

2021

ANNUAL REPORT



SHIP
Services and Housing
In the Province

CHAIR'S REPORT

What a year it has been. From lockdowns to emergency stay-at-home orders to reopening plans. Although it has been a trying year for all, the pandemic instigated rapid adaptation for SHIP - to grow; to learn; to better accommodate the changing world and our client needs. Our mission and vision remained the same but our strategies required modification. SHIP understood that people need us and the services we offer now more than ever. We challenged ourselves for our communities. We challenged ourselves for those less fortunate. We challenged ourselves for the ones we care for. In spite of the extra work and uncertain future, SHIP has shown incredible resiliency and has succeeded in expanding its services, forming new partnerships, and making substantial progress in achieving its strategic goals.

SHIP's strategic goals are laid out and set by the Strategic Planning Committee, which is represented by three subcommittees - Enhancing Service & Housing Capacity, Maximize Engagement, and Provincial Leadership - that target their individual strategic aims accordingly. Each subcommittee's strategic aims has articulated goals; under each goal, the highest leverage projects have been identified to achieve those goals. Projects have various life cycles; some are within a single year while others can run the lifespan of the strategic plan, and sometimes beyond.



Services and Housing In the Province (SHIP)

969 Derry Road East, Unit #107, Mississauga, Ontario L5T 2J7 Canada
T: 905-795-8742 F: 905-795-1129 E: info@shipshey.ca W: www.shipshey.ca

Below is the progress of each of the Strategic Planning subcommittees, as well as some highlights from the past 12 months' accomplishments:

Enhancing Service & Housing Capacity

- 6 goal areas and 33 projects within those goals
- 45% of the projects were completed, 55% are in progress

Examples of an achieved project:

- Expansion of Justice Supportive Housing by 22 units
- Launched the Community Homes for Opportunity (CHO) program

Maximize Engagement

- 6 goal areas and 27 projects within those goals
- 48% of the projects were completed, 30% are in progress, and 22% were moved into 2021/2022

Examples of an achieved project:

- Launched Virtual Programming initiative
- Enhanced staff and client communication through the quarterly newsletter and monthly Town Hall meetings

Provincial Leadership

- 8 goal areas and 18 projects within those goals
- 17% of the projects were completed, 78% are in progress, and 5% were moved into 2021/2022

Examples of an achieved project:

- Participated in Ontario Health Provincial Leadership series
- Participated in research activities such as The Impact of COVID-19 and Poverty and Hoarding in the Region of Peel

Other notable achievements:

- In January 2021, SHIP supported Brampton's first COVID-19 Isolation Centre as the primary service provider to allow the opportunity to individuals to safely isolate.
- In March 2021, SHIP acquired a new property in Orangeville to help accommodate a growing number of clients that require support.
- In July 2021, SHIP partnered with Home Depot Canada for their Orange Door Project to help

prevent and end youth homelessness in Canada.

- In July 2021, SHIP was chosen as the successful contractor by the Region of Peel to operate the Peel Family Shelter (PFS) and to offer temporary housing solutions to families in need.

The pursuit of growth and adaptation placed extraordinary demands on SHIP staff – extra working days, longer hours, and learning new methods of providing service. One of SHIP's priorities this year has been to help staff recover and prevent burn-out through various supports. Between 2020 and 2021, SHIP introduced initiatives such as the "50-minute meeting", where staff were encouraged to take 10-minute breaks every hour of meeting. SHIP updated its Health & Wellness Policy to allow staff to take time off when they felt the need to recuperate mentally. SHIP does its best to show staff how much they are valued and appreciated year round.

Fortunately, our province has begun to open and things are progressively returning to normal. We have come a long way. This time last year, we were hoping, praying, and anticipating for a way through this pandemic. And through the commitment of our government, governments around the world, and public health agencies, we have been given what we asked for – a way to combat the virus that stopped the world in its tracks for over 18 months. The COVID-19 vaccine is our best known and most effective option for getting through this.

I know that many of us have already done our part, in fact over 75% of the people in our province have received both vaccine doses. So, to those that have gotten vaccinated for either themselves or for others, I thank you. To those that have yet to do their part, I implore you, don't be complacent. Although you might be of good health, please, think of those around you that may not; think of your friends, your community, and your family. Think of the people you don't know – the elderly man standing by you on the street corner waiting for the crosswalk light to change or the immunocompromised child sharing the elevator with you.

Services and Housing in the Province (SHIP)

969 Derry Road East, Unit #107, Mississauga, Ontario L5T 2J7 Canada
T: 905-795-8742 F: 905-795-1129 E: info@shipshey.ca W: www.shipshey.ca

Believe in our medical experts - believe in the individuals who have our best interests at heart; believe in the individuals that studied for years on how to best treat the ill; believe in the individuals that took an oath to heal us; believe in those that have a fiduciary duty to give us what's best for our health; believe in the people that are just like you and I, yet have placed the priority of others above their own time and time again. Please get the vaccine and do your part to help eradicate this virus from the world.

I would like to close with gratitude. I am extraordinarily grateful to our staff at SHIP. They have shown perseverance in the toughest of times. They have demonstrated dedication to our organization; to our clients; to our communities; to our mission. Our partnerships have flourished due to staff flexibility and cooperation. Recently, SHIP was named a COVID Hero by the city of Mississauga. It is because of our staff that we were honoured with such an achievement. I continue to regard SHIP's staff as my heroes.

To our incredible teams at SHIP, please continue to do the unbelievable work you do. Because of you, we are able to touch and improve so many lives. Thank you. As well, thank you to our donors and partners; you allow us to extend our reaches beyond what was otherwise not possible. And thank you to our volunteers for your commitment, time, and care; your selfless actions improve the lives of many. The only reason we have gotten as far as we have is because we learnt from each other; we became better by observing those around us; we grew because we worked together towards one common goal: supporting those in need of support.

Thank you all for an outstanding year. We are optimistic as ever for the year to come.

Louise Kindree,
Chair of the Board



Services and Housing In the Province (SHIP)

969 Derry Road East, Unit #107, Mississauga, Ontario L5T 2J7 Canada
T: 905-795-8742 F: 905-795-1129 E: info@shipshey.ca W: www.shipshey.ca



CEO'S REPORT

This has been a year of change for SHIP. Despite the uncertainties our team continued to rise to the challenges regardless of the circumstances. It has made us proud of what SHIP can achieve. This year has shown us that when we work together, we can adapt quickly to support our community, achieve new firsts in service delivery and support one another to further strengthen our teamwork. Our adopted credo, we are in this together, resonates just as deeply today as it did 18 months ago. We have been living it!

What we've learned over the past year from our COVID response, internal changes and focused Equity, Diversity and Inclusion work will continue to fuel change, which will allow us to emerge even stronger than before. I am grateful to our teams for their commitment and resilience, to our clients for entrusting us, to our funders for their confidence, to our volunteers and donors who humbled us daily by their generosity and to our Board of Directors for their guidance and support.

Uncertainty within our environment remains. At the same time, our progress in keeping our clients, team and organization healthy and positioned for the future makes us confident of the opportunities ahead.

On behalf of SHIP's Senior Leadership Team, we would like to thank each of SHIP's 450 staff and volunteers for their dedication to achieving our vision even in the face of incredible change.

Respectfully,

Lesley Nagoda
Acting Chief Executive Officer

Services and Housing In the Province (SHIP)

969 Derry Road East, Unit #107, Mississauga, Ontario L5T 2J7 Canada
T: 905-795-8742 F: 905-795-1129 E: info@shipshey.ca W: www.shipshey.ca

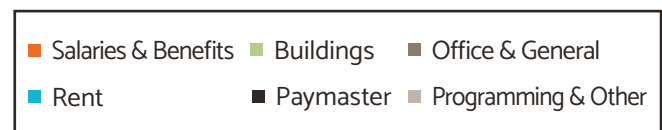
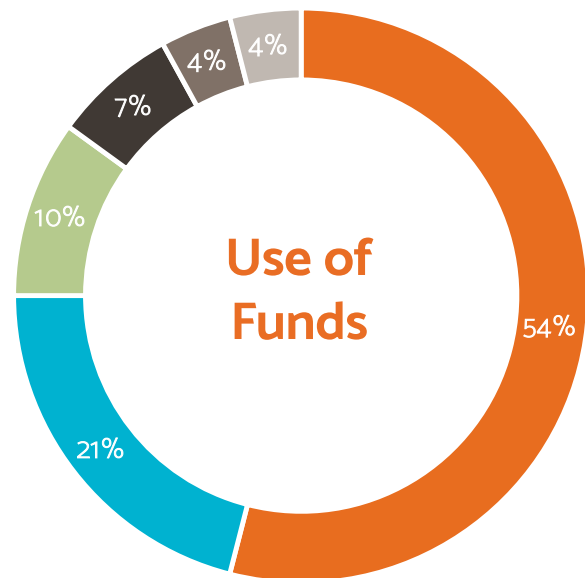
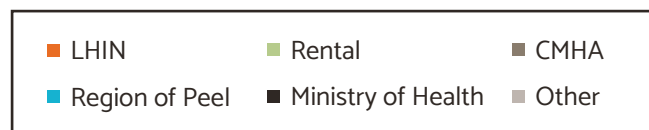
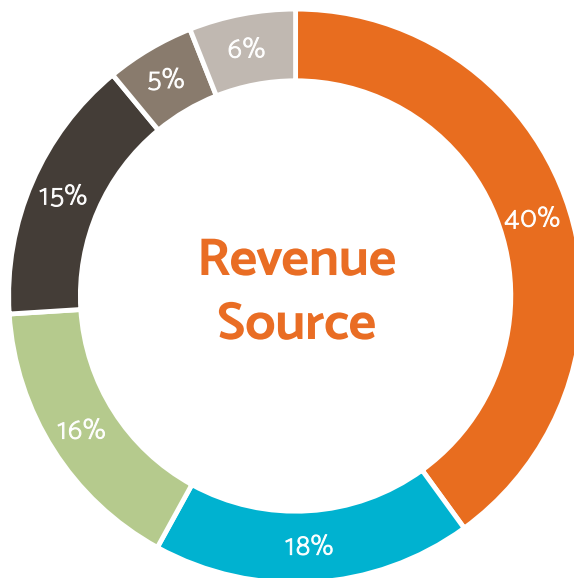
TREASURER'S REPORT

The 2020-2021 proved to be a year of continued growth for SHIP. It was also a year of challenges with the COVID pandemic impacting operations.

Funding growth continued with the Community Homes for Opportunity (CHO) program funded by the Ministry of Health. The CHO program contributed approximately \$900,000 in revenue growth, a 2.5% increase in overall funding. The Ministry of Health also provided new rent supplement funding for three of SHIP's capital buildings totalling \$151,000. Ongoing funding will be \$340,000, which will help build up needed capital repairs and replacement reserves for these buildings.

Funders including Ontario Health, Region of Peel, and the Ministry of Health provided funding to help SHIP serve our clients and protect staff during COVID. One time funding received related to COVID included the following:

- Region of Peel: \$1,828,385 (Operation of COVID isolation and recovery centre and pandemic pay)
- Ontario Health: \$608,146 (Equipment for virtual care, PPE, staffing support, enhanced cleaning and pandemic pay)
- Ministry of Health: \$189,873 (PPE, enhanced cleaning and pandemic pay)



Services and Housing In the Province (SHIP)

969 Derry Road East, Unit #107, Mississauga, Ontario L5T 2J7 Canada
T: 905-795-8742 F: 905-795-1129 E: info@shipshey.ca W: www.shipshey.ca

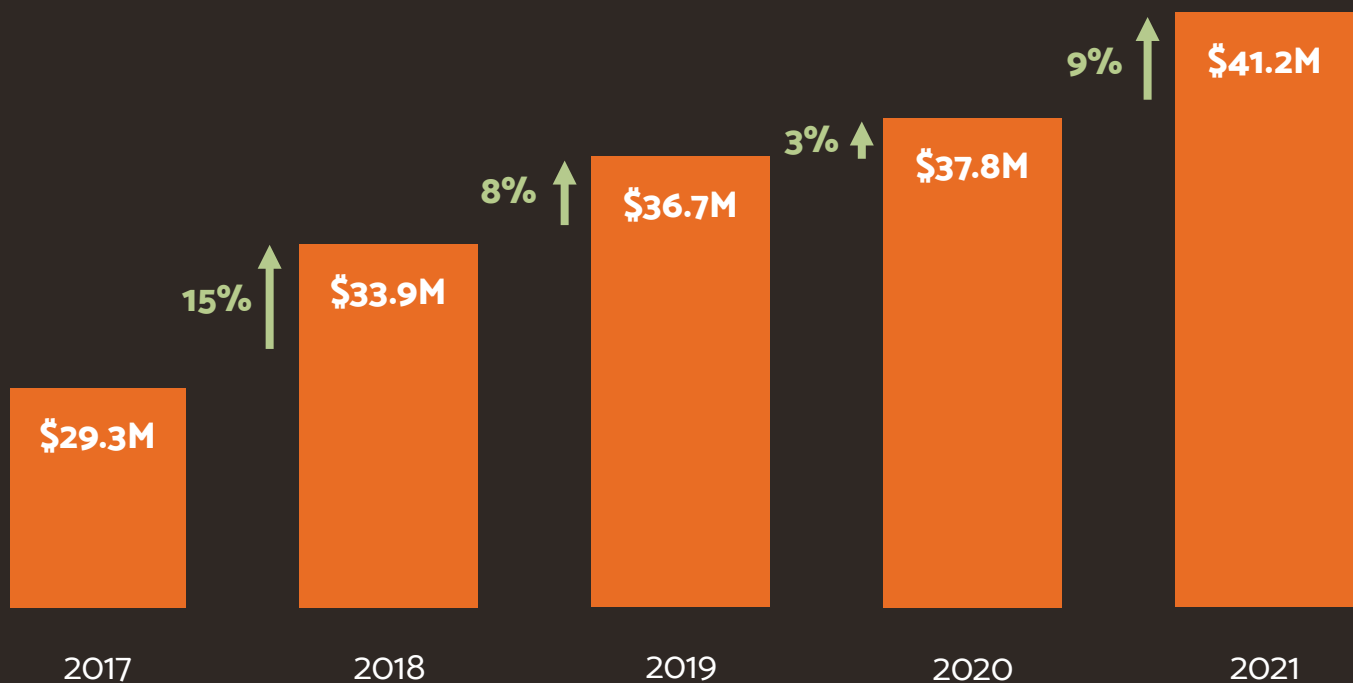


The organization was able to use some of its existing capital reserve to purchase a motel property in Orangeville. The plan for this property is to convert it to long-term housing units for clients on SHIP's wait list. The conversion is expected to be completed during 2022. This acquisition shows the dedication of the organization to meet its goal of increasing housing capacity.

I would like to extend thanks to the employees of SHIP for their hard work and dedication in providing SHIP's services and housing over the past year.

Tandra Acharjee
Board Treasurer

5-Year Revenue Growth



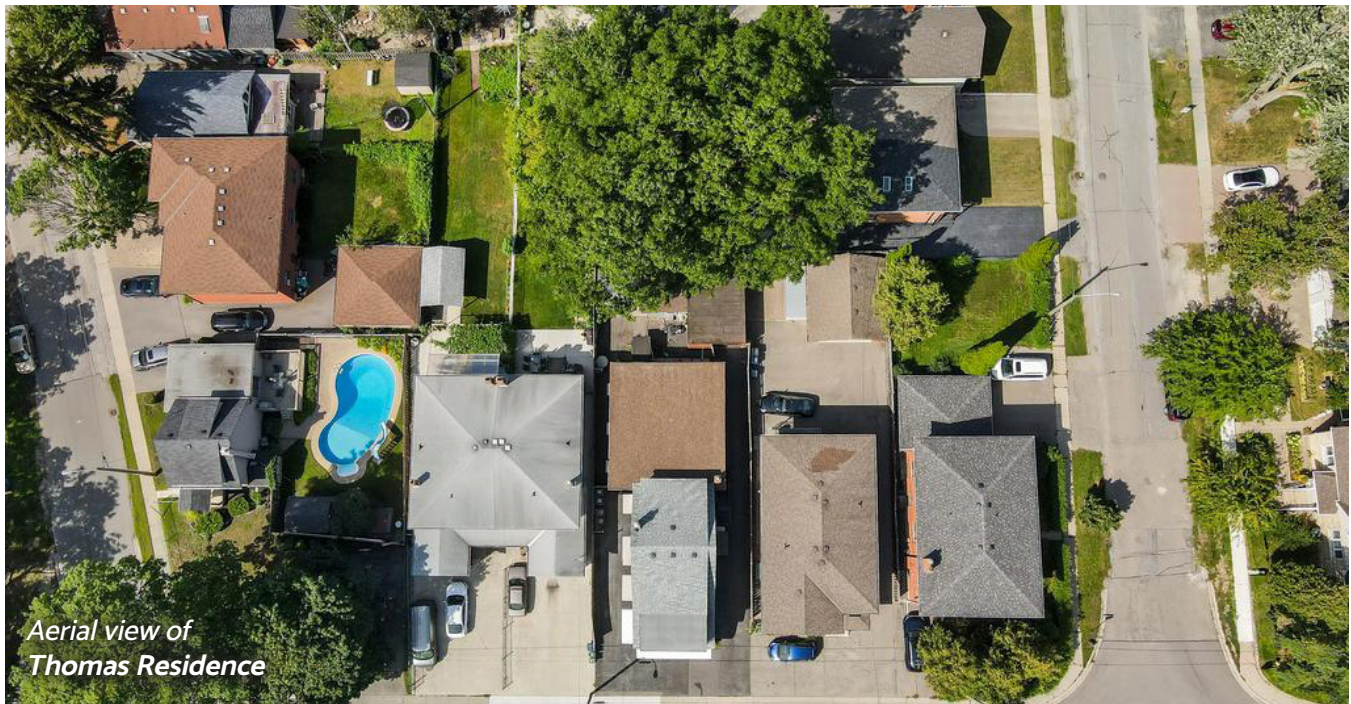
HOUSING AND SERVICE STATISTICS 2020-2021

	Supportive Housing and Service Programs	Short Stay Crisis Support	Total
Housing Units	1,090	8	1,098
Service Recipients	3,387	157	3,544
Central Intake Wait List	1,510	N/A	1,510

Total Service Recipients

Unique Individuals Admitted	3,387
Unique Individuals Pre-admissions	1,246
Not Identified	410

5,043



Services and Housing In the Province (SHIP)

969 Derry Road East, Unit #107, Mississauga, Ontario L5T 2J7 Canada
 T: 905-795-8742 F: 905-795-1129 E: info@shipshey.ca W: www.shipshey.ca

RECOVERY & RENEWAL

Over the past year, COVID-19 continues to be a high risk to SHIP and globally. We have seen Wave 2 and most impactful – Wave 3 in the winter of 2021. As we write this article, we are in the beginning of Wave 4, which may affect those unvaccinated, and children 12 and under whom are not eligible for vaccination.

SHIP dealt with adversity over the past 12 months and in order to combat it we focused on both physical and mental health, planning, education, awareness, and diligence. First and foremost, focus has been on the safety and well-being of SHIP employees while they provide critical and essential services to clients.

Navigating the uncertainty has required us to have a sharp focus on our people (both staff and clients), operational risks and contingencies while keeping sight of the bigger picture of strategy and resilience. With information changing daily (even hourly), SHIPs Crisis Response Structure has assisted us to quickly and effectively recalibrate our responses as necessary.

SHIPs Recovery and Crisis Management teams decision making was grounded in SHIP's guiding principles; Safety, Duty to Care, Duty to Steward Resources, Transparency, Proportionality, Accountability, Communication and Team Work. These principles were at the forefront of all our decisions, procedures, programs and initiatives, which were divided into focus areas: Support, Staff, Services and Physical Environment.

These areas were supported by strong internal and external administrative and environmental controls such as; IPAC, Physician led Vaccine training, Rapid Antigen Testing at Congregate settings, flexible return to school support plans, PPE training and education, implementing quadrants at head office, Symptom Management screening, SHIPcares, development of COVID-19 protocols for intakes, integrating of virtual programming and virtual groups into our service delivery model. These controls were further supported



by robust communication campaigns including “Become a COVID Champion”, “The Vaccine | A Good Choice” our “My vaccine journey” and “Work to Zero”.

Changes from lockdown levels to the reopening steps have affected and changed/delayed and/or altered our Recovery plans. We are proud of how our team has come together to successfully minimize the risk best as possible while continuing to provide in person services at our congregate settings, Isolation and Recovery COVID-19 sites, community clients and our clinic office.

The past 12 months have been a challenge for our staff, clients and their families, students and volunteers. We continue to endure as a team that has led to so many success stories we have seen within this difficult time.

Recovery and Renewal slowly continues day by day and week by week. Our staff's efforts have not gone unnoticed by their hard work to adapt and implement the programs, procedures and strategies – they are our hero's. The recovery team cannot put into words.

Work To Zero

0



The Vaccine
A Good Choice

Services and Housing In the Province (SHIP)

969 Derry Road East, Unit #107, Mississauga, Ontario L5T 2J7 Canada
T: 905-795-8742 F: 905-795-1129 E: info@shipshey.ca W: www.shipshey.ca

BACK TO HOME

SHIP recognizes that partnerships are critical in the pursuit to support the intersection of health and housing. As such, SHIP was successful in securing permanent funding through Ontario's Back to Home Program which is funded by the Ministry of Health and Long Term Care and Central Region Ontario Health. Through this funding, SHIP will provide supportive housing and community mental health supports for patients in hospitals with mental health and addiction challenges who do not need hospital level acute care development opportunities.

SHIP's model of care is aligned with the Province's priority to alleviate existing ALC (Alternative Level of Care) pressures at hospitals and reduce the rate of client hospitalizations and emergency room presentations over time, by improving their health and social outcomes and helping them remain stably housed in their communities.

SHIP's commitment is to ensure clients have access to safe and affordable permanent housing and access to suitable mental health and addiction services and other services to address their physical needs in communities that foster their independence, respect, dignity and inclusion. SHIP's delivery service model will be supported by two Community Mental Health Counselors, one Community Mental Health Registered Nurse and one Personal Support Worker and will be supporting 30 identified ALC patients within our region's local hospitals which are William Osler Health System in Brampton and Trillium Health Partners in Mississauga.

SHIP is very excited about the Back to Home program as this transitional care program will reduce the length of hospital stays and support successful recoveries through stable housing, comprehensive individualized mental health supports, flexible case management strategies and personalized health supports.



Services and Housing In the Province (SHIP)

969 Derry Road East, Unit #107, Mississauga, Ontario L5T 2J7 Canada
T: 905-795-8742 F: 905-795-1129 E: info@shipshey.ca W: www.shipshey.ca

COMMUNITY GIVING

2021 has been an exceptional year of community giving at SHIP. Existing and new community partnerships have supported clients in a myriad of ways – from food security to masks, gloves and hand sanitizer and from clothing to wellness.

We share our gratitude to our wonderful donors who have supported SHIP clients through the pandemic and more, across Peel, Dufferin and Etobicoke/ York over the past year.



15
INDIVIDUALS



16
ORGANIZATIONS



27
BUSINESSES

Community donations support SHIP clients by:

- enhancing wellness through self-care kits
- decreasing isolation through virtual connections
- providing positive financial impact through the reduction of higher cost food purchases

5,493

CLIENTS
SUPPORTED

7,771

FOOD SECURITY
KITS

COMMUNITY SUPPORT



FRUITS &
VEGETABLES



BREAD



MEALS

1,400

WELLNESS KITS
PROVIDED

1,122

MASKS PROVIDED



MASKS &
SANITIZERS



SCHOOL
SUPPLIES

3,379

FAMILIES
ENGAGED

379

CLIENT PETS

Services and Housing In the Province (SHIP)

969 Derry Road East, Unit #107, Mississauga, Ontario L5T 2J7 Canada
T: 905-795-8742 F: 905-795-1129 E: info@shipshey.ca W: www.shipshey.ca

Equity, Diversity, Inclusion (EDI) and Anti Racism



At SHIP, we are proud of our long-standing commitment to fostering a workplace where our people can connect, feel included and seen, and can grow.

This past year, marked by heightened social injustice and a global health crisis, placed the deeply entrenched racial inequities in our society front and center. It became clear that we needed to significantly shift and accelerate our strategy to honour our Equity, Diversity, Inclusion (EDI) and Anti Racism commitment.

To meet this end, we have worked diligently by looking at who we are as an organization and moved beyond what SHIP stands for, and to more clearly articulate what we stand against.

Through the support of our EDI Committee and the expertise of our equity consultants, we have held a number of trainings, conducted surveys, held staff consultations, reviewed key policies at SHIP

and outreached to like organizations to compare practices. This work will support us to move the organization forward to face all challenges with an EDI lens covering all that we do. Our current pathway is one of change and growth through implementation of recommendations and ideas from our SHIP community. We are proud of our progress but recognize that there is more work to do.

As an organization, with inclusion being one of our core values, we are committed to ensuring that our organization is an equitable, diverse and inclusive workplace that reflects our values and the diversity of those we serve. Our greatest strength is and will always be our people. We thank our staff for the brave and candid conversations that we have been having that will make SHIP a stronger and better place to work and look forward to our continued journey.

Services and Housing in the Province (SHIP)

969 Derry Road East, Unit #107, Mississauga, Ontario L5T 2J7 Canada
T: 905-795-8742 F: 905-795-1129 E: info@shipshey.ca W: www.shipshey.ca

STAFF STORY

Earlier this year I had the opportunity to volunteer to be a part of a 2-month Flexible Assertive Community Team (FACT) pilot project through the Canadian Mental Health Association (CMHA) to assist Brampton Civic Hospital (BCH) as they wanted to help divert people from their emergency department due to the pandemic. CMHA was looking for community partners to be a part of this project, and asked SHIP as well as Peel Addiction Assessment and Referral Centre (PAARC) to assist. The FACT project consisted of a Manager overseeing the program, a Psychiatrist for consultation, Central Intake, Registered Nurses, Addictions Worker, Family worker, Peer support, Administration and Mental Health Counsellor.

The referrals for this project came from the inpatient Mental Health ward at Brampton Civic Hospital. These patients were about to be discharged from the ward, and therefore would benefit from intensive community support. These patients were identified by a social worker at BCH, and details were sent to the Central Intake worker on the FACT project who presented them to the rest of the team. Based on presentation of these clients and their identified needs, a “mini team” was created to support them. Once a mini team was assigned, a primary worker would be identified and this worker would be in charge of upfront communication including calling the clients and setting up appointments for visits. Typically we would visit the clients in pairs so as to provide greater support and expertise. We would wear full PPE when going into clients’ homes following proper COVID safety protocol. We utilized a client-centered approach to identify goals these clients would like to work on. These goals included addiction support, medication compliance, housing stability, food security, family cohesion, budgeting, employment assistance as well as supportive counselling.

Every morning at 9:00 am we would have a virtual meeting with the FACT Team members discussing



progress and challenges. The value in the FACT ideology is that with a group of frontline workers meeting daily, we share various perspectives and problem-solve with many lenses. In addition, we support each other, which adds to the positive energy in the work that we do. This manifests in better service provided to the clients. Twice a week the Psychiatrist would join us in our meetings so we could have consultations with this professional. While he did not see the clients directly, the knowledge, guidance and insight he brought to the table contributed greatly to the success of the project. Although the clients were challenging to work with, I truly enjoyed the opportunity to test my clinical skills and continue to learn and grow. This was a great opportunity to help our community and partners.

Crista Burch
CMHC for RMST

Services and Housing In the Province (SHIP)

969 Derry Road East, Unit #107, Mississauga, Ontario L5T 2J7 Canada
T: 905-795-8742 F: 905-795-1129 E: info@shipshey.ca W: www.shipshey.ca

CLIENT AND FAMILY ENGAGEMENT COMMITTEE

In 2017-18, SHIP launched the Client and Family Engagement committee with the goal of working with staff to actively engaging with clients and their families to create a collaborative approach to services. Since 2007, SHIP's Client and Family Program Advisory Committee has represented the interests of clients and their families by providing client, tenant and family input to the services, programs, activities, events and housing provided by SHIP.

The approach is one of inclusion – meaning, rather than consult with clients and families about how SHIP delivers its services, they are part of the process. Client and family engagement shifts thinking, from doing something *for* the client to doing something *with* the client.

Client and Family Engagement is the cornerstone of a people-centred care approach with three core areas: Direct Care, Organization Design, and Governance and Policy Making. It is about building strong, sustainable partnerships between clients, family members, health

professionals and community groups to plan, deliver and evaluate health services. Of equal importance is how we define family. For SHIP, family is defined by whoever cares about the client's wellness regardless of their relationship. In other words, a client defines their family.

In 2020-21, a focus of discussion within the client and family engagement committee has been how to support clients and families during the pandemic. We continue to review how we can understand and meet the needs of clients and their families during the pandemic around wellness – self-care and food security, community safety, and support.

For the next fiscal year, the committee will focus on providing feedback on the new head office location, working on the agency's Quality Improvement Plan, ensuring that all spaces are client and family friendly as well as supporting the agency preparation for the next accreditation.

“Nothing about me, without me”

Source: Picker Institute

A client that sits on the committee had this to say:

“I started with the Client and Family Program Advisory Committee nine years ago. I was then asked to join the Client and Family Engagement Committee. I find it has given me great insight into how SHIP operates. As a client and as a father of a son with schizophrenia, I believe it is a very important committee as we need to get the most out of our health dollars. We still need to work towards becoming an evidence-based practice but I find that as an ‘outsider’ I can offer something valuable. It is very motivating for me.”

We would like to thank all of our funders including the following organizations:



An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario

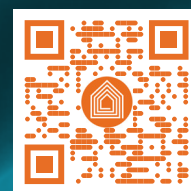
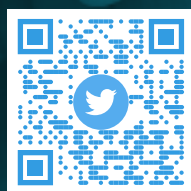
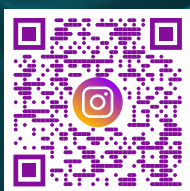


BOARD OF DIRECTORS

Louise Kindree Chair of the Board
Brian E. Scott Vice Chair
Tandra Acharjee Treasurer
Krista Collinson Director

Hubert Hiltz Director
Keith Ward Director
Geoff Topping Director

STAY IN TOUCH



Services and Housing In the Province

969 Derry Rd E, Unit 107
Mississauga, ON L5T 2J7

P 905-795-8742 x4040
Toll-Free 1-855-795-8742
F 905-795-1129

www.shipshey.ca



SHIP

Services and Housing
In the Province