



# 2023 Impact Report





**SHIP is a nonprofit, accredited housing and health service provider.** For more than 30 years, we have been delivering services to the Region of Peel, County of Dufferin, West Toronto, and the Region of Waterloo, 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 which are part of the Treaty Lands and Territory of the Mississaugas of the Credit. In particular we acknowledge the territory of the Anishinabek, Huron-Wendat, Haudenosaunee, Neutral and Ojibway / Chippewa 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. We acknowledge that Dufferin County resides within the traditional territory and ancestral lands of the Tionontati and Attawandaron. We also recognize that Waterloo Region is situated on the treaty territory belonging to Six Nations of the Grand River. This territory is within the lands protected by the Dish with One Spoon wampum. SHIP operates on lands covered by Treaties 4, 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.



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# 30 Years of hope

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## To our community,

This year we celebrated SHIP's 30th year of service, and as we did, it had us reflect on our history, take stock of where we are today, and look forward to our future.

SHIP's journey has been transformational, from a handful of units in 1983 to a trusted service and housing partner today. As we have reflected on our history, we recognize with pride, SHIP's demonstrated commitment to housing as a human right and our continued determination to provide essential community support. Over the past three decades, we have been fortunate to have staff and Board Members with an unwavering vision for SHIP's role in our communities. Our clients have taught us so much about trust, hope and resiliency and our community partners and funders have recognized us through their confidence in our expertise. We characterize our past as one of hope and inspiration for a better tomorrow.

We acknowledge 2022/2023 as a year in which our communities faced challenges like never before. Among these was a new reality where soaring prices, unprecedented housing affordability and supply issues and a surge in mental health and substance use concerns replaced pandemic related stresses. During this time, SHIP responded and remained as committed as ever by partnering to create more permanent housing and shelter opportunities. We

expanded and deepened the quality of our services and we worked to become a more inclusive and supportive employer. We are incredibly proud of SHIP as we continue transforming our housing, services and workplace to advance our goals during these difficult times. The many accomplishments in this report were made possible by the dedication and expertise of SHIP employees, the strong leadership of our Board of Directors and partnerships with our clients, community, stakeholders, donors and funders.

As we reflect on our past and acknowledge the present, we commit to the future with the same sense of responsibility and hope that has been our motivating force the past 30 years. We reaffirm our duty to respond to the housing, homelessness and service needs as we continue working with our partners, funders and the individuals we support to make a meaningful difference in our communities.



A blue ink signature of Brian E. Scott, written in a cursive style.

**Brian E. Scott**  
Board Chair



A blue ink signature of Lesley Nagoda, written in a cursive style.

**Lesley Nagoda**  
Chief Executive Officer



## Years of Service

Thank you to all of our long standing staff for their continued dedication.

The following individuals achieved retention milestones in 2022/2023:

### 10 Years

Donna Thorney  
Yvette Daley  
Gursangeet Kaur Sabharwal  
Beatriz Marroquin  
Sondra Urqhart  
Andrea Mitchell  
Lina Termini  
Sasha Williams  
Shannan Smyth  
Kate Croke  
Rochele Reid  
Jennifer Arcaro  
Claudine Levien  
Priya Crasto  
Kendall Adlam

### 15 Years

Etty Groves  
Erin McCabe  
Robynne Lewis  
Kenneth Paynter  
Charmaine Williams  
Sukhpreet Dorka

### 20 Years

Neelam Zaman

### 30 Years

Greg Fokakis



# Our Impact By The Numbers



**1102**

**Housing  
Units**



**244**

**Diverted from  
Homelessness**



**511**

**Individuals in  
Shelters**



**3470**

**Individuals in  
Supportive  
Housing**



**432**

**Individuals in  
Crisis Beds**



**447**

**Staff Members**



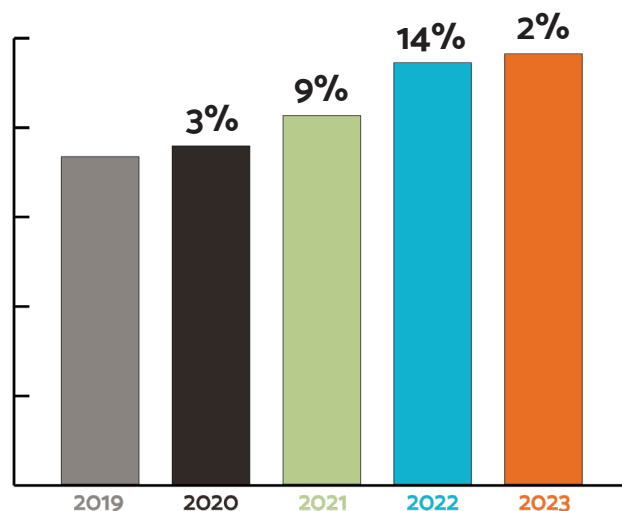
SHIP saw another year of continued growth in 2022/2023.

I am pleased to report that our Auditors, Grant Thornton LLP, provided us with a clean audit opinion on our 2022/2023 Financial Statements.

SHIP continues to grow and diversify through expansion into the Region of Waterloo with the opening of the Frederick Street Men's Emergency Shelter. SHIP's capital building portfolio also grew with the purchase of an additional property in Port Credit. Thank you to our funders for their continued support of our services and to all SHIP staff for their continued hard work and dedication.

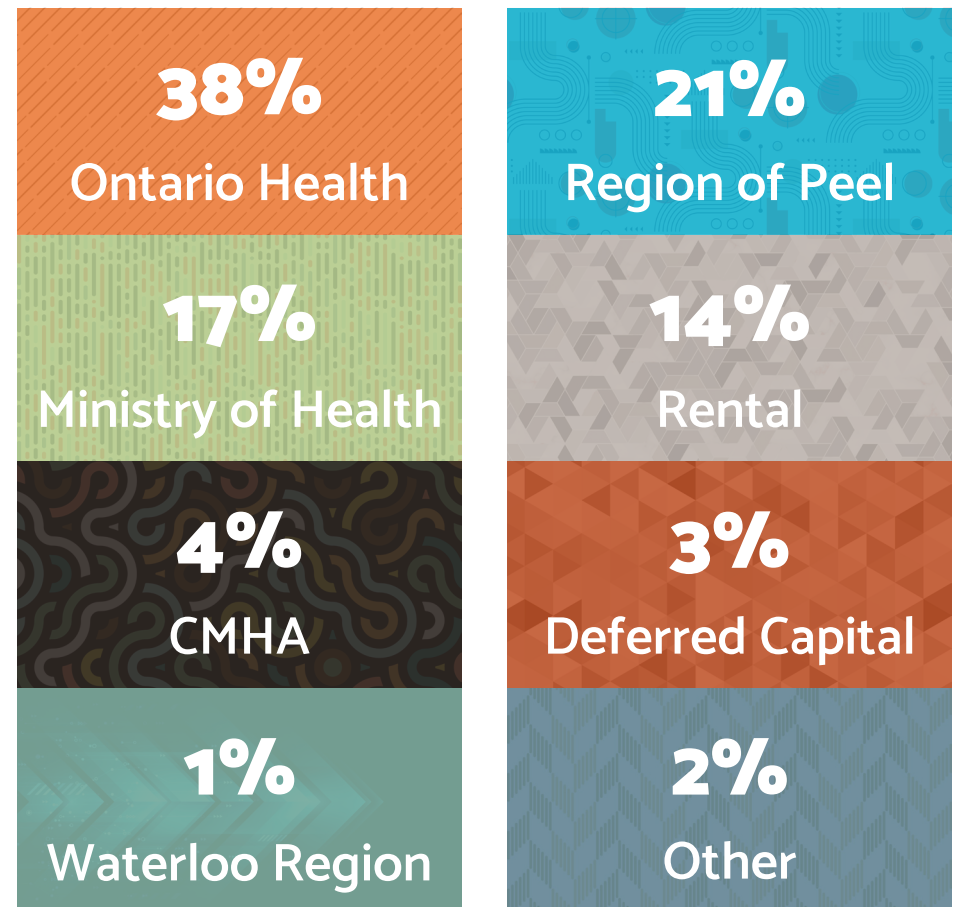
**Tandra Acharjee, MBA, CPA, CGA**

**Board Treasurer**



**Yearly Revenue**

## Revenue Sources



Working with SHIP has been a pleasure. After spending so long on the street, I appreciate this. Now I can centralize and organize. I feel good.



## 343 Lakeshore Purchase

With the current housing crisis, it is more important than ever for us to secure additional housing stock. SHIP was successful in securing new capital funding to purchase a building in Port Credit through the Region of Peel's federally funded Reaching Home Program. This building provides new homes for six individuals through Peel Region's Coordinated Access System for people experiencing chronic homelessness.

In addition to permanent affordable housing, SHIP will provide additional tenancy supports to assist individuals in achieving housing stability and preventing a return to homelessness. In August, SHIP welcomed new tenants who have chosen to move into this building, making it their new home and becoming part of the south Mississauga community.

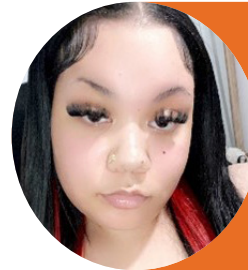




## Malton Youth Housing Initiative (MYHI)

SHIP's emergency and transitional housing services have shown 2SLGBTQ+ youth are overrepresented in the homeless population as a result of identity-based abuse and transphobia, homophobia and other acts of discrimination. The lack of safe housing and supports, and multiple experiences of oppression can lead to negative health outcomes and greater exposure to victimization.

Through a partnership with Habitat for Humanity Peel Dufferin, MYHI was developed to provide housing and services for 2SLGBTQ+ youth in newly built apartments in a number of Habitat homes in the community. The partnership has developed spaces for youth to create meaningful connections, be their authentic selves while living safely, affordably and with acceptance.



My experience in the MYHI community has exceeded my expectations! I love living in a space where I am supported and feel safe.



I am profoundly grateful for the opportunity to call MYHI my home. The comprehensive housing and services offered by SHIP have been the cornerstone of my journey.



In the past year, our Supportive Housing teams and model underwent a transformation to build stronger teams and communities by regionalizing our programs. Supportive Housing teams are organized by geography and purpose to build stronger community networks and offer services to clients closer to home. Our Supportive Housing model offers integrated housing and services to support and maintain recovery.

The coordination of affordable housing and personalized people centred services promote housing stability and increased wellbeing. Services are grounded in best practice, offered close to or in clients' homes and fluctuate based on changing need. Multi-service teams work in partnership with clients to establish recovery-oriented plans to meet their personal goals. Clients and families are provided opportunities to contribute to service and program design.

Our teams are comprised of specialized support in mental health case management, trauma, hoarding, addictions, justice, dual diagnosis, seniors, peer support and nursing. Staff work collaboratively with internal and external resources to offer clients a holistic approach to meet housing and service needs. Strong community resource networks are developed to increase a sense of integration and community recognizing that housing support and landlord engagement are key to maintaining healthy housing.



My housing has changed my whole life. I feel safe, secure, and independent. I am very impressed with my counsellor. When I am overwhelmed, she goes with it and supports me through it all.



**200 +**  
Waitlist clients received  
case management services



**9.4 years**  
Average tenancy length for  
supportive housing clients



**2000 +**  
Group opportunities  
offered to clients



SHIP expanded our service area into Waterloo through funding from the Region of Waterloo to operate a men's shelter. The Frederick Street Men's Shelter opened in November of 2022 and has been at full occupancy (48) since.

Recognizing shelter stays should be short in duration and infrequent, our goal is to support individuals out of homelessness and into housing as quickly as possible.

The current location on the campus of the YWCA Women's Shelter is temporary until a more permanent setting can be found. As a housing focused program, our shelter team works collectively with our intensive housing-focused case managers to achieve success with permanent housing outcomes.

We want to thank our new partners in the Region of Waterloo for welcoming SHIP into the community. We look forward to continuing to develop our relationship in the years to come.

Operating from a housing-first focus, in 2022/2023 (from November to March) the shelter achieved outcomes in the following categories:

**386**

Individuals  
Served

**49**

Into Supportive  
Housing

**11943**

Shelter  
Nights



Where to start... I came here a month after having a baby along with my 3 year old son with zero status in Canada. Trust me, it wasn't easy on me; but with their help I gained 80% of my status. You guys are loved by me and continue with your great work and helping others.







SHIP believes that an organizational culture focused on equity, diversity and inclusion and anti-racism is fundamental to our ability to contribute to better outcomes for clients and families.

In 2022/2023 SHIP made intentional progress on our EDI Action Plan with advancements in all 29 activities outlined in the plan. Carrying with us our learning from this past year, SHIP renewed our commitment to these values through our IDEA framework, prioritizing Inclusion, Diversity, Equity and Anti-Racism across all areas of the organization. SHIP has focused resources on progressing the work of our new EDI Action Plan and implementation of our Anti-Black Racism Action Plan.

Over the past 30 years of service, SHIP has seen the communities that we serve grow and develop. We recognize and value the diversity that makes these communities stronger and therefore commit ourselves to ensuring that we represent the diverse needs of these communities in our services and practices.

Inclusion is one of our core values. An inclusive organization values diversity, promotes equity and dismantles racism. These are the foundations on which we will continue to build SHIP's mission and commitment to meaningful action and allyship.



## Volunteers

2022/2023 saw the return of SHIP's dedicated volunteers, both individual and corporate in support of food security, programs, landscaping, wellness, gardening, painting, building and community events. We recognize the time, passion, commitment and dedication volunteers provide in making a significant difference in our communities and to those we support. Our volunteers provide HOPE, a core SHIP value.



## Community Committees

SHIP believes in a person-centered approach with program co-design and the concept of **nothing about me without me** at the forefront. That is why SHIP's many community driven committees are active in making recommendations as it pertains to service, policy and programming. Accomplishments this past year include:

- Policy & Documentation Review
- "Reviewed By" Stamp
- Focus groups and guest speakers
- Review of SHIP's Intake and Assessment process
- Review of our work with Equity, Diversity and Inclusion
- Supportive Housing building design
- "Keep Our Building Clean" campaigns
- Community Events



35  
Volunteers



1500+  
Volunteer Hours



\$59,000+  
Donations



50+  
Donors



15,000+  
Receiving Food  
Security Support

SHIP presents the Inspiration Awards annually to recognize the outstanding contributions and efforts made by individuals, clients, families, and community who have made significant differences in the SHIP Community. Our 2022/2023 Award recipients this year exemplify the meaning behind each of the three awards:

## Client & Family

The Client & Family Award recognizes a client and/or family member who exemplifies the true spirit of inspiration through their choices, determination and actions in the face of challenge.

## Community

The Community Award recognizes an organization or a committee for their positive contribution in enhancing SHIP services through innovation, collaboration and advocacy.

## Individual

The Individual Award recognizes those committed to making our community better. They demonstrate genuine passion and enthusiasm to give back to the SHIP community.

## This year's Inspiration Award recipients are:

### Luke Bilkey

Luke has made significant strides to improve his quality of life and work on the goals he has set for himself. He is engaged in activities and programs in support of his goals which includes volunteering at various events and actively advocating the promotion of inclusivity and acceptance of individual expression and identity.

### The Compass Food Bank

Through a partnership developed with The Compass Food Bank in 2014, SHIP has increased their ability to connect with the most vulnerable individuals in our community while working alongside The Compass who provide the community with access to food security through the lens of hope and with dignity.

### Kumar Family

The Kumar Family has been supporting the Food and Wellness program for over 6 years now delivering, sorting and distributing donations in a respectful manner to the Acorn and PYV communities every week, before, during and post- COVID.



We thank all of our donors and funders for their generous contributions in 2023:



## Financial Donations

Town of Caledon	F Craig Honey	Michael Cornish
Canada Life	Gregory McArthur	Noah Lavallee
DWL Financial	Jeff Good	Peter Federico
Glen Echo Nurseries	Jennifer Johnson	Shaun Bhimsingh
BMO	Karey Katzsch	Tricia Hack
Honda Canada	Khalid Chatha	Jeffrey & Abraham
Azhda Mehrpoor	Khrystal Williams	Lyne Van Riemsdyk
Brian Friar	Lee Joyes	
Christine Hess	Lois Adams	
Dalia Rocca	Mark Parekh	

## In-Kind Donations

Amazon Canada	Neil Brodie	St. John's Kitchen
COBS Bread (Kitchener & Mississauga)	Let's Give Movement	The Mississauga Food Bank
Davis Feeds	Saleem Merchant	The Food Bank of Waterloo Region
Dan Sant Greenhouse	Pranic Healing Ontario	Tiny Home Takeout
Erb and Good Funeral Home	Ray of Hope Soup Kitchen	Swiss Chalet (Mississauga, Kitchener, Orangeville)
Hello Fresh	Rec4Youth	
Ismaili Women's Network	Sacred Hand Canada	
Khalsa Aid	Southwire Canada	

On July 5, SHIP staff, clients, and the wider community came together to commemorate our 30th Anniversary. This celebration gave us the opportunity to connect with many who have made this amazing milestone possible, and to look forward together to our continued commitment in delivering excellent services and dignified housing in the communities in which we work. To everyone who has made this journey possible -- thank you!



*Thank  
you!*



Over the past 30 years, SHIP has expanded our programs, housing and services to respond to the evolving needs of our communities. We have advanced the goals laid out in our **Building Blocks for a Better Tomorrow, 2022-2026 Strategic Plan**, and surpassed our annual targets focused on three aims: **Adapt, Build, and Create**.



## 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

Our outcomes include a modern, regionalized organizational structure (**Adapt**). We have completed Building Condition Assessments and Reserve Fund studies on all of our Capital properties (**Build**) to ensure Housing Excellence, and we have developed new methods like providing access to the TELUS Health App to support staff wellness and growth (**Create**).



## BUILD

**Goal 1** Housing excellence

**Goal 2** Service excellence

**Goal 3** Inclusive communities

**Goal 4** Trusted and valued partner

As we look ahead, we acknowledge that we are in a complex, fraught period. We face a serious housing and financial crisis unprecedented in SHIP's history. The Region of Peel has begun to tackle the daunting task of dissolution, moving from a two-tier government to three independent municipalities: Mississauga, Brampton, and Caledon. We are present in all three, and we are ready to grow and work with this new municipal structure.



## 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

With a solid foundation supporting us and new challenges rising before us, we commit to continuing to create value in our communities while staying true to our origins. The coming year has us focused on our strategy, reimagining how we can adapt to our changing environment, finding innovative approaches and crucial partners to meet the needs of our communities. Our past provides us with perspective and experience as we prepare for a new future.



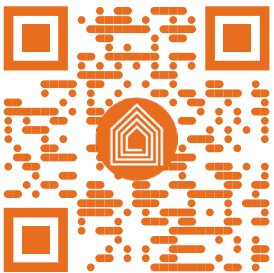
## Contact Information

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

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

**Charity Registration Number:**  
 13626 8166 RR0001

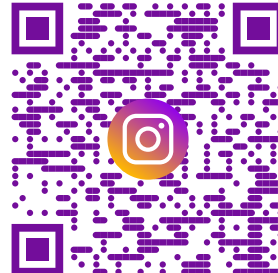
## Connect with us



Website



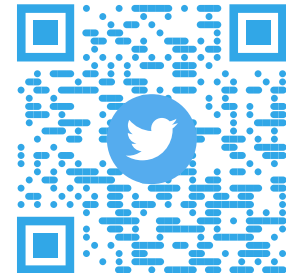
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