

# SHIP

Annual Report 2014 - 2015

**PLUS!**  
*Angela's Place*  
Transitional housing  
program for families  
in the Region of Peel  
**PAGE 6**

## Growth & Development

Adapting to the  
changing needs of  
our community

### ANGELA'S PLACE

An integrated and collaborative  
approach designed to support  
family needs

ANGELA  
ROSE  
MOYLETT

"May your spirit  
& bloom"



0 www.shipshey.ca

September 2015

## IMAGINE

Just how far partnering  
can take you



# Message from the Chair

As Chair of the Board of SHIP, I am extremely proud of this organization. The diversity of initiatives and advancements of the past year have shown once again that SHIP is adaptable to the changing needs of our community.

Growth and development of innovative, new, client centred programs and projects have increased SHIP's capacity to provide housing and services for individuals from youth to seniors and families in need of support.

At SHIP, the client experience is our main priority. This core focus can be seen through the staff's dedicated and purposeful relationships with clients and in the Board's commitment to governance, strategic planning and support of best practices for the organization.

The Board of SHIP is comprised of dedicated Directors who fully support SHIP's Mission and willingly contribute their varied skills and experience to ensuring the sustainability of the organization. SHIP's Board believes that all

people are entitled to live in dignity and to achieve their full potential.

Through our commitment, the Board supports this community, with an emphasis on recovery and the promotion of independence. As an organization, SHIP continually seeks to address identified gaps in housing and service support through the growth and development of programs, partnerships and projects that meet those needs.

Angela's Place is an excellent example of this proactive approach. In October 2014, SHIP became the service provider for this unique 20-unit transitional housing support program in Mississauga. Families staying in emergency shelters or experiencing homelessness are provided with safe, secure, short term housing for up to one year less a day. During this time, a broad range of community supports and SHIP's in-house services are made available to maximize the client experience.

In partnership with the Region of Peel, SHIP provides client driven and family centred support to help families integrate into the community and sustain independence. Services include case management, counselling, mental and physical health and wellness programs, family friendly child and youth specific activities, events and initiatives and employment readiness assistance through SHIP's social purpose enterprise.

I am pleased to report the continued development of the Hansen building, SHIP's affordable housing project. The 15-storey building will include 205 residential suites, two

## SHIP'S BOARD OF DIRECTORS:

Ron Ramjitsingh – Board Chairman  
Keith Ward – Vice Chairman  
Randy Beyers – Treasurer  
Mary T. Lee – Secretary  
John Williamson – Director  
Kalyan Shome – Director  
Robert Ditchburn – Director  
Stephen Chase – Director

## CONTACT INFORMATION

### Central Intake

969 Derry Road East, Unit 107  
Mississauga, ON L5T 2J7  
905-795-8742  
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levels of commercial / retail space and two levels of underground parking. This tenant-focused project will provide residents with a safe, secure, stable home in a welcoming community. Construction of the Hansen building on Queen Street East in Brampton began in January 2014 and its completion is anticipated in spring 2016.

SHIP has also undertaken significant internal growth and development, in recognition of the organization's wide ranging talent pool. A leadership development strategy has been undertaken to identify the varied experience and hone the valuable skill sets of staff who have already shown their commitment to service excellence in the client experience.

The Board and Executive of SHIP strongly support the training and advancement of staff who exhibit the drive to take on leadership roles in the future. These training and advancement practices are in alignment with SHIP's Mission, Vision and our Values of professional delivery,

compassion, respect and recognition. Internal leadership skills development supports staff career goals and strengthens the sustainability of SHIP as an organization.

In the words of Benjamin Franklin, "Without continual growth and progress, such words as improvement, achievement and success have no meaning".

As we move forward into a new year of service, Laurie Ridler, Chief Executive Officer and I would like to thank the entire Executive team and all the managers, staff and volunteers of SHIP for their exemplary efforts in supporting the client experience.

Ron Ramjitsingh  
Chairman of the Board

# QUALITY ASSURANCE

SHIP's Continuous Quality Improvement (CQI) Committee was convened to develop a comprehensive quality improvement process for achieving and maintaining quality excellence at SHIP.



The overarching goal of the Continuous Quality Improvement (CQI) Committee is to ensure a high standard of client care and consumer satisfaction and to create a culture of continuous quality improvement within the organization.

To this end, the CQI Committee implemented a number of new initiatives. Two of the more noteworthy for this year include the creation and application of the Opinions, Concerns and Compliments process and the completion of the 2015-2016 Quality Improvement Plan (QIP).

The Opinions, Concerns and Compliments process was created to ensure service recipients and the public are both aware and informed of their right to express opinions, concerns and compliments about any program in which a client is involved. SHIP responds to all submissions in a fair, timely and confidential manner.

The 2015-2016 Quality Improvement Plan (QIP) was completed and submitted to the Central West Local Health Integration Network. The overall objective of the QIP is to improve the quality of services delivered to clients. SHIP plans to meet this objective by working on 12 improvement initiatives that focus on five quality dimensions including safe, effective, accessible, client centred and integrated care.

## ACCREDITATION

During the past year, SHIP has been working enthusiastically toward achieving accreditation by December 2015 through Accreditation Canada.

This will strengthen SHIP's ability to evaluate and improve our services with accreditation standards in the areas of governance, leadership, infection and control, medication management, community based mental health and home support.

Accreditation will ensure SHIP's strong, sustainable focus on quality and safety initiatives for the benefit of the individuals we support, our partners and the communities we serve.



# SERVING DUFFERIN COUNTY

SHIP is a long term contributing member to Dufferin County with programs including Early Intervention, Supportive Housing - Assisted Living, Community Development, Social Purpose Enterprise, Housing & Operations and In-STED (In-Short Term Emergency Diversion). New programs in 2014-2015 included **Housing First, Case Management and additional housing through a partnership with Family Transition Place.**

Through funding from the Homelessness Partnering Strategy & Community Advisory Board, SHIP conducted a six-month pilot project to provide housing and services for individuals experiencing chronic and/or episodic homelessness. A Housing First Support Coordinator provided assistance for community integration with rapid, choice-based housing, support services as requested, landlord and tenant relations support and a strength-based resiliency approach to assist with maintaining housing. Community partnerships in a strong wraparound approach resulted in 25+ clients in new homes within the first 10 months.

Additional funding for 2015-2016 has been allocated by the Community Advisory Board for a full time Housing First Coordinator in Dufferin. With the Neighbourhood Model, service providers create an enhanced communication network that embraces responsive **real time** action resulting in positive support outcomes.

Continued growth has seen an increase in case management services including a Mental Health Consult who works closely, and consults with, the Central West Community Care Access Centre (CCAC). This joint position supports implementation of Dufferin Caledon Health Links. More than 60 clients have experienced improved service coordination and information sharing, received more timely care, spent less time waiting for services and been supported by a cohesive and holistic team of health care providers.



## Housing and Service Stats

|                          | Supportive Housing and Service Programs | Short Stay Crisis Support Program | TOTAL |
|--------------------------|---|-----------------------------------|-------|
| Housing Units            | 800                                     | 16                                | 816   |
| Service Recipients       | 2331                                    | 471                               | 2802  |
| Central Intake Wait List | 1128                                    | n/a                               | 1128  |



# Angela's Place

A single father living with terminal illness, limited family supports and facing homelessness moves into Angela's Place, where he is able to focus on physical, emotional, financial and parental wellness needs and achievements.

After fleeing from years of abuse from intimate partners, three more families facing homelessness for the first time begin to rebuild their lives in a safe environment. At Angela's Place, yet another family receives the help needed on the path to recovery from mental illness and active addiction.

These case studies reflect successes made possible by access to housing and the assistance of Angela's Place staff. Families in need of housing and supports have the opportunity to live at Angela's Place for one year less a day. While they benefit from the security that housing offers, these families receive access to a wide range of support services developed with the awareness that family homelessness is often long term and multifaceted.

Angela's Place was the brainchild of a Family Housing Work Group established to address issues raised by Peel's Task Force on Homelessness. Owned by the Region of Peel, SHIP provides

on site services to residents of Angela's Place in an integrated and collaborative approach designed to support family needs.

## Transitional Housing and Support Services

SHIP's transitional housing program at Angela's Place is for individuals 16 years of age and older, with at least one dependant, who are in need of housing and require supports for living, learning and /or working. Needs are co-evaluated, as residents and staff work together in a holistic wraparound approach to identify appropriate programs and services.

The value of transitional housing is leveraged by providing Angela's Place residents with education and guidance regarding their long term housing needs. This transition planning is supported by one full year of post-transition follow up to ensure services

are in place and assistance is available.

Inclusive and coordinated service delivery is accomplished through a multi-service approach. SHIP provides family supports in the areas of housing, recreation and wellness assistance and services related to addictions, early intervention and vocational support. Feedback from residents surveyed to identify overall needs formed the basis for

SHIP's development of programs and social activities at Angela's Place.



Angela's Closet provides necessities to residents



Residents can enjoy the gardens at Angela's Place



## Successes to Date

Within the first quarter of assuming service delivery at Angela's Place, SHIP achieved a 98% occupancy rate and assisted 95% of our residents with their transition from Angela's Place to long term secure housing.

SHIP increased existing community partnerships by establishing new strategic partnerships with EcoSource, Punjabi Community Health Services and Vita Centre. Recently, SHIP entered into an exciting new partnership with St. John Ambulance for their Therapy Dog Program.

Over 1,000 meals have been served to children and youth through the Breakfast for Kids Program at Angela's Place. Special thanks to our dedicated volunteers who prepare healthy morning meals and socialize in a positive, motivational manner.



# Succession Planning Through Leadership Development

“As a forward-thinking organization, SHIP recognizes the value of a solid succession plan in ensuring organizational stability and sustainability.”

In keeping with SHIP’s strategic priority of succession planning, the foundation for a leadership development strategy has been established to identify employees with the potential and the drive to become tomorrow’s leaders.

Smooth transitions require prepared and experienced managers who understand the importance of working as a team to preserve the organization’s core principles while adapting to changing needs of the populations SHIP serves.

Over the past two years, SHIP has designed and delivered two leadership development series. Two groups of front line staff and managers were invited to broaden their knowledge and increase their current skill sets through targeted modules with key learning objectives and goals.

The first module included an introduction to leadership styles and approaches, a look at what makes a successful leader and a successful manager, leadership versus management and the qualities required for each role. The second module dealt with the key elements of coaching and mentoring and the differences between coaching, mentoring and supervision.

One learning module outlined awareness and understanding related to communication, while another explored ethics, accountability, values and integrity. Additional modules increased staff understanding of the roles and responsibilities of Board Directors, SHIP’s Board governance model, legislation, funding agreements and fiscal due diligence. Other modules covered topics ranging from targets and benchmarks to labour

relations, leadership etiquette and emotional intelligence.

SHIP senior management presented the modules while sharing their knowledge and expertise on leadership within their own departments. Central West Local Health Integration Network (LHIN) management also co-presented a learning module on the structure of the LHIN. This mutual teaching method embodied the spirit of SHIP with its collaborative and inclusive approach.

Response to the leadership development series was overwhelming. Both of the 10-module sessions were at full capacity and post-series evaluations were extremely positive.

98% of attendees stated that their understanding and knowledge of leadership had increased.

100% of attendees would recommend the leadership development series to their colleagues.



# SHIP PRODUCTION AN AUDIENCE FAVOURITE

Fuelled by the inspiration of residents and staff of Nance Horwood Place, a seniors building in Brampton, SHIP was pleased to launch *Love Me Still*, a play created to heighten awareness and bring understanding of mental illness in our community.

From the outset, this production was both theatrical and educational. Each of the three scenes depicted ways in which mental illness can impact lives – from the family member who lives with depression and the ensuing family breakdown, to the shunning of the “afflicted”

within the convent, to a young person whose promising future is halted by mental illness.

The cast and crew included youth, volunteers, consumers, seniors, students, residents and staff. This diversity of individual life experience ensured that stories were told from a variety of perspectives. Through dramatization, *Love Me Still* assisted audiences in recognizing that mental illness touches all our lives. Audiences bore witness to stories that tugged at hearts and opened eyes. The line that inspired the play’s title, “If I should become ill in mind or in body, will you love me still?” truly says it all.

In February 2015, *Love Me Still* was performed for over 225 people on six occasions at four different venues throughout Brampton, Mississauga and Caledon. Audience reviews were positive and encouraging. SHIP would like to thank New Horizons for Seniors for the funding that made it possible to develop and present this educational play.



Performers taking their bows

## PRAISE FOR LOVE ME STILL

★★★★★

“Great performances from all. They handled an incredibly difficult topic with understanding and with dignity.”

★★★★★

“People are people. We need to be understanding and kind to one another.”

★★★★★

“The play made me think more deeply and to appreciate everyone’s gifts. Thank you!”



# FINANCIAL REVIEW: Report from the Treasurer



## Financial Stats 2014-2015

|                        |               |
|------------------------|---------------|
| Total Revenue          | \$26,414,633  |
| Operating Budget       | \$22,059,714  |
| Rent Supplement        | \$2,886,327   |
| Rent Revenue           | \$3,660,123   |
| Payments from Partners | \$2,087,160   |
| Other Funding          | \$4,095,203   |
| Transfer Payments      | (\$4,354,919) |

Total revenue for SHIP increased by 8.3% this year, due to one-time capital funding of \$2.8 million received for land purchase related to the construction of the Hansen building. The Capital Reserve Fund is \$466,039 and will contribute to the long term sustainability of our existing buildings.

Although SHIP's provision of housing and services increased by 3.1%, the wait list has not diminished, as the need for housing and services continues to grow.

As Treasurer of the Board of Directors of SHIP, it is my privilege to present the financial statements for the fiscal year ended March 31, 2015. On behalf of the Board, I would like to extend our thanks to the employees of SHIP. Their hard work, dedication and superb management resulted in a balanced and strong financial statement.

Financial statements are presented to the Board monthly for review and analysis. The Board also reviews financial controls and areas of risk management on a regular basis. These measures ensure accuracy of SHIP's financial statements as the Board continues to enhance its members' financial and risk management skills.

SHIP wishes to thank the Central West Local Health Integration Network, the Ministry of Health and Long-Term Care, the Region of Peel, Service Canada, Home Depot and the YMCA for their funding and confidence in SHIP.

Randy Beyers  
Treasurer

# Hansen Highlights

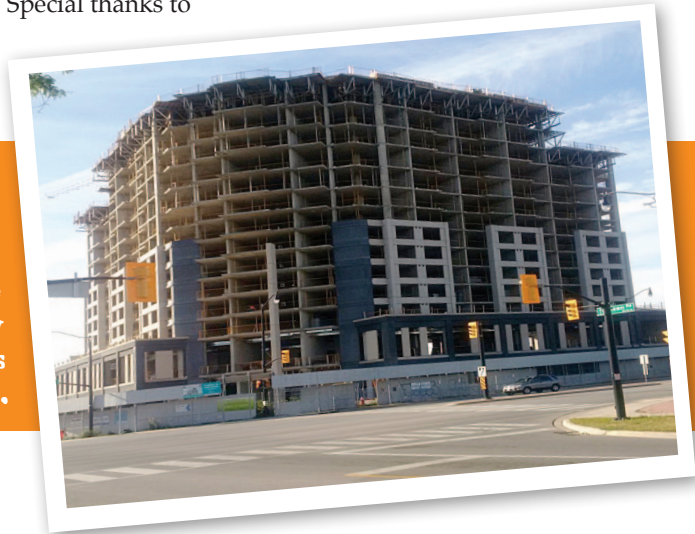
In September 2012, SHIP was awarded funding approval from the Region of Peel to build affordable housing. Construction of the Hansen building, located at the corner of Queen Street East and Hansen Road in the City of Brampton, began in January of 2014 with anticipated completion in the spring of 2016.

The building has been designed in accordance with Region of Peel design guidelines. The two lower levels of development will act as a podium to the City of Brampton's Urban Design Objectives for the area. The Hansen building includes 12,000 square feet of grade related retail space at ground level, 21,000 square feet of commercial space located on the second floor and 13 storeys of mix use residential housing for 205 units consisting of one, two and three-bedroom suites. The rooftop is being allocated to building amenities and will feature an enclosed children's playground. Designed to promote a healthy living environment, this new building will be a smoke-free residence, the first of its kind within the Region.

The project is funded in partnership between the Government of Canada, the Government of Ontario, the Region of Peel and SHIP. Special thanks to Martinway Development.

## UPCOMING EVENTS:

In October 2015, SHIP will host two open houses within the City of Brampton to give the community the opportunity to learn more about this new building.



## PARTNERSHIPS Our services to clients and tenants are enhanced by the many partnerships we share. This year, we increased our partnership base through formal agreements with:

- Adventist Community Services

Bereaved Families of Ontario

Boys and Girls Club Peel

Breakfast for Kids Program

Canadian Mental Health Association

Waterloo Wellington Dufferin

Children of Christmas Past

Cobs Bread

County of Dufferin

EcoSource

Family Transition Place
- Georgian College Centre for Career and Employment Services

Home Depot/Orange Door

Learning in Our Neighbourhood – (L.I.O.N.)

Living Arts Centre

Nahani Way Public School

Ontario Disability Support Program

Peel Regional Police

Region of Peel

Safe City Mississauga – Aspire
- Program

Saint Pio of Pietrelcina Elementary School

Schizophrenia Society of Ontario

The Centre for Skills Development and Training

Toronto Star Santa Claus Fund

Total Empowerment Network

Vita Centre

- The Initiatives:

CMHA Peel

India Rainbow

PAARC

Peace Ranch

Reconnect

Trillium
- InSted:

CCAC

CMHA

Punjabi Community Health Services

- Integrated Seniors Team:

Peel Senior Link

Punjabi Community Health Services
- SAIL:

Brampton Caledon Community Living

Kerry's Place
- Our Funders:

Central West Local Health Integration Network

- County of Dufferin

Dufferin Community Advisory Board

Ministry of Child and Youth Services

Ministry of Community and Social Services

Ministry of Health and Long-Term Care

New Horizons for Seniors

Ontario Trillium Foundation

Peel Community Advisory Board

Region of Peel



The Power of Partnership

Imagine a place...



...to call “home”.

Discover more at [www.hansen.shipshey.com](http://www.hansen.shipshey.com)

