



SHIP SHARES

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Spring
2024



SHIP

Services and Housing
In the Province



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

As we reflect on the past quarter, I am filled with gratitude for the strides we continue to make together at SHIP. These past few months have been marked by significant achievements and milestones that highlight our commitment to our mission and the communities we serve. I am thrilled to announce that our dedication to excellence has once again been recognized, as evidenced by our confirmation of **Accredited with Exemplary Standing** from **Accreditation Canada**. This distinction speaks volumes about our pursuit of continuous improvement and our dedication to providing the highest quality of service to those who rely on us.

In February, we had the pleasure of expressing our heartfelt gratitude to the generous donors who support our work during our Donor Appreciation Event. Your contributions are integral to our organization, and we are profoundly grateful for your generous support. Additionally, the renovations at the Peel Family Shelter site were completed, enhancing our ability to meet the evolving needs of unhoused families in our community.

Lastly, I am pleased to announce the re-launch of our new Employee Resource Group, the PROUD ERG, dedicated to supporting 2SLGBTQ+ employees and allies. This initiative, along with

our Black History Month event organized by SHIP's Black Caucus and Allyship ERGs, underscores our commitment to fostering diversity, equity, and inclusion within our organization.

As we move forward into the next quarter, let us carry the momentum of these achievements with us, fueling our determination to continue making a meaningful difference in the lives of those we serve.

With deepest gratitude,



Lesley Nagoda
Chief Executive Officer



Services and Housing In the Province (SHIP)

60 Courtneypark Drive West, Unit 2, Mississauga, Ontario L5W 0B3 Canada
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UNIVERSITY AVENUE PROGRAM IN WATERLOO

We're excited to introduce our newest program SHIP is operating in Waterloo, Ontario!

Beginning on April 1, 2024, SHIP operates an 80 bed Transitional Housing Program located on University Avenue. This program, in partnership with the Region of Waterloo, will have an on-site multi-disciplinary team providing quality health and quality housing supports for up to 80 singles for up to a 3-year period.

The 365, 24/7 multi-disciplinary team is led by Aaron Deanes and features an onsite leadership team, administration support, nursing, addictions, mental health, hoarding and housing specialists.

This new and exciting expansion in the region of Kitchener/Waterloo falls under Lina Termini's portfolio (Congregate & Emergency Housing).

For more information, please reach out to [Lina Termini](#).



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CLINICAL SESSIONALS

We've been holding a number of Sessionals featuring clinicians on topics of interest and development for our staff and our community partners!



Dr. Prethima Manohar: *Cognitive Behavioural Therapy for Persons Experiencing Psychosis*

This sessional focused on introducing Cognitive Behavioral Therapy (CBT) as an effective approach for individuals grappling with psychosis, emphasizing its practical applications and tailored techniques. Attendees gained insights into how CBT can empower individuals to manage symptoms, and cultivate coping strategies within the context of psychosis.



Dr. Leslie Wong: *Exploring the Intersection: A Comprehensive Review of Legislation & Policies Influencing the Rights of Individuals Living with Mental Health Challenges*

This sessional provided a review of legislation and policies shaping the rights of individuals living with mental health challenges, offering attendees an understanding of the intricate intersection between legal frameworks and mental health advocacy. Examining relevant laws and policies, participants gained valuable insights into how to navigate and advocate within these systems to promote the rights and well-being of individuals with mental health conditions.



Dr. Leslie Wong: *Transference and Countertransference*

This sessional delved into the complex dynamics of transference and countertransference, shedding light on the intricacies of these phenomena within therapeutic relationships. Attendees gained a nuanced understanding of how unconscious feelings and perceptions can influence both clients and therapists, and learned practical strategies for recognizing and navigating these dynamics ethically and effectively in clinical practice.

If you missed any of these sessionals, don't worry -- we'll be holding more soon! If you work with a community agency that could benefit from these sessionals, send Communications@shipshey.ca an email if you'd like to receive a notice for when the next sessionals are being held.

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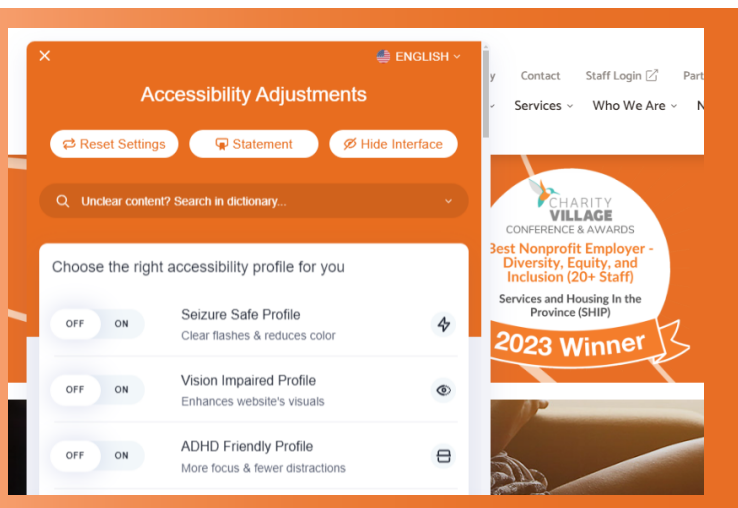
WEBSITE REDESIGN

We're thrilled to share some exciting updates about our upcoming website renovation! At SHIP, we're committed to enhancing accessibility and user experience for everyone in our community. Our redesigned website will feature a more intuitive structure, making it easier to navigate and consistent in showcasing our housing and services.

One of the highlights of our renovation is the focus on accessibility. We've incorporated features such as dynamic font scaling, colour changes, and ADHD-friendly adaptations to ensure that our website is inclusive for all. Additionally, we're proud to introduce live translation services, allowing visitors to access our content in multiple languages with ease.

But that's not all! Our homepage will showcase new content and visual design, providing a fresh look and improved functionality. We've also updated our application process for new clients, streamlining the process to better serve our community.

We're incredibly excited about these changes and can't wait to unveil the new and improved SHIP website. Stay tuned for updates and be sure to visit us soon to experience the difference firsthand!

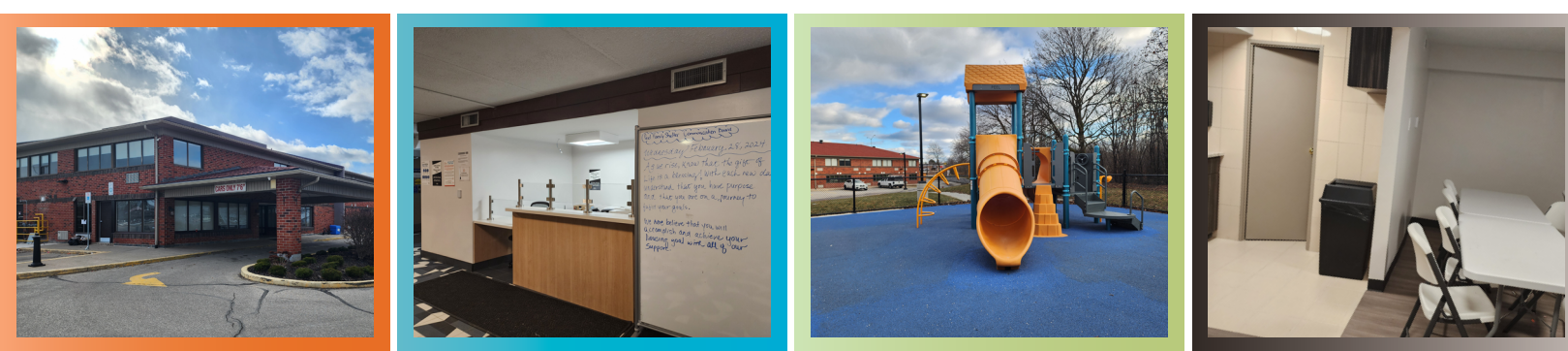


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PEEL FAMILY SHELTER & OVERFLOW PROGRAM

We are happy to announce that the Peel Family Shelter (PFS) is now operating out of our newly-renovated home location located on Surveyor Road as of February 16th, 2024. The building has new amenities such as common eating areas, laundry rooms, wheelchair-accessible accommodations, and a playground outside to serve our clients better. We want to thank the PFS team for helping to make the transition so efficient!



During renovations, PFS was operating out of 2935 Argentia Road in Mississauga. Now, the Overflow Program is situated at that site, and is managed by SHIP. We are supporting asylum seekers, refugees, and homeless individuals. The program is 24/7 and has a total of 120 rooms for clients.

We look forward to continuing to serve the Peel community. Thank you!



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A scenic view of a road lined with cherry blossom trees in full bloom. The trees are covered in light pink and white flowers, creating a canopy over the road. The road is paved and curves to the right. In the foreground, there is a grassy area and a small stream or ditch. The sky is overcast. A semi-transparent white box with rounded corners is overlaid in the center of the image, containing the text "hello spring!".

hello
spring!

SPRING SAFETY TIPS

As the season changes and we welcome spring, it's important to stay mindful of safety practices. Here are some tips to ensure a safe and enjoyable springtime:

Outdoor Safety: With warmer weather, many of us are eager to spend more time outdoors. Remember to wear sunscreen, stay hydrated, and be mindful of allergies.

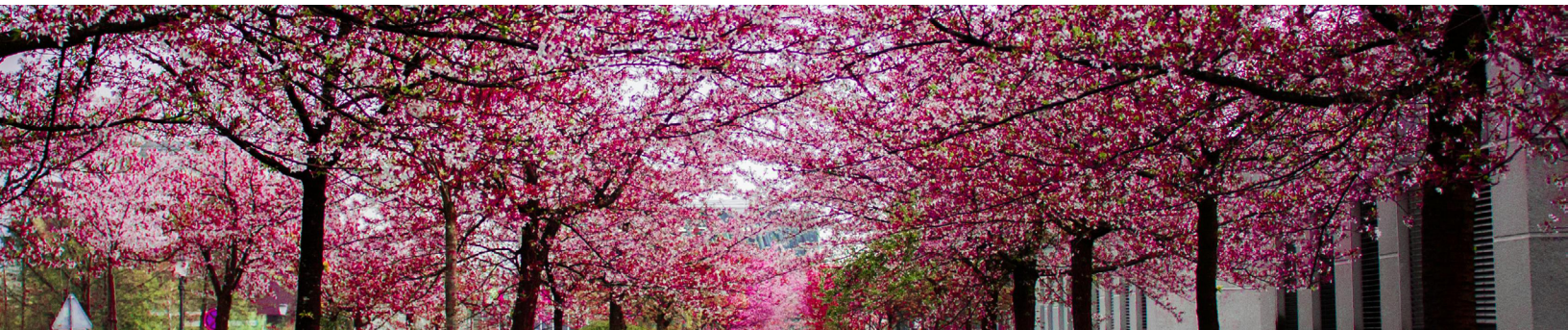
Home Safety: Spring cleaning is a great time to check and maintain safety features in your home. Test smoke alarms, replace batteries, and ensure carbon monoxide detectors are working properly.

Gardening Safety: If you're getting your hands dirty in the garden, wear gloves to protect against cuts and infections. Be cautious when using sharp tools and chemicals, and store them securely out of reach of children.

Road Safety: With more people out and about, be extra vigilant while driving or walking. Watch for pedestrians and cyclists, and be mindful of road conditions, especially during spring showers.

Pet Safety: Keep pets safe by ensuring they are up to date on vaccinations and flea/tick prevention. Be cautious of toxic plants and pesticides in the yard.

By following these spring safety tips, we can all enjoy the season to the fullest while keeping ourselves and our loved ones safe.



EXPERIENCE WITH SHIP

Recently a SHIP client named Almorone reached out to us to share her experience!

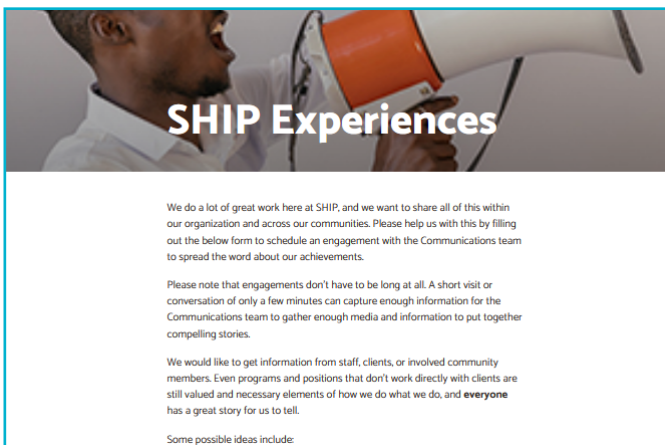
Almorone started working with SHIP about 4 years ago. At the time, she was in a very bad housing situation, with constant issues with her unit and many visits from safety inspectors confirming how inadequate and poor her housing conditions were. She was desperate to receive new housing, and way happy when she was approved to receive housing from SHIP.

As she entered the waitlist for housing, she felt SHIP treated her with respect and helped her consistently during the housing search process. She would talk to her SHIP worker every day for check-ins, and Almorone confirms she “had support through the whole thing.”

In November 2022, she received her new unit. She likes everything: her unit is quiet, she doesn't have any issues with her neighbours, and she continues to receive support from her SHIP worker. She's so happy with how everything has went that she specifically reached out to tell us her story -- and we always appreciate hearing stories from our clients and our community!

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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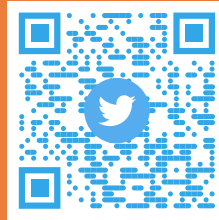


Follow us on social media!

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



Want us to email a client our next Newsletter?

For clients interested in receiving the SHIPShares newsletter by email and aren't already on our distribution list, have them visit the SHIP website at shipshey.ca/Newsletter where anyone can sign up to be added to the confidential email distribution list. Clients 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 clients 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.

SEXUALITY/GENDER

I value the right to be my true and authentic self when it comes to my gender and sexuality/ asexuality.

FAITH

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

Services and Housing In the Province

60 Courtneypark Dr. W., Unit
2, Mississauga, ON L5W 0B3

Phone 905-795-8742 x4040

Toll-Free 1-855-795-8742

Fax 905-795-1129

www.shipshey.ca



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