

# SHIP

*Leading with Excellence*



**Impact Report 2023-2024**



**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.





## Table of Contents

Message from the Board & CEO	4
Staff Recognition	6
Our Impact	8
236 First Street	10
University Avenue	11
Supportive Housing	12
Equity, Diversity, & Inclusion	13
Community Engagement	14
Inspiration Awards	16
Donors, & Partners	18
Our Funders	19

# LEADING WITH EXCELLENCE

## To our community,

As we look back on the past year, we are filled with immense gratitude and pride for the strides we have made together at SHIP. Our shared journey has been driven by a commitment to excellence, strongly aligned with our mission to provide safe, high-quality housing and comprehensive services to address homelessness, mental health and addiction.

Our guiding theme this year, Leading with Excellence, inspires us to uphold the highest standards in everything we do. This principle has not only fostered a culture of continuous improvement but has also led us to merge innovation and compassion to create meaningful change for those we serve. It has also reinforced our commitment to being an employer that values a dedicated and engaged workforce.

In a time of unprecedented challenges – including a housing affordability crisis, a surge in emergency shelter needs, and soaring demands for mental health and addiction supports – Leading with Excellence has been more important than ever. We are excited to share several key milestones that highlight our dedication:

### Service Excellence

For the second consecutive cycle, SHIP was awarded Accreditation with Exemplary Standing by Accreditation Canada, achieving 98.6% of the criteria. This recognition underscores our commitment to exceptional healthcare quality and safety, and our ongoing efforts to support the best health outcomes for our communities.

### Housing Excellence

Our revenue has grown by 19%, allowing us to expand our services and increase our capacity. This includes the opening of two new supportive housing projects which will provide safe and stable housing for an additional 100 individuals.

Brian E. Scott	Board Chair
Lori Ker	Vice Chair
Tandra Acharjee	Treasurer
Keith Ward	Director
Krista Collinson	Director
Jennifer Graham	Director
Alysha Racktoo	Director
Justyn Mahanger	Director
Sandy Kang-Gill	Director
Shafqat Suri	Director
Arun Navaratnasingam	Director





“

*Our guiding theme this year, Leading with Excellence, has inspired us to uphold the highest standards in everything we do.*

”

### Employer Excellence:

SHIP was honoured with Charity Village’s Non-Profit Employer of the Year – Diversity, Equity, and Inclusion (20+ employees) award. This accolade affirms our efforts to foster a more inclusive workplace and service environment.

### Partnership Excellence

We have strengthened our collaborations with local health services, government, and community organizations. Through these partnerships, we have expanded our support to include food security, wellness, hygiene and much more, enhancing the overall well-being of our communities.

These achievements are a testament to the unwavering support of our dedicated staff, Board of Directors, clients and families, volunteers, funders, landlords, donors, and partners. Your steadfast support and belief in our mission empower us to make a significant impact in the lives we touch. On their behalf, we extend our heartfelt thanks for your continued support.

As we look ahead, we are excited about the new year and our ambitious 2024/2025 Annual Business Plan built on our three strategic pillars: Adapt, Build and Create. Our goals include leveraging innovative technology for greater efficiency, identifying key areas for growth to better serve our communities, forging new partnerships, and advancing our internal EDI, LeaderSHIP and MentorSHIP programs all while maintaining our focus on a unified One Team culture. Most importantly we remain dedicated to providing housing, service and support to everyone who comes through our doors.

We continue to commit ourselves to leading with excellence and supporting our vision of quality housing, quality services and quality lives.

With gratitude,



**Brian E. Scott**  
Board Chair



**Lesley Nagoda**  
Chief Executive Officer



# STAFF RECOGNITION

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

The following individuals achieved retention milestones in 2023/2024:

## 10 Years

Angela Albanese  
Bayolet Chavez Osorio  
Lauren Stevens

Lisa Davis  
Randy Ballard  
Rita Boateng

## 15 Years

Ashvinder Tinna  
Jessica Franciosi  
Joyce Oleru  
Kari Simpson  
Lurdes Ferreira  
Muhammad Amjad  
Sean Scholes

## 20 Years

Kenton Elwood  
Neelam Zaman

## 35 Years

Debbie Brown







PEACE RANCH



# OUR IMPACT



1219

Housing Units



741

Diverted from Homelessness



825

Individuals in Shelters



60+

Landlord Partnerships



11

Capital Buildings



482

Individuals in Crisis Beds



519

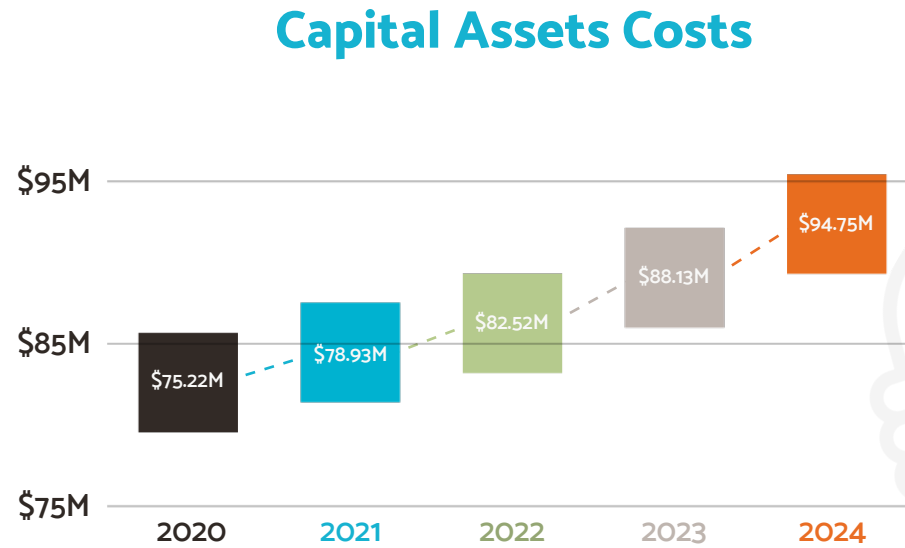
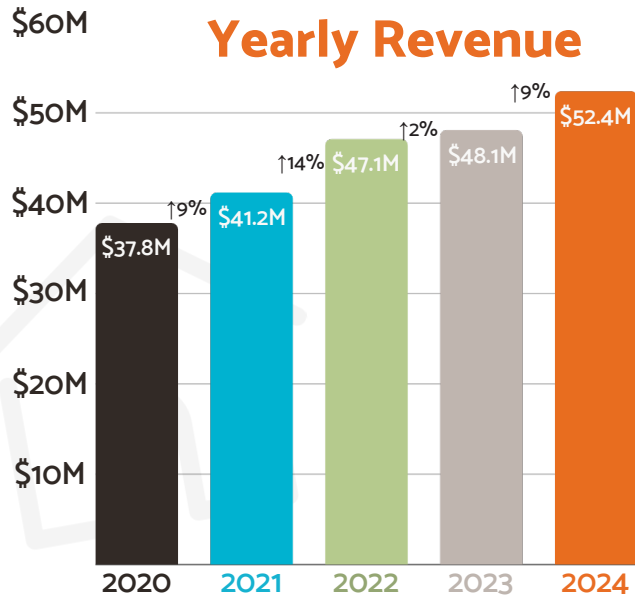
Total Staff Members



110,000+

Client Interactions

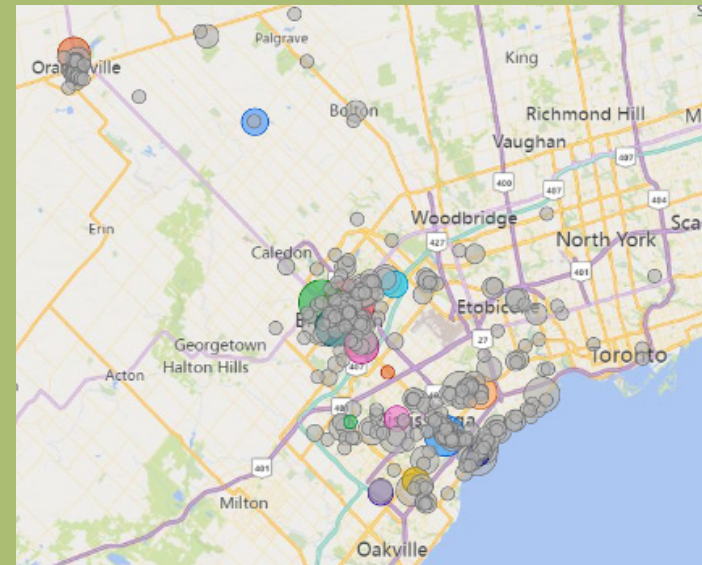




**2,400+**  
Client Group  
Activities

**10 years**  
Average Supportive  
Housing Tenancy

## Our Housing Locations



# 236 FIRST STREET

*I'm beginning to feel at home with a sense of Community, I'm able to start concentrating on my recovery journey.*

**- Tenant at 236**

SHIP's latest housing initiative, the establishment of new supportive housing at 236 First St. in Orangeville, represents an essential step in addressing homelessness and supporting vulnerable individuals throughout Dufferin County. By offering permanent independent housing and on-site supports and services for 27 individuals and families, the project aims to empower tenants with stability and autonomy, fostering a stronger, more inclusive community. The building prioritizes safety and focuses on recovery, enhancing tenants' overall well-being while equipping them with essential resources for personal growth, recovery and success.

Beyond its immediate impact in Orangeville, this initiative serves as a model of compassion and effectiveness for neighboring regions, demonstrating SHIP's dedication to housing excellence and promoting sustainable social well-being across the area.

This achievement would not have been possible without the support of the Town of Orangeville, Dufferin County, and the Ministry of Health, alongside dedicated community stakeholders demonstrating a collaborative effort and a shared commitment to addressing homelessness and promoting well-being, to Dufferin County's most vulnerable individuals.





# UNIVERSITY AVENUE TRANSITIONAL PROGRAM

11

SHIP, in partnership with the Region of Waterloo, began operating the University Avenue Transitional Program earlier this year. Working together, we co-designed a renovation plan that is transforming University Avenue's physical space, aligning it with SHIP's vision of quality housing and safe spaces for 80 individuals. A key part of the initial work was to develop trust and rapport with residents to minimize disruption during the transition period to a new programming model. Trust was built with an emphasis on resiliency, accountability and fostering relationships with key community partners.

University Avenue has brought more than 30 new staff to our organization who have demonstrated, through their day to day work, a level of excellence and commitment to the community. We remain focused on community engagement and development as we continue to expand our presence in the Region of Waterloo.



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*“From the time SHIP began operating, big changes have happened in positive ways. A few weeks ago, I was in a very dark place and staff showed how much you care about me – you saved my life! All of you are awesome and doing amazing work!”*

**- Resident at University Ave.**

”



**69**

**Clients  
Supported**

# SUPPORTIVE HOUSING

SHIP's Supportive Housing Teams are committed to excellence by leveraging evidence-based practices like the Housing First model to achieve our goal to produce better client health and housing outcomes. This past year the Supportive Housing team took part in an international Housing First Fidelity Review in support of our journey to enhance service and housing excellence. Fidelity reviews serve as a mechanism of adherence to evidence-based practices. Since adopting a Housing First approach many years ago, SHIP has completed ongoing evaluations on our progress to increase fidelity and hold ourselves to a standard of excellence.



Our Supportive Housing Fidelity Team met virtually with a Housing First team in Ireland and over several months, both teams engaged in interviews, documentation reviews and focus groups to review each program across the key domains of Housing and Services that meet client needs using a Recovery Oriented Approach, Separation of Housing and Supports and overall Program Operations.

The review found that SHIP is reaching a high level of Housing First fidelity and the Ireland Team provided helpful recommendations for quality improvements.

SHIP is very committed to increasing the standard of excellence across the community-based supportive housing sector. We have presented on our involvement in this work at national conferences in Canada and the U.S. and are working with the Canadian Alliance to End Homelessness on creating a model for peer reviews and enhancing the fidelity review model.

“

*Now looking back on how I was when you first met me it seems like another person. It's been a rough road and I didn't know if I was going to survive but I did it and it was because of SHIP. I don't know how to thank you guys.*

**- Supportive Housing Client**

”





# EQUITY, DIVERSITY, & INCLUSION

13

Equity, Diversity, Inclusion and Anti-Racism are the foundations of SHIP's mission, vision and values. SHIP's continued commitment to our IDEA framework and continued advancement away from performative to meaningful action have been the driving force behind the progress we have made over the 2023/2024 year. SHIP's updated EDI and Anti-Black Racism action plans provide the path forward to concrete, systemic change through progressive action and continued self-assessment.

SHIP's progress on our EDI journey has been acknowledged this past year with significant awards both nationally and internationally. SHIP is the proud recipient of Charity Village's Non-Profit Employer of the Year - DEI (20+ employees) across Canada for the 2023 year. SHIP was also honoured to receive the award for Innovator of the Year - Operational Effectiveness from InformUSA at the Grand Gathering in Grand Rapids, Michigan this past year. These awards serve as not just recognition for the hard work and steadfast commitment to EDI and Anti-Racism that SHIP champions but also a reminder of the importance of SHIP's leadership in the community as a progressive, innovative and inclusive service provider and employer.



**96%** of the planned initiatives for the 2023/2024 fiscal year completed

**6** Employee Resource Groups actively running



# COMMUNITY ENGAGEMENT

## Community Impact

SHIP appreciates and values the significant impact of individual and corporate volunteers.

Over the past year, more than 43 corporate volunteer groups brought their skills and expertise to our programs, buildings and groups through painting, planting, organization and cleaning.



## Client and Family Program Advisory

SHIP's Client and Family Program Advisory is a group of clients and families dedicated to enhancing what we do. Through a co-created annual workplan, they review documentation, provide input into the development of programs and service through their lived and living experience lens as well as provide insight into compassionate language that holds every person in high regard. They regularly review key documents including Client Declaration of Values, organizational policies, Quality Improvement and Strategic Plans and our Service Agreement.

As part of SHIP's 2023 Accreditation, surveyors shared that SHIP's Client and Family Program Advisory is an 'aspect of the agency worthy of merit. The Advisory's significant involvement in the review of policies, procedures, and service design to ensure that clients remain the focus of SHIP's efforts is an important aspect of continuing the agency's client-focused approach.'







43

Total Volunteers



4,612

Volunteer Hours



16,290

Receiving Food Security Support



# INSPIRATION AWARDS

SHIP's Inspiration Awards are presented annually to recognize and acknowledge the outstanding contributions and efforts made by individuals, families, community and organizations who have made significant differences in the SHIP Community. Our 2023/24 Award recipients this year celebrate the meaning behind each award as well as our SHIP values of Compassion, Hope, Inclusion, Respect and Professionalism.

With so many Award submissions received this year, our selection committee had to make some incredibly hard decisions based on the inspiring work being done by so many.

*This award makes me feel like I have achieved something I couldn't before. I am happy where I live because I am able to find time to study and stay busy. Never give up.*

*Nothing is impossible.*

**- Dalassa Homma**



## Client & Family

### Dalassa Homma

Dalassa has experienced adversity, homelessness and substance use since his diagnosis. Since coming to Oliver House, he has worked to take back his life making strides toward achieving his long term plans and dreams of a career, home and family by completing high school and registering for College with the goal of becoming an electrician. He has incorporated a harm reduction approach and despite many hardships, continues to exemplify persistence, determination and resiliency.





“It’s been a great honor and privilege to volunteer our time and resources with SHIP throughout the past year through painting, landscaping, labor and otherwise.  
- The Home Depot Team



## Community

### The Home Depot

The Home Depot, located at Mavis and Dundas, has been a long time supporter choosing SHIP as their Orange Door Project Campaign partner since 2017 as well as providing countless employee volunteer events. Over the past year, this store has exemplified “giving back to the community” through on site volunteer projects at Henderson, 183/185 Lakeshore and 273 Main Street. Through their compassion and enthusiasm for what SHIP does, they are truly making a difference.

“It is an honour to be the recipient of this year’s inspiration award. SHIP has helped me transform my life, they have supported me, and empowered me to be in the position where I can now help others, thank you!  
- Amna Khan

## Individual

### Amna Khan

A former Peel Youth Village resident, Amna arrived with nothing. Through the support of staff and her own perseverance and determination, she now resides in the community and is working on her career goals and sharing her lived experience with others. She has a willingness and passion to share her story to not only assist others in finding their way but to show the community how they too can contribute to ending youth homelessness. Amna is a true inspiration to those who know her.



# DONORS & PARTNERS

SHIP extends our sincere gratitude to our community donors. Our donors contribute significant community impact to the individuals we support in housing, services and the community. When you support SHIP, you support COMMUNITY. Together, we are making a difference.

## Financial Donations

### \$50000 + Level:

Peel Regional Police

### \$10000 - \$49999 Level:

The Home Depot

### \$1000 - \$9999 Level:

BMO

COBS Bread - 10/Eglinton

Michael Cornish

Toyota Motor Manufacturing

TransAlta

### \$500 - \$999 Level:

Gregory McArthur

Lakshay Foundation

### \$0 - \$499 Level:

Barb O'Handley

Bev Kyro

Craig Honey

Jason Han

Joseph Bomans

Lori Ker

## In-Kind Donations

Amazon

City of Mississauga

COBS Bread – Peel, Kitchener-Waterloo

Davis Feed

Dwight Matson

Erb & Good Funeral Home

Fill A Purse

Food Bank of Waterloo Region

Food Banks Mississauga

Glen Echo Nursery

Hello Fresh

Holiday Helpers

Ismaili Women's Network West

Jack Astor's

Lucia Ferris

Margarete Pagrach

Michele Beaudin

Nicholas Findlay

Shaheer Kharwa

Sharon Allum

Joy Bags

Khalsa Aid

Party Kids

Peel Paramedics

Peel Regional Police

Pranic Healing Centre

Rec4Youth

Sacred Hand Canada

Southwire Canada

Starbucks

Swiss Chalet

The Exchange Bolton Food Bank

The Shoebox Project

Wayne Innis



# OUR FUNDERS





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**Charity Registration Number:**  
13626 8166 RR0001

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Quality **Housing**



Quality **Services**



Quality **Lives**