



SHIP SHARES

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Winter
2022



SHIP

Services and Housing
In the Province

MESSAGE FROM THE CEO LESLEY NAGODA

We're in the final days of 2022, and as such, it's an opportune time to reflect on the past several months. We have seen the relocation of our head office, offering staff, clients, and our community a vibrant, modern space to come together for collaboration and productivity. The launch of our 2022-2026 Strategic Plan allows us to organize our work with clarity and focus in the coming years. We continue to expand our housing and services, with two new properties to expand housing stock in Mississauga. Just earlier this month, we've even expanded into the Region of Waterloo, opening up a men's shelter in Kitchener!

Yet we have also had to contend with a number of challenges in this latter half of 2022. The ongoing COVID-19 Pandemic continues to pose hardships to our communities, made worse by the unprecedented interaction with the seasonal flu and the respiratory syncytial virus (RSV). As of this writing, many hospitals around the province find themselves stretched to the limit. As such, we have placed an emphasis on following our Restore, Recover, Renew Plan to guide our operations on how to most safely re-engage and expand our in-person activities. We've also shared our Stay Strong Campaign internally to underline that the fight against the global campaign isn't over, and indeed, we all still must do our part to maintain our health and safety.

We were deeply saddened to see the passing of our Board Chair, Louise Kindree, in July. Louise had served as the Board Chair at SHIP for several years, and could be depended on for her knowledge, skill, and good humour. She will be warmly remembered and is dearly missed.

Additionally, longstanding Board member Keith Ward retired from his role on the board as of September. Keith's calm, direct, and generous leadership will be missed, but his efforts have certainly helped strengthen the capacities of SHIP with his expertise during his 13 years serving as a Director of the Board.

With these developments in mind, we welcomed four new Directors to the Board at our Annual General Meeting in September: Jennifer Graham, Alysha Racktoo, Justyn Mahanger, and Sandy Kang-Gill. Each of them brings a wealth of valuable experience and talent to their roles, and we're excited to take on new challenges together in the years to come.

On behalf of everyone at SHIP, I wish you a wonderful holiday season and a healthy, and happy new year.



Lesley Nagoda

Chief Executive Officer



A MESSAGE FROM **CORY O'HANDLEY**

Director, Housing Development and Service Innovation
Services and Housing In the Province

Our communities have been experiencing a housing crisis for many years, and unfortunately, the problems are only getting worse. As of this writing, average rents across the nation now soar above \$2,000 monthly for the first time, while inflation eats away at the purchasing power of Canadians. Those who require subsidized housing can be waiting for more than a decade before getting help with their shelter costs, with wait lists in major population centres exceeding tens of thousands of people.

Action is needed now. We're doing what we can to step up and face these challenges.

Our most recent success towards this aim came in November, when the first tenants at our new property on Shaw Drive in Mississauga moved in. A partnership with the Region of Peel and the Federal Reaching Home Funding stream, SHIP was able to purchase and renovate an existing building in south Mississauga, renovated the property extensively, and implemented many property enhancements to create 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.

We're now looking forward to further expanding upon our housing stock in Mississauga. SHIP was successful in securing funding for an additional project through the Reaching Home Fund. This property will be part of the Region of Peel's coordinated access program, providing six 1-bedroom units, with the first tenants projected to be moving in by April 2023.

These projects, on their own, are not sufficient to solve the housing crisis once and for all. But without a doubt, any effective strategy that will make real progress towards that end will involve projects like these, making the most efficient use of the housing stock already existing to ensure more and more people have a roof over their heads. Shelter is a human right: every person deserves the right to a home in which they can feel safe and healthy. We're going to keep doing whatever we can to make that right a reality in all the communities in which we work.

Cory O'Handley
Director, Housing Development and Service Innovation

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Our Strategic Plan

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.



ADAPT

- Goal 1 Modern organizational structure
- Goal 2 Recognizable brand
- Goal 3 Advocacy & stewardship
- Goal 4 Highly available, scalable, redundant and secured information systems that support digital health workflows and data analytics



BUILD

- Goal 1 Housing Excellence
- Goal 2 Service Excellence
- Goal 3 Inclusive Communities
- Goal 4 Trusted and valued partner



CREATE

- Goal 1 Commitment to staff wellness and education
- Goal 2 Engage, develop, and retain top talent
- Goal 3 Commitment to EDI, anti-racism, anti-oppression, and health equity
- Goal 4 Meaningful communication

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Our New Waterloo Shelter

Earlier this month, we began operations in Kitchener with our new overnight men's shelter. This program, in partnership with the Region of Waterloo and the YWCA Kitchener Waterloo, provides overnight shelter services for up to 53 adult men from 7:30pm - 8:00am. To deliver this programming, we've hired a new team for the project led by Aaron Deanes, Program Manager. The team includes: four case workers, two supervisors, eight shelter workers, and five relief workers – increasing our staffing complement by 20 at SHIP.

This Emergency Shelter will first operate as an overnight shelter and in the second phase will operate 24/7 once staffing and operational plans are in place. SHIP will offer people using the shelter drop-in space during the day to support housing plans and service connections.

“We know that people experiencing homelessness deserve a dignified place to shelter. This location will provide shelter as well as access to important services to help with the transition to more permanent housing solutions. As an organization we are committed to ensuring that those experiencing homelessness will receive services that are safe and dignified,” said Lina Termini, SHIP's Director of Congregate and Emergency Housing.



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An aerial photograph of a dense forest of evergreen trees covered in a thick layer of snow. A light-colored, snow-covered road or path winds through the center of the forest. The entire image has a blue color cast.

let it
Snow

Stress, depression and the holidays: Tips for coping

Holidays can bring up many emotions for people, including stress, grief, anxiety and depression. Sometimes, shortening days can impact people who have Seasonal Affective Disorder, or depression, and the holiday season can create pressure to attend social events when doing so presents them with anxiety or discomfort. For those struggling financially, the seasonal celebrations can evoke feelings of shame or stress when one cannot celebrate the way others around them are due to budgetary concerns. Being mindful of this as we enter the holiday season is important to understand and support those in our lives who may not be feeling very positive this time of year.

Here are some tips that can help provide coping strategies for anyone in need:

- Acknowledge feelings** – It is OK to not feel OK. No one should feel pressured to put on a false front about how they're doing. Honestly acknowledging our feelings is a necessary step in managing our emotional health.
- Reach out** – No one is an island; we all need each other. Seek out community, religious
- or other social events. This could include virtual gatherings that can offer support. There are many online mental health service professionals that can support you during this time; see online resources like [BetterHelp](#).
- Take care of yourself** – Recognize that family members may not live up to our expectations and it is OK if you are not safe or ready to engage in discussions with them. To unwind from gatherings, consider reading a book, meditation, or listening to music. You need to take care of yourself before you can really take care of those around you.
- Create a budget** – Creating and sticking to a budget can be helpful to make the holidays more affordable and less stressful. Knowing that you're not overspending means you have one less thing to worry about over holidays.
- Say No** – it is OK to miss workplace holiday gatherings, invitations from friends, or family get-togethers if you do not feel included in a respectful way or if you need to take better care of yourself. Prioritize the gatherings that are most important to you, and feel free to say 'No' to the others.



PROTECTION FROM POTENTIAL SCAMS

We are seeing a few incident reports regarding potential fraudulent criminal activity targeting people in our communities recently. Unfortunately, due to the holiday season, there is increased fraudulent activities and schemes. Many people face a risk of having their identities and finances stolen if they don't take appropriate security measures.

Please keep in mind:

- Not to open any emails coming from unfamiliar SHIP staff
 - SHIP does not discuss finances nor personal information via email
 - SHIP typically identifies financial/personal information issues first by letter and through their direct support/housing staff
- Not to discuss their personal finances with people they don't know or who are not authorized to do so

- To call SHIP or their direct support staff to confirm if the correspondence is legitimate

It is important to protect ourselves and our personal information as part of our due diligence in maintaining healthy privacy for our important information.

If you feel you're being targeted by potential scammers, please let your SHIP worker know so they can provide assistance if necessary.



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Client Testimonial: Ellen's Story

My depression and anxiety were overwhelming in the Summer of 2021. Many sleepless nights spent living in a motel caused distress on my mental and physical health, but I was focused on finding housing to help me gain my independence back. As I was looking for a place to live and nothing was coming up, something suitable for me seemed to be light-years away.

Finally, there was a light at the end of the tunnel. I found a home. There was a sense of calmness. The journey of being homeless to being housed is now a sense of relief, and I am so grateful to have met SHIP staff and that the journey of being homeless is finally over.

Continued visits have created a sense of belonging in my community, which was something I was missing. This is important to me because it gives me a sense of purpose in my life. The road by myself was slow but SHIP sped up the process and it was smooth sailing to the point of being housed.



Reintegrating back in to the community is something that I have been looking for for a long time and I am grateful that SHIP came in to my life. Homelessness causes upset, but the upset I felt diminished when SHIP came into my life. **Independence in one's life is important and achieving this goal helped me gain a sense of serenity back in my life.**



**FINALLY, THERE WAS
A LIGHT AT THE END
OF THE TUNNEL.
I FOUND A HOME.**

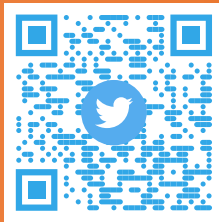


Follow us on social media!

Check SHIP out on social media – it's as simple as scanning or clicking on the QR codes below!

Accessing a QR Code

- Open your smartphone camera
- Position the camera over the QR code until you see the yellow box around the QR code
- You will then see the "Website or Code" appear at the top of the phone as a notification
- Tap the notification to open the site



Not signed up yet to receive our Newsletters?

If you're interested in receiving our future SHIPShares newsletters by email, visit the SHIP website at shipshey.ca/Newsletter where anyone can sign up to be added to the confidential email distribution list. Individuals on our distribution list will receive fast and accurate information in a more timely manner, and will help us limit our paper usage.

Note that you can request to stop receiving emails at any time.

Tell us how you like SHIPShares Winter Edition!

Send your feedback to communications@shipshey.ca.

We'll do our best to respond and share your feedback with others as appropriate.

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CLIENT DECLARATION OF VALUES

A statement of values created through community consultation.

INDEPENDENCE

As an individual, I value my ability to have choices, create decisions, take action and make contributions around my support.

FAMILY

I value support and care from my family, friends and community.

CALM & QUIETUDE

I value being in an environment that is respectful and tolerant of others.

HAPPINESS

I value my pursuit of happiness as long as it does not infringe upon other's happiness, peace and freedom.

FREEDOM

I value my rights as they pertain to the Canadian Charter of Rights and Freedoms and to ensure that my privacy and confidentiality are respected.

SEXUALITY & GENDER

I value the right to make choices around my gender, sexual orientation and gender identity.

FAITH

I value access and the ability to practice the religion of my choice.

OPENNESS

I value the ability to be open without the fear of persecution or consequences while being respectful of other's feelings.

HARMONY

I value harmony and balance in all aspects of my life.

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