

# 2022 Annual Impact Report



**SHIP**

Services and Housing  
In the Province

**SHIP is a nonprofit, accredited housing and health service provider.** For almost 30 years, we have been delivering services to the Region of Peel, County of Dufferin and West Toronto, and are one of the largest supportive housing providers in Ontario. We promote the well-being of vulnerable and at-risk populations, and work closely with individuals in our community, enabling them to embrace their full potential. We are a value-based organization inspired by our vision and the purpose-driven work of our mission.

## MISSION

We work to support those with mental health and addiction challenges to increase their quality of life and live to their full potential through safe, affordable and supportive community based housing and services.

## VISION



Quality Housing



Quality Services



Quality Lives

## VALUES



Compassion



Hope



Inclusion



Respect



Professionalism

## LAND ACKNOWLEDGEMENT

Services and Housing In the Province operates on lands that are the territory of the Anishinabek, Huron-Wendat, Haudenosaunee, Ojibway / Chippewa, Tionontati and Attawandaron peoples; the land that is home to the Metis; and most recently, the territory of the Mississaugas of the Credit First Nation who are direct descendants of the Mississaugas of the Credit. SHIP operates on lands covered by Treaties 13, 18 and 19. We are grateful to have the opportunity to work on this land, and by doing so, give our respect to its first inhabitants.

The background of the entire page is a solid orange color. Overlaid on this is a faint, semi-transparent image of several people from the waist up, seen from behind, with their arms raised in a gesture of celebration or triumph. They appear to be standing on a beach or a similar outdoor area with a body of water and a distant shoreline in the background.

# Table of Contents

Message from the Board & CEO	4
Remembering Louise Kindree	5
Board Recognition	6
Treasurer's Report	7
COVID-19 Response	8
Our Impact	9
Recognizing Years of Service	10
Inspiration Awards	11
SHIP's 30th Anniversary	12
Equity, Diversity & Inclusion	13
Spotlight: Peel Family Shelter	14
Spotlight: Back to Home	15
Spotlight: Capital Properties	16
Community Engagement	17
Donors & Partners	18
Looking Forward	19



# Message from the Board & CEO

This past year has been one of challenge, but it has also been a year of opportunity. It is a year that we will remember as bringing change through restoring and recovering our services, reconnecting, and renewing our gratitude for one another.

In addition to our ongoing and vigilant response to the COVID-19 Pandemic, the past few years have reinforced just how important a safe place to call home and appropriate supports are for the wellbeing of individuals, communities, and overall population health. The Pandemic has worsened the housing crisis, has shed a spotlight on how intersecting factors can negatively impact access to care, and has resulted in an unprecedented demand for mental health and substance use services. Building back equitable and better mental health and addictions care, alongside more access to affordable and supportive housing, is critical to healthy communities as we recover from the Pandemic.

This report showcases our efforts over the past year, focused on building up our valued workforce and aligning our structure to be agile and transformative to be best prepared for those who need us now and those who will need us in the future. By shoring up our strengths and refocusing strategically, deepening our commitment to Equity, Diversity and Inclusion and Anti-Racism, and continuing to provide service enhancements, we have positioned SHIP to be more effective than ever.

We want to thank our dedicated staff, volunteers, partners, and allies who have collectively come together to achieve SHIP's shared accomplishments. You have done so graciously, unreservedly and with compassion, for that we are thankful.



**Lesley Nagoda**  
Chief Executive Officer



**Brian E. Scott**  
Vice Chair

## Our Board of Directors

<b>Brian E. Scott</b>	Vice-Chair
<b>Tandra Acharjee</b>	Treasurer
<b>Keith Ward</b>	Director
<b>Krista Collinson</b>	Director
<b>Lori Ker</b>	Director

# Remembering Louise Kindree

---

It is not often that one has the privilege of working alongside a dedicated volunteer, with an extraordinary level of commitment, skill, knowledge, and a dose of good humour. That was Louise. She was a respected leader, a trusted advisor and she generously gave her time, talents, and friendship.

It was with great sadness that we experienced the passing of Louise in the summer of this year. Louise was Chair of the Board of Peace Ranch (2014-2017) and was instrumental in leading its amalgamation with SHIP in April 2017. She served on SHIP's Board of Directors since 2017, most recently as Chair.

Louise embodied the hope of SHIP. She took great pride in her role on the Board, always striving to do the right thing to ensure SHIP remained a community leader. Louise's many contributions can be seen in SHIP's strength and success, leaving a tremendous legacy for which she will always be remembered.



**Louise Kindree**

# Board Recognition

---

Each September, SHIP comes together for our Annual Public Meeting and we use this opportunity to recognize outgoing Board members. For 2022, we recognize the following outgoing Board members:

## Geoff Topping, Director



Geoff served on SHIP's Board since 2019 and provided consistent and thoughtful leadership to our Board of Directors and to the Governance and Quality Committees of the Board. As an HR professional, Geoff's expertise in workforce strategy and corporate culture has been integral as we shifted our HR mindset as an organization and re-wrote our playbook to respond to the Pandemic. Geoff's warm manner and support have been very important to us throughout the past three years that he has been a Director.

## Hubert (Hubie) Hiltz, Director



Hubie joined SHIP's Board in 2021 and provided support to our Risk and Finance and Quality Committees. With almost 30 years of policing experience with Peel Regional Police, Hubie brought his awareness of local community challenges and community assets to Board discussions. His ability to ask clarifying questions helped the Board explore different aspects of SHIP's programs and navigate the Pandemic as it unfolded. Hubie was always a phone call away for any challenge that SHIP experienced, and although he is no longer a Board member, he remains an important support to the organization and we are thankful for this continued relationship.

## Keith Ward, Director



Keith joined SHIP's Board with an impressive career in social housing and human services. Keith is our longest-standing Board member and for more than 13 years has tirelessly given his time, energy, and knowledge. Keith's understanding of the housing sector and political landscape has been instrumental and a driving force in SHIP's capital asset growth and development. His in-depth experience supporting effective Board governance has strengthened our Board practices, which has been key in driving SHIP's success. We will miss Keith's calm, direct, and generous leadership, but luckily for us, he has chosen to stay involved in our organization in new ways.

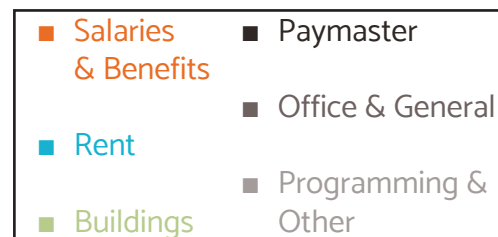
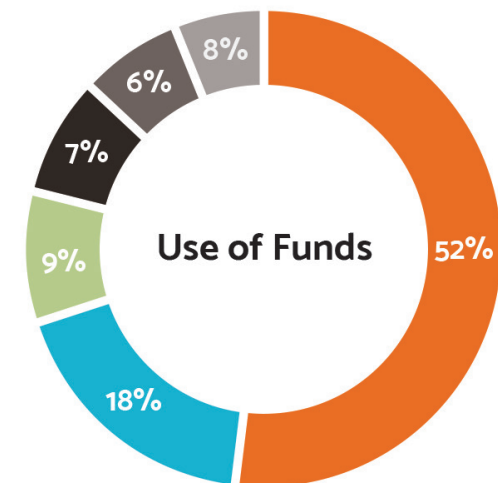
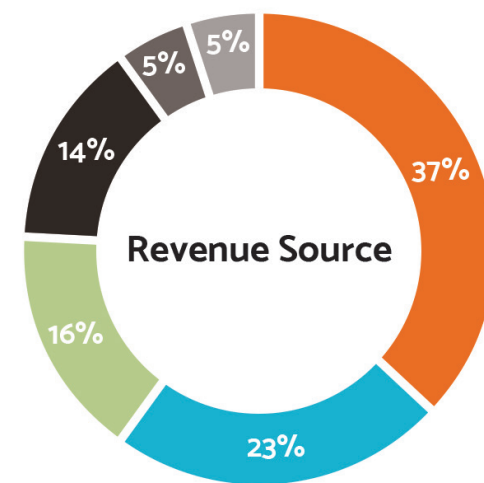
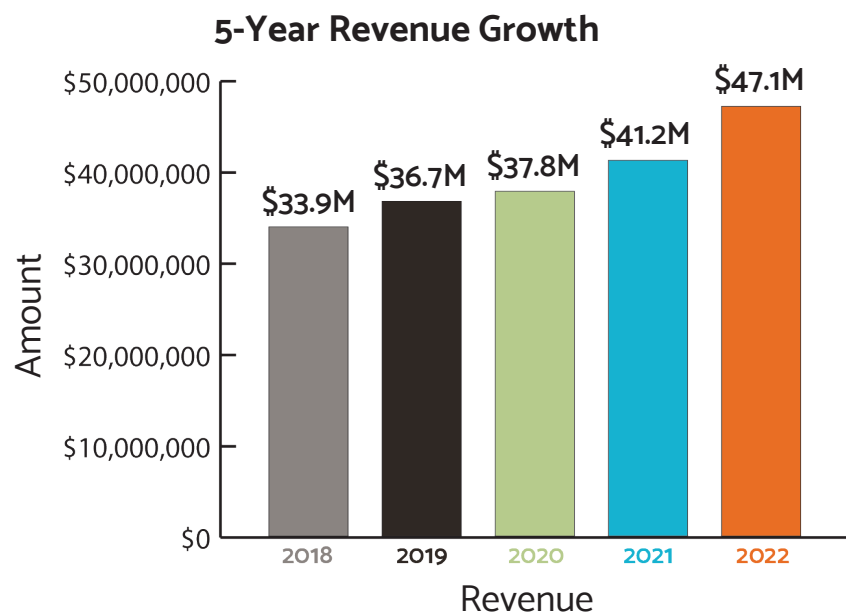
# Treasurer's Report

**SHIP saw another year of operating and capital growth in 2021-2022.**

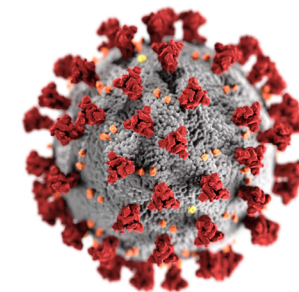
Funding growth continued, with SHIP awarded the contract for Peel Family Shelter from the Region of Peel. SHIP increased its capital property portfolio in the current year with the acquisition of 1035 Shaw Drive. This new property will add four family units to SHIP's current rental stock.

I would like to extend thanks to our funders for supporting the housing and service needs of our clients, and gratitude to employees of SHIP for their continued hard work and dedication in providing SHIP's services and housing over the past year.

**Tandra Acharjee, CPA, CGA, MBA | Board Treasurer**



# COVID-19 Response



**COVID-19 has now moved from a crisis phase into something requiring long-term management.** However, during the past year, it remained an active threat that continued to impact our clients, families, staff, and communities. In response, we implemented a number of policies and practices to position SHIP for a strong recovery.

The end of 2021 and the beginning of 2022 saw a resurgence of COVID cases across Canada due to the Omicron variant strain (BA.5). In response, SHIP launched our Omicron Response Plan to tackle this challenge. The plan offered a measured approach to ramp up in-person engagements. We held a number of GO VAXX mobile vaccination clinics, encouraging staff, clients, and the community to receive their vaccination doses. We also launched our Keep Your Guard Up campaign, encouraging staff to continue to be diligent and keep up their efforts against COVID.

In the spring of 2022, we shifted towards our Restore, Recover, and Renew Plan (RRR), a framework to drive the recovery of SHIP, not just to its pre-Pandemic level, but beyond. RRR's goal is to restore services as quickly as possible and to do this safely and effectively with three areas of focus:

**Safety, Wellness and Engagement, and the Future.**

An anonymous staff poll in May had over 90% of respondents say they felt their health and safety was being prioritized at SHIP. Our staff have been extraordinary in their response to unprecedented demands and have delivered services in new and innovative ways. Our Restore, Recover and Renew Plan will see us through to the end of 2022, and we will continue to maintain our vigilance in protecting the health of our staff, our clients, their families, and our communities.





# Our Impact

---



**1129**

Housing Units



**5097**

Clients Served



**2704**

Wait List  
(Services and Housing)



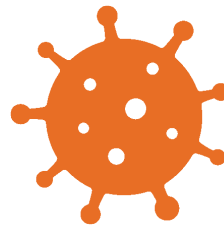
**269**

Crisis Bed  
Admissions



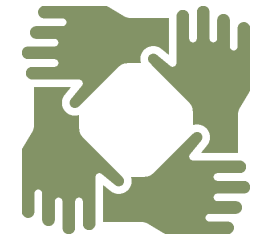
**136**

Families Diverted



**602**

COVID Isolation &  
Recovery Site Admissions



**436**

Total Staff

# Recognizing Years of Service

## 10 Years or More

- Robynne Lewis
- Kenneth Paynter
- Desmond Bailey
- Lurdes Ferreira
- Sean Scholes
- Jessica Franciosi
- Muhammad Amjad
- Ashvinder Tinna
- Kari Simpson
- Iwona Debska
- Jasmine Mullings-Thomas
- Nicole Abruscato
- Kimberley de Freitas
- Niyi Olanrewaju
- Noel Thorpe
- Rakibul Mannan
- Tracy Nash
- Kasia Antunes
- Meaghan Hryhorsky
- Stephen Williams
- Sharon Fernandes
- Javern Halley
- Desiree Conlon
- Charlene McFarlane
- Farah Quadri
- Claudia Marroquin
- Caitlin McErlain
- Colin Gosling
- Cory O'Handley
- Flora Miranda
- Tryna Christie
- Francisca Sarpong
- Tanya South
- Sondra Urquhart

## 15 Years or More

- Neelam Zaman
- Kenton Elwood
- Maryanne Smallwood
- Lesley Nagoda
- Melissa Banton
- Sini Joseph-Pallattu
- Peter Puzyeyev
- Emily McAnuff
- Tasia Iannucci
- Alla Kazakhian
- Donato Dagdag
- Tanya Browne
- Shereen Rampersad
- Shirley Hannigan
- Moon Kleine
- Jennifer Stievenart
- Lisa Drozd
- Joanna Xavier-Scholes
- Rekha Vaishnav
- Marianne Hawthorne
- Lisa Neuman
- Eleanor Kalash
- Etty Groves
- Susan Kotiesen
- Charmaine Williams
- Erin McCabe
- Sukhpreet Dorka

## 20 Years or More

- Irena Kulik-Zmyslowski
- Sarah Fogt
- Lesley Baker

## 30 Years or More

- Debbie Brown
- Greg Fokakis



# Inspiration Awards

---

This year we have re-introduced SHIP's Inspiration Awards, recognizing and celebrating the outstanding work of individuals and organizations who have made contributions to the mental health, addictions, and housing and homelessness community. We want to thank all nominees who applied. We acknowledge you and appreciate your efforts.

**The recipients for the 2021-2022 Inspiration Awards are:**

## **Client / Family Member Award Keiyon McLean**

With lived experience and awareness of the challenges that young people face, Keiyon is committed to helping youth and the community through his leadership and giving back. Keiyon is selfless, kind, and welcoming, and continues to make significant strides in his personal journey, positively impacting those around him. In recognition of Keiyon's determination and perseverance, you are our inspiration.

## **Community Award The Mississauga Food Bank**

The Mississauga Food Bank has been providing healthy food to the community since 1986 through a network of 50+ agencies including SHIP.

At the beginning of the Pandemic, our partnership provided non-perishable food security items to SHIP clients during lockdown with 400-500 food kits per month and has since flourished with new and innovative approaches supporting choice and diversity. They have gone above and beyond and are making a real difference in our communities.

## **Individual Award Libia Gomez**

Libia is a volunteer with a local Community Food Program. She dedicates her time to support the community she has lived in for more than 30 years with a willingness to provide support on short notice, lend a helping hand, and go the extra mile to ensure the community receives what they need.

Libia's dedication and support is an inspiration to all who have the pleasure of working with her.

# SHIP's 30th Anniversary



**SHIP is turning 30!** Over the next year, as we embark on three decades of providing housing and supports in the community, we will be recognizing the achievements and challenges of the past 30 years and reflecting on the lives that we have touched through our talented staff, valued clients, their families, funders, volunteers, and our partners in the community.

SHIP started with Parsons Place in Brampton, a recovery residence for 8 individuals and 4 years later, we opened a second residence, Hammond House, in Mississauga. This was our beginning. Fast forward to today, we have grown to provide support to over 5000 individuals across our communities.

Now and looking ahead, we remain a person-centered, person-focused community organization. We actively continue to expand our capacity to provide health services and housing support to the communities we serve creating new opportunities for services through innovative partnerships with stakeholders.

In 1992, we began as an organization dedicated to providing housing and hope with the fundamental belief that housing is a human right and with appropriate supports people can thrive in their community. In 2022, this continues to be our internal compass.

Visit [www.shipshey.ca](http://www.shipshey.ca) in late 2022 to share in our celebration moments.

## What does SHIP mean to me?



*A blessed opportunity with ongoing support to aid my current battle of substance use disorder and mental health by providing me independent stable housing so that I can have the chance to be self-efficient and integrate back into society with confidence, respect, and mindfulness. I am a new client and SHIP gives me hope and momentum with drive to succeed.*

- SHIP client





# Equity, Diversity & Inclusion

**SHIP is committed to ensuring that our organization is an equitable, diverse, and inclusive workplace that reflects our values as an organization and the diversity of those we serve.**

The commitment to Equity, Diversity and Inclusion and Anti-Racism continues to be a priority for the organization in 2022. SHIP has made important strides in advancing the work of our Equity, Diversity and Inclusion and Anti-Racism Framework through concrete actions. The past year has been about building awareness, capacity, our people, culture, and systems through some of the following actions:

- Collaboration with equity-deserving community groups to provide development opportunities for staff
- Policy review through an EDI lens and process to ensure inclusive practices are embedded in SHIP's policies
- Development of an Anti-Racism, Anti-Oppression policy and framework
- Speakers who represent diverse groups to share their experiences
- Our commitment to Truth and Reconciliation

SHIP continues to do the work of building bridges while breaking down barriers within our systems, community, and organization. Our work together continues and is embedded with our strategic plan EDI work is challenging, but together as a SHIP community, we will journey forward with EDI as a priority through our actions.



# Spotlight: Peel Family Shelter

**July 2021, SHIP was awarded the Regional contract to provide homelessness services at Peel Family Shelter (PFS).**

PFS is a low-barrier, easy-access living environment for families in need of shelter for short periods of time. The main focus is providing housing stability and case management supports.

This program is an important pillar for housing stability in our community. In August 2021, dozens of families were displaced from their homes after a severe thunderstorm flooded a Regional building. PFS was able to provide immediate emergency housing support to over 40 individuals (10 families) who were the victims of this flood.

From July 2021 to the present, we have:

- Successfully **diverted 152 families** away from the emergency shelter system
- Discharged **71%** of our clients to permanent housing solutions
- Ensured that **90%** of all families have a housing plan developed and engaged with SHIP staff within 15 days of arrival at PFS
- Connected and provided wellness and food security services to **100%** of all clients

*I would like to thank the Peel Family Shelter. If it was not for them, me and my family would have nowhere to go. My apartment went up in smoke and we lost everything. Thank you for being there for me and my family.*

- SHIP client

*The staff are just awesome; the level of professionalism is just above 5 stars. I definitely feel comfortable expressing my thoughts to them.*

- SHIP client

# Spotlight: Back to Home

**SHIP was successful in securing funding through Ontario's Back To Home strategy.** Through this funding, SHIP will provide supportive housing and community mental health supports for individuals identified as Alternative Level of Care (ALC), who no longer require hospital-level acute care. SHIP's model of care is aligned with the province's priority to alleviate existing ALC pressures in hospitals, and reduce the rate of hospitalizations and emergency room presentations over time by improving health and social outcomes and helping individuals remain stability housed.

The program supports 30 individuals identified through our local hospital partners. The Back To Home program offers comprehensive and individualized mental health support and personalized health supports through Community Mental Health Counsellors, a Registered Nurse, and Personal Support Worker supports.





# Spotlight: Capital Properties

## First Street, Orangeville

SHIP purchased 236 First Street in Orangeville in 2021 with the goal of converting it into affordable and supportive housing. The renovated property will provide individuals residing in Dufferin who are experiencing housing challenges with the opportunity for quality permanent housing that is affordable, safe, and sustainable. The property's 25 single units and 2 two-bedroom units will feature energy efficiency enhancements to improve our environmental impact, and we will be expanding to meet the needs for accessibility for individuals with mobility or sensory impairments. SHIP is proud to be developing new, affordable housing opportunities within Dufferin County, helping to alleviate the systemic housing and homelessness issues that this community currently experiences. We look forward to the completion of the building renovations, with a projected date of early summer 2023.



## Shaw Drive, Mississauga

Through a partnership with the Region of Peel and the Reaching Home Fund, SHIP was able to purchase and renovate an existing building in south Mississauga. The building, located on Shaw Drive, was renovated extensively, implementing many property enhancements and creating a positive impact in the neighbourhood. The building has four units that will house families who are currently experiencing homelessness within the Region of Peel. SHIP is excited to have had this opportunity, and we eagerly anticipate our new tenants as we look forward to the future.





# Community Engagement

SHIP is fortunate to partner with many organizations. We share our gratitude to our wonderful donors who have supported SHIP clients throughout the past year across Peel, Dufferin, Etobicoke, and York. We are especially grateful to our regular donors: **Hello Fresh** and **The Mississauga Food Bank**. They've worked collaboratively with us over the past year, ensuring clients receive food security that is healthy, nutritious, and culturally appropriate.



## Volunteers

Volunteers are an important part of SHIP, strengthening our ability to provide the best service and support to our communities. During the Pandemic, we've been working closely with our community volunteers, both individuals and groups, to ensure a safe experience while maintaining those connections.

## Community Engagement

SHIP's first **Client & Family Advisory Committee** met in 2007 and continues to come together regularly to provide valuable feedback to SHIP programs and services. Through the Advisory's feedback, SHIP has purchased a portable defibrillator for community events, a van supporting client transportation, and provided input into numerous programs and services within SHIP.

In January 2022, a **Community Advisory Committee** was created in support of the 236 First Street Project with a goal of contributing to the success of the tenant experience. Members consist of neighbours, community partners, individuals with lived experience, Mono and Orangeville town councils, and police.

The **Tenant Steering Committee** at our Hansen building has been meeting since 2019, providing input through tenant representation and input, and developing and maintaining good communication within the building.

Now and moving forward, our goal is to ensure that the client, family, and community voice is heard at all levels of the organization.

# Donors & Partners

We thank all of our donors and funders for their generous contributions in 2022:



- Arms Group Inc.
- Advance Distribution Logistics International
- Andrew Porteus
- Anne Marie Winnington
- Axion Mortgage Solutions
- Carol Roberts & Thomas Yavanoff
- CED Network
- Chesslawn Farm
- DWL Financial Group Ltd
- Golden Green Leaf Corp
- Gregory McArthur
- JBG Flooring Installations
- JBG Tile and Contracting
- Jill Bell
- Johnathon Korchuk
- Leslie Green
- Lori Emerson
- Lori Ker
- Michael Cornish
- National Money Mart
- Ruth Korchuk
- Sarah McKee
- Sarah Pape
- Sharon Saldanha
- Shaun Bhimsingh
- Shirley Korchuk
- St. Martin Catholic Secondary School
- Town of Caledon
- Valerie Thomson

We deeply appreciate the generosity of our community's in-kind donors, supporting food security, wellness, back to school, and more.

# Looking Forward

Over the past decade, SHIP has been fortunate to see continued growth in our programs, housing, and services in order to respond to the needs of our communities. In response to this growth, we have worked hard at aligning our organizational structure to better position us today and as we look into the future. SHIP's new structure will create a collaborative and agile organization, one that is integrated and aligned to have better service and housing outcomes, and ensure an optimal experience for those we serve, our staff, and those we collaborate with. We launched our new structure in January 2021, with four key functional areas:

Housing and  
Homelessness

Community  
Health  
Programs

Housing  
Development  
and Service  
Transformation

Enterprise  
Supports



With a new structure, we are looking ahead with determination and focus. The 2018 Strategic Plan set out an ambitious vision for enhancing our services and housing capacity, maximizing engagement and promoting SHIP's expertise and our brand and value proposition.

Four years later, we look back on that strategy and celebrate many achievements. This past year we were proud and excited to have launched a new, ambitious and future-focused **Strategic Plan for 2022-2026: Building Blocks for a Better Tomorrow**. Our future direction seeks to accomplish three ambitious aims: better integrate our service delivery systems (**ADAPT**), deepen the quality of our housing, services and partnerships (**BUILD**), and enhance our healthy, safe, and high performing workplace (**CREATE**).

Looking forward, we are motivated by our mission, one that is greater than ourselves, and with a steady structure in place and focused priorities, we are prepared to tackle the challenges of tomorrow.



## Contact Information



Phone: 905-795-8742



Toll-Free: 1-855-795-8742



Fax: 905-795-1129



Email: [info@shipshey.ca](mailto:info@shipshey.ca)



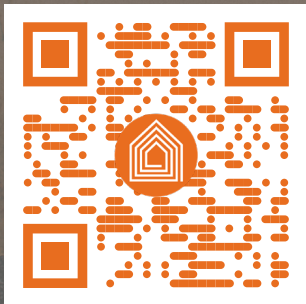
Address:  
60 Courtneypark Drive West, Unit 2  
Mississauga, ON L5W 0B3 Canada

SHIP's Impact Report was printed on paper that is 100% recycled from post-consumer waste by **Eva's Print Shop**, an employment social enterprise supporting youth experiencing homelessness.



Charity Registration Number:  
13626 8166 RR0001

## Connect with us



Website  
[www.shipshey.ca](http://www.shipshey.ca)



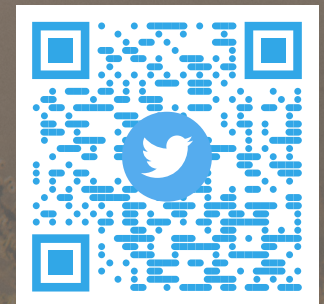
Facebook



Instagram



LinkedIn



Twitter