women's Special Care Unit

Number of women that stayed in the program: 76

### Emergency Men's Shelter

Number of men that stayed in the shelter: 902

### Transitional Emergency Shelter Program (TESP)

546 men went through the program

155 women went through the program

1 transgender person went through the program

### Enhanced Support Program (ESP)

115 men

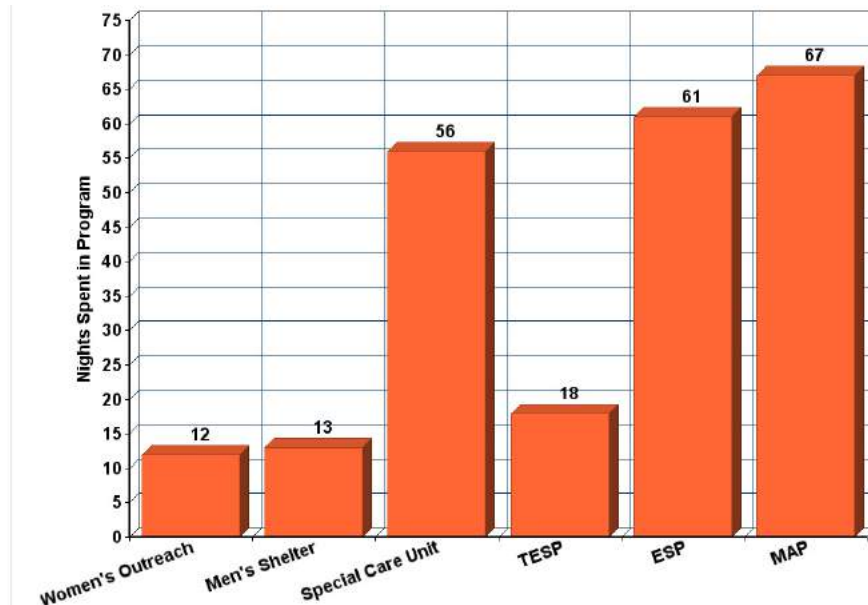
5 women

### Managed Alcohol Program (MAP)

29 Men went through the program

8 Women went through the program

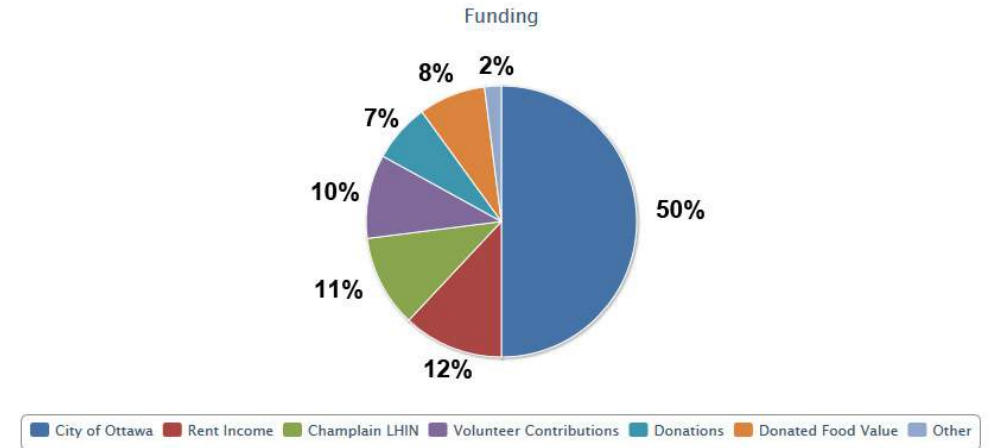
**Average # of Nights Spent in Program**



## FINANCES

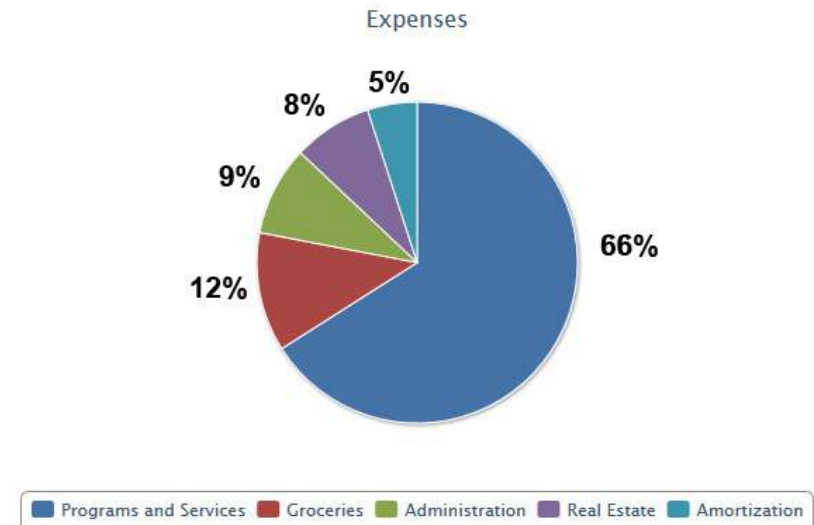
### Funding

City of Ottawa 50%, Rent Income 12%, Champlain LHIN 11%, Volunteer Contributions 10%, Donations 7%, Donated Food Value 8%, Other 2%



### Expenses

Programs and Services 66%, Groceries 12%, Real Estate 8%, Administration 9%, Amortization 5%





## Beryl

Beryl is a resident of Hope Living at 145 Castlefrank Road. She had been widowed for some time and had been in the hospital for the previous year and a half. Change can be very difficult and Beryl remembers being really reluctant to move into the residence. She was comfortable and felt safe in the hospital, moving into the residence was foreign to her. At first she stayed in her room and only came out for meals. She didn't talk to anyone except her family members and made no effort to get to know anyone.

One day one of the residents mentioned Euchre. Beryl used to play Euchre years ago with her husband and really enjoyed the experience. This was the opening that Beryl needed. While playing Euchre, Beryl also mentioned another game to the residents and this time she started teaching them how to play the game. Slowly Beryl came out of her shell. Now she is helping to run the Tuck Shop at the residence.

Beryl tells us that she loves how the staff of Shepherds of Good Hope make her feel. She said that they made her comfortable from the very start. She knows the staff care for all of the people at Hope Living and that she takes great comfort from the community that has formed.



## Worker Dorm Program

Number of men that used the program: 84

Men that graduated to more permanent housing: 40

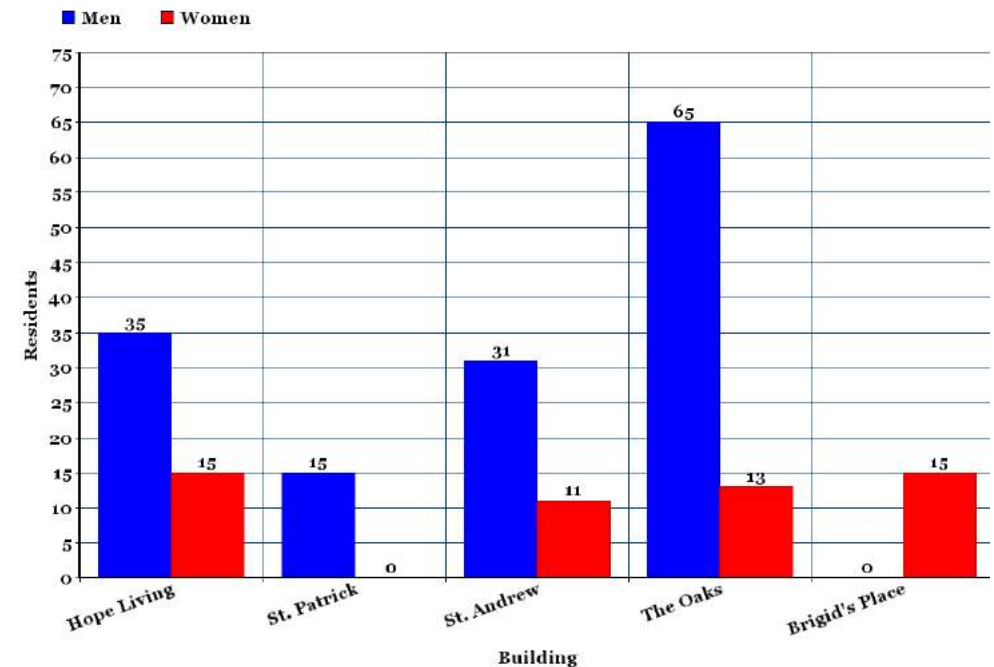


144 Senior citizens (over 65) in the shelter programs

30 Senior citizens in supportive living

*Shepherds of Good Hope has 222 staff members*

## Residents in Supportive Living



## As Good as it Gets!

Shawn came to Shepherds of Good Hope four years ago as his life was completely out of control. He had been homeless many times because of his rampant use of alcohol and drugs. He had been a husband and father but never knew how to be either one. His life was one big party, occasional violent confrontations and jail time.

Shawn had no positive and caring role models in his life as he and his three other siblings were taken away from his mother and step father when he was very young. He had suffered so much trauma, neglect and abuse at the hand of his parents that he was brought to The Royal Ottawa Hospital and was diagnosed with post-traumatic stress disorder (PTSD) at the age of 5.

Shawn hadn't a chance at any normalcy in his life from this time onward. He bounced from foster home back to his parents and foster homes again. He quit school at 16 to find work and escape the horrors of home life but the street can be very cruel. Soon Shawn was accustomed to hard drugs and alcohol without discipline. He knew no limits and when his demons raised their ugly heads, he succumbed. He was also suffering from psychotic episodes that crippled him further and he reached out for help to the Canadian Mental Health Association (CMHA).

At the same time a friend of Shawn's told him about Shepherds of Good Hope. He told him that he could go there and be taken care of and that is exactly what Shawn did. Between his councillor at CMHA and the staff of Shepherds of Good Hope, Shawn was able to get some ID, open a bank account, learn how to budget and get psychiatric treatment. Shawn was responding well and soon moved from the Shelter to Hope Living, that was then at 256 King Edward Avenue. Here he was asked if he would like a job with a social enterprise of Shepherds of Good Hope and he jumped at the opportunity. It was called Ellen's Delights and soon Shawn was ordering and delivering all the food for meetings and receptions at Shepherds of Good Hope. He was also encouraged by staff to release his creativity by painting and soon he was exhibiting his paintings at art shows and selling some of it. Others became interested and he decided to teach art classes to anyone who would like to try their hand at painting.

When Hope Living was moved to our Kanata location, Shawn became an ambassador for Shepherds of Good Hope by welcoming visitors and other clients to the building. He also continued to operate a social enterprise at the tuck shop there.

His self-esteem was soaring. He says that he was surrounded by opportunities, direction, counselling and support. Soon Shawn started to set goals for himself and the very first goal was to get an apartment at our 208 St. Andrew Street residence and so he registered to be on the list for upcoming rentals. When Shawn learned that he had made it to first on the list he said he almost cried with joy. His goal was accomplished. He would have the opportunity to have his very own home.

Not only does Shawn have his own well-kept apartment but he is working proudly with other residents on their communal garden in the back of the property. He continues with Ellen's Delights and his art classes and he has registered for a 12 week course on food preparation in hopes to get a job in the food service industry upon completion.

Time can heal most wounds and this past Christmas, Shawn reconciled with his mother and asked her into his home where they had a pleasant visit and shared presents.

Shawn tells us that "life has been quite an adventure and now nothing will hold me back. This really is as good as it gets."

