



SHIP SHARES

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Summer
2023



SHIP

Services and Housing
In the Province

A scenic mountain landscape. In the foreground, a dense forest of evergreen trees covers a hillside. Beyond the forest, a valley opens up, showing a winding road and a small lake. In the background, majestic mountains rise, some with patches of snow or ice, under a sky filled with large, white clouds. The overall tone is serene and natural.

LAND ACKNOWLEDGEMENT

We acknowledge the land on which Services and Housing In the Province operates. We are grateful to have the opportunity to work on this land, and by doing so, give our respect to its first inhabitants.

MESSAGE FROM THE CEO LESLEY NAGODA

Over the past year, we have worked to advance the aspirations laid out in our [Building Blocks for a Better Tomorrow, 2022-2026 Strategic Plan](#). This is a plan that reflects the collective ambition and will of SHIP to extend and grow our positive impact on the community. Each year we develop an Annual Strategic Business Plan through the support of three sub-committees made up of teams across the organization who are focused on our three aims: Adapt, Build and Create. These one-year plans operationalize strategic goals in order to monitor and report on progress. We are happy to share our work the past year and highlight where our attention will be in the coming year.

• **ADAPT:** We continued to focus on structures that are modern, effective and evidence informed to support our work. We were able to successfully roll out a new organizational structure, review, evaluate and update our high value contracts, develop and implement a Social Media Communication strategy anchored in SHIPs mandate and build out a more modern IT solution and infrastructure.

• **BUILD:** We focused on reviewing the quality and inclusivity of our housing, services and partnerships. Success stories included completing Building Condition Assessments, strengthened landlord relationships and engagement strategies. We focused on our services to ensure those we work alongside have the best experience possible, such as ensuring safe and supported transitions in care.

• **CREATE:** We paid attention to enriching our culture and supporting staff in order to bring together our diverse organization. Some highlights included the development and achievement on our 2022-2023 Equity, Diversity and Inclusion Action Plan, the creation of engaged Employee Resource Groups and building new partnerships with 2SLGBTQ+, BIPOC and abilities organizations.

We see first-hand how working together helps support positive outcomes for our clients and our community. As we enter our second year of our 2022-2026 Strategic Plan we remain committed to our journey ahead.



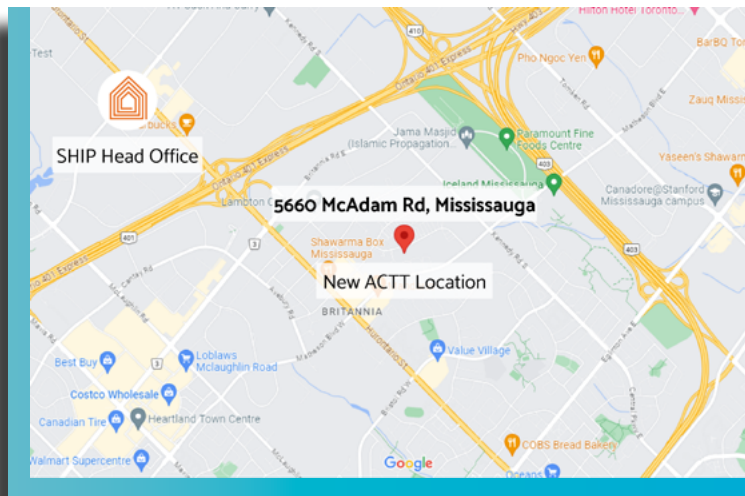
Lesley Nagoda
Chief Executive Officer

New ACTT Office

We are moving our ACT Offices! Our lease is up at our current space and we are moving to a new home that will better meet client's needs.

As of July 4, all ACTT services will be offered from the following address:
5660 McAdam Road, unit 100, Mississauga, ON

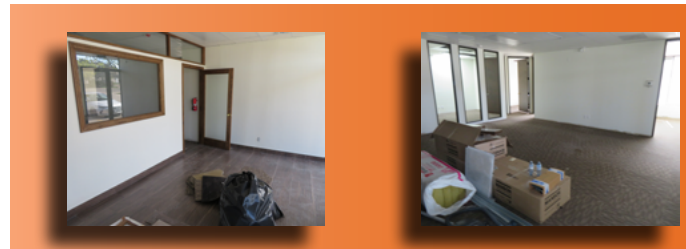
The SHIP Assertive Community Treatment Teams (ACTT) support individuals in the comfort of their own homes or a chosen place in the community, delivered by a group of multidisciplinary mental health practitioners who work as a team and provide the majority of the treatment, rehabilitation, and support services to achieve their goals directly in the client's environment of choice.



Serving communities in North Peel and North Mississauga, these multidisciplinary teams address ongoing complex needs with individuals who experience severe, persistent mental illness. We also assist individuals experiencing circumstances impacting their wellness such as homelessness, substance use issues, or involvement with the judicial system.



Click on the flyer for more information



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EQUITY, DIVERSITY, AND INCLUSION AT SHIP

SHIP's commitment to Equity, Diversity, Inclusion, and Anti-Racism remains strong. This quarter saw the launch of our IDEA (Inclusion, Diversity, Equity and Anti-Racism) Framework and renewed 2023/2024 EDI Action Plan. The action plan builds on the progress the organization has made and provides goals and objectives in three focus areas: Our People, Our Culture and Our Systems.

Throughout the last quarter some of the activity underway includes trainings and workshops from Ancestral Memory and Across Boundaries providing the us with opportunities to learn about ARAO Anti Racism Anti Oppression and Allyship. We launched our renewed Anti-Racism and Anti-Oppression policy which is an example of the actions that SHIP commits to. In addition SHIPs, Employee Resource Groups (ERGs) are a valuable resource for the organization. ERGs promote allyship across the organization with the idea of inclusive change for all our employees driven by the voice of our community at SHIP.

We will continue to share our action taken as SHIP strives to be an inclusive organization for all of our stakeholders.



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SUPPORTIVE HOUSING

The Supportive Housing Department recently held a series of 'Back to Basics' team sessions; this was an opportunity for the program staff to connect, review and discuss core program principles contained in the newly developed operational manual. As a large department with 70 members, Supportive Housing has a wealth of expertise and the co-design approach to program development has been a success of the past year. The department looks forward to continued opportunity to come together to build our common practices and learn from each other.



SHIP staff member Kathryn Gibb presenting at the MAP Centre for Urban Health Solutions, Solutions for Healthy Cities Symposium on the topic of Housing First Fidelity

An exciting new development for Supportive Housing is our participation in an International Housing First Fidelity Exchange, with COPE Galway, Ireland. Pathways Housing First, led by Sam Tsemberis, has been recognized as best practice leaders in the field of Housing First programming.

Through their research, Pathways has developed a Fidelity assessment process which can be used by Housing First programs for quality improvement. As a pilot approach to peer review between programs, designed by Housing First researchers Geoff Nelson and Tim Aubry, SHIP has opportunity to learn from another Housing First program, as well as inform the fidelity exchange methodology. A group of 6 Supportive Housing members have met with Irish program members, clients, and researchers. SHIP looks forward to our Housing First fidelity review this summer.

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PROGRAM UPDATES

ACTT

The ACTT program is gearing up for our move at the beginning of July! We will be getting ready to host an open house to welcome staff, clients and stakeholders to help us in celebrating our new ACTT space. In the last couple of months, we have facilitated some really exciting groups including; pet therapy, laser tag, going to the movies, gardening, etc. We are also looking forward to the summer when we will be hosting a Caribana event!

Central Intake & Access (CI & A)

Central Intake & Access is working on some innovative and exciting projects to support our “every door is the right door” philosophy. We are looking at building on how we support clients on the wait list, warm transfer referrals from Peel Regional Police to SHIP as well as providing presentations to community organizations on our services. We have been asked to attend several events in the community as well as to be speakers at conferences and workshops.

Community Development (CD)

It's been a busy quarter for Community Development! We have had three corporate volunteers - Amazon Bolton, United Way Day of Caring - Telus, Colgate-Palmolive and Ribbon Communications come out to various SHIP locations to help out and work on the sites. We also had 6 community events that range from Volunteer Appreciation to working with The Home Depot Orange Door Project Campaign to the reopening of our beloved Social Coffee Bean. We also were participants in the Raising the Pride Flag event with Peel Regional Police. Finally, CD ran 6 donor engagement events that included COBS 'Doughnation' Event, Starbucks Foundation Neighbourhood Grant and Dentsply Sirona.



SHIP staff and Home Depot staff promoting the Orange Door campaign in June

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PROGRAM UPDATES

Mental Health and Wellness

EPI - Peel: Has prepared fun filled outings and activities for their clients that focuses on healthy lifestyle, physical fitness and meeting new friends. Clients are having fun learning new soccer skills in local soccer fields in Mississauga and Brampton!

SHIP Sessional meetings are a hit! Many great topics have been covered and clinical guidance provided in well attended meetings. Some topics covered to date include acceptance and commitment therapy, working with individuals with borderline personality disorder, and unconscious bias to name a few.

SHIP's Inter-Professional Collaborative teams continue to exemplify people who want to provide high quality service to clients and want to provide SHIPmates with cutting edge information about their profession and how to tap into their expertise to help SHIP clients. Collaborative team meetings are scheduled regularly to discuss ways to educate SHIP staff and clients on trending issues, developing presentations, and more!

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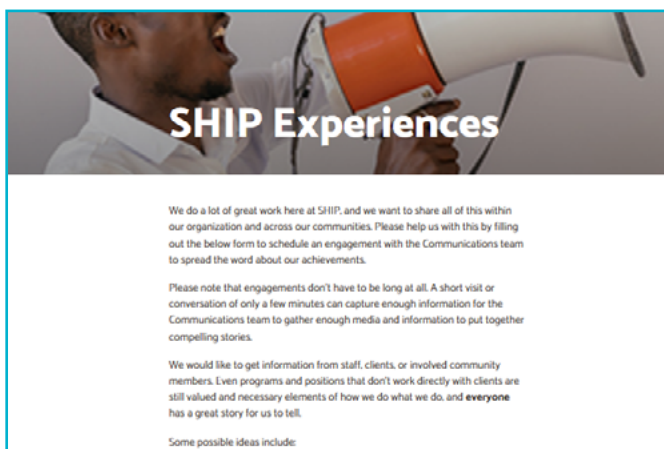
EXPERIENCE WITH SHIP

An elderly client, Amy, was recently having problems in her unit involving her bathroom and safety concerns regarding access to her unit. SHIP staff attended to the matter, including offering the client another unit if she wasn't happy with the solutions provided. Amy expressed relief, and her daughter responded with the following email:

"I would like to take this opportunity and thank you again for understanding, compassion, empathy, your willingness and your continued support. I have informed my mom of our conversations and assured her that her issues are being looked after by great dedicated people who also want her to feel safe and comfortable in her home.

Thank you for giving my mom hope and your continued efforts in rectifying the situation. I am positive that we all want what is best for her. There are no words to express my deepest gratitude for all you have done; thank you!"

We love to hear stories from the people we work with. Do you have any stories you'd like to share with us? Go to shipshey.ca/experiences to share your story!



Click on the image to open up the form



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hello
Summer

Summer Care

You may have heard that everyone should drink eight glasses of water a day. Although that advice is reasonable, it does not consider everyone's individual needs, like their health, activity level, environment and other factors.

Up to 60% of our bodies are made of water. We lose water constantly through our skin, urine, waste and sweat – even when we breathe.

If you don't drink enough water, you can become dehydrated, which can lead to impaired kidney function, unbalanced electrolytes and other complications.

Tips for staying hydrated

- Drink a glass of water first thing in the morning. This gets your metabolism running and gives you an energy boost. Avoid drinking water right before bed if you struggle with nocturnal urination or heartburn.
- Invest in a fun or fancy water bottle. A good water bottle can serve as a visual reminder to drink more water throughout the day. Certain bottles have marked measurements for tracking intake or have words of encouragement printed on the side as water levels go down.
- Use alarms or notifications to your advantage. Set alarms or notifications

on your smart devices as reminders throughout the day. For a mental boost, set your Alexa or Google device to remind you along with verbal, positive encouragements.

- Focus on your body's signals. Be mindful of whether your body is thirsty or hungry. Sometimes we overeat because we mistake thirst for hunger.
- Drink a glass of water before each meal. It will help you stay hydrated, help your body digest food better and help you feel full faster.

5 Ways to Stay Cool This Summer!



Get a Cold Water Bottle

Stick a hot water bottle in the freezer for an ice pack that won't get your sheets soggy.



Cool Your Pulses

Apply an ice pack to your pulse points to cool down faster.



Take a Shower

A cold shower can help bring your core body temperature down and rinse off sweat.



Hang a Sheet

Cool down your living space by hanging a wet sheet in front of an open window.



Get Cold Feet

Your feet and ankles have a lot of pulse points. Dunk your feet in cold water for instant relief.

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30th Anniversary

SHIP commemorated 30 years of providing safe, affordable and supportive community based housing and services last week with a gathering of staff, clients, and community members.



SHIP CEO Lesley Nagoda said at the event, “It’s heartwarming to see our community, past and present, come together to recognize everything we’ve accomplished.” Nagoda was pleased to have the opportunity to reminisce with so many long-standing clients and staff, both existing and alumni.

You can see the [full press release covering the event here](#). We’ll also have more content coming soon to celebrate this milestone, so stay tuned for more 30th Anniversary celebration material in the next issue of SHIPshares!



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GARDEN PROGRAM

Canada is a country of ever-changing weather. Some people curse the winter, others thrive in the heat of the summer, and many enjoy the colours of our autumn. The season of summer is a time of flourishing and vivid blooms. The aroma of lilacs and lilies of the valley hang in the evening air. Our migrating birds make their way back to their summer nesting grounds and they chirp their mating songs.

We anticipate the first crop of sour rhubarb. Summer is a season that invigorates the senses. Take some time out of your busy day to step outside and engage your five senses. When you bring awareness to your natural environment to your mindfulness practice you get a double shot of relaxation and a reduction in your stress hormones.

To learn more about Therapeutic Horticulture, contact [Sue Morling](#), Wellness Coordinator, Peace Ranch, and visit the Canadian Horticulture Therapy Association at www.chta.ca.

To honour National Indigenous History

Month, on June 15th we were happy to have Sue Morling, Wellness Coordinator, and Cara Lyall, Green Spaces CMHC Peace Ranch facilitating an activity regarding companion planting. The Indigenous peoples of North American are amazing farmers. They recognized that planting corn, beans and squash together supported each other and produced better crops. Either a plant or human, when living things have support they thrive!

To learn more about the Indigenous People's understanding of our natural world, we can recommend reading [Braiding Sweetgrass by Robin Wall Kimmerer](#).



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CLIENT AND FAMILY PROGRAM ADVISORY

SHIP's Client & Family Program Advisory

- Represents the interests of clients and their families
- Develops and maintain good communication with the organization
- Has opportunities for input into planning mental health and housing services
- Obtains client, tenant and family input to the services, programs, activities, events and housing provided by SHIP
- Reviews and make recommendations on the organization's Plans

Most recently, the committee has met with a number of guest speakers who have presented various documents, programs, and plans for the committee's review.

Client Picnic Event

Our annual client picnic event in Peel Region is set to take place on August 18th! Click on the below flyer for more information.



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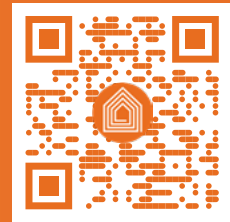
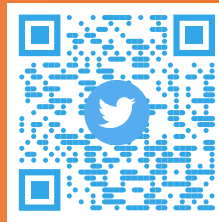


Follow us on social media!

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 Summer 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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