



SHIP SHARES

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Fall
2024



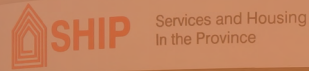
SHIP

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

Dear Team and Stakeholders,

As we welcome the fall season, I want to take a moment to reflect on the incredible work we've accomplished together over the past months.

Our commitment to offering safe spaces, compassionate care, and accessible resources remains stronger than ever. With the growing demand for mental health and addictions support, we've seen firsthand how essential our services are to the communities we serve.

Internally, we've advanced our Clinical Service Plan and Needs Assessment, which aim to refine clinical service delivery and align with community needs. Equity, Diversity, and Inclusion (EDI) have been pivotal to our initiatives. In August, we convened an all-staff EDI Town Hall to assess our progress on the EDI and Anti-Black Racism (ABR) Action Plans. With the rollout of the Inclusion, Diversity, Equity, and Anti-Racism (IDEA) Framework, we aim to ensure our workplace mirrors the diversity of the communities we serve. We also have introduced a new initiative called One Team – How Can I Help? which reimagines collaboration within SHIP. This strategy lifts up our culture and prompts

us all to demonstrate SHIP's values in every interaction, fostering teamwork to support both our clients and each other.

Lastly, on September 17, we hosted our Annual Meeting, celebrating last year's accomplishments and introducing new leadership to our Board of Directors. We are pleased to welcome Lori Ker as our new Board Chair and Keith Ward as Vice Chair. We also offer our sincere gratitude to Brian Scott for his committed service as Board Chair. We would also like to offer our sincere thanks to three outgoing Board Directors, Alysha Racktoo, Krista Collinson and Shafqat Suri.

The road ahead is one of continued transformation. As we approach the colder months, we are prepared to provide even more critical services and to ensure that no one faces the challenges of housing instability or mental health issues alone.

A handwritten signature in blue ink, reading "Lesley Nagoda".

Lesley Nagoda
Chief Executive Officer

IMPACT REPORT

At SHIP, our mission to support individuals with housing, mental health, and addiction challenges has always been driven by a commitment to innovation and compassion. The 2024 SHIP Impact Report, themed *Leading with Excellence*, highlights how our organization continues to lead with purpose, setting new standards in quality housing, services, and community support.

As can be read on our Impact Report, the 2023/2024 year has been marked by significant milestones in our housing initiatives. At 236 First Street in Dufferin, we have provided 27 new supportive housing units, creating safe and stable environments for individuals in need. The opening of University Avenue and the Edith Mac Men's Shelter in Waterloo has expanded our housing supports, ensuring that more people have access to essential services in their communities.

Internally, we have strengthened our commitment to staff well-being through wide-ranging staff led Employee Resource Group (ERG) activities, which continues to work to foster a supportive environment for employees but also extend benefits to the broader community.

Through these achievements, SHIP continues to live its values of compassion, hope, inclusion, respect, and professionalism. The *Leading with Excellence* theme underscores our dedication to setting the bar high, ensuring that every initiative and service we provide drives meaningful, lasting impact.

[Please take a moment to review our 2023/2024 Impact Report.](#)



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CLINICAL SERVICES PLAN & NEEDS ASSESSMENT

SHIP's Clinical Services Team is nearing the completion of an in-depth **Clinical Service Plan**. This plan aims to refine how clinical services are provided across the agency, ensuring that SHIP continues to deliver the highest quality and safest care to clients.

The plan focuses on how we will improve our approach to counseling and support, with the overall vision of providing the most effective care to every client, at all times. The team is dedicated to offering the best supervision and guidance to SHIP staff, enhancing program evaluation, and implementing continuous improvement plans to ensure that the services we offer meet and exceed expectations.

As we finalize this plan by the end of 2024, SHIP remains committed to maintaining its high standards of clinical care, ensuring that our clients receive the Quality Services that SHIP holds as part of its core vision.

Through a grant, SHIP has completed an agency-wide **Needs Assessment** to better understand the needs of our community, be a tool for resource allocation and guide strategic planning for the future. This comprehensive review, supported by an external consultant, gathered insights from leadership, staff, and community partners over several months.

The assessment produced a report with nine critical recommendations to shape SHIP's future, including:

- Expanding SHIP's housing stock to meet growing demand
- Enhancing training for staff, particularly around seniors' care and caregiver support
- Developing a waitlist prioritization matrix to streamline service delivery
- Strengthening partnerships to provide remote care and integrated service paths
- Expanding peer support programs and a housing diversion team to further support clients

The plan is expected to play a pivotal role in shaping how we deliver services and how we collaborate with our partners to create innovative solutions for housing, health, and client care.



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EQUITY, DIVERSITY, & INCLUSION AT SHIP

EDI Town Hall & Action Plan

In August, SHIP held an all-staff **Equity, Diversity, and Inclusion (EDI) Town Hall** to discuss the progress of the **EDI Action Plan** and the **Anti-Black Racism (ABR) Action Plan**.

One of SHIP's core values is Inclusion, and to that end, SHIP has developed an **Inclusion, Diversity, Equity, and Anti-Racism (IDEA) Framework**, which incorporates both the EDI and ABR action plans. SHIP is dedicated to ensuring our workplace reflects the diversity of the people we serve and stands as a model of equity and inclusion. These efforts are foundational to ensuring that SHIP not only remains a supportive environment for all staff but also enhances the quality of care we provide to our diverse client base.

The EDI Action Plan for 2024/2025 is driven by concrete actions across various improvement areas, including diversity in representation, client strategy, reducing disparities, and focusing on Indigenous Truth and Reconciliation. Some key focus areas include:

- Inclusive recruitment processes and development of mentorship programs for underrepresented groups.
- Client engagement workshops to support equity-deserving groups, including BIPOC, 2SLGBTQ+, and Indigenous communities.
- Implementing psychological health and

safety standards and specific trainings to foster accessibility, cultural awareness, and psychological safety within SHIP's programs.

- Addressing disparities through initiatives such as housing access strategies for equity-seeking groups and Indigenous Health Equity programs that aim to improve care for Indigenous populations.

In September, SHIP hosted a Truth and Reconciliation Day training session led by Lorrie Gallant. This event served as an important moment for our staff to reflect on the ongoing injustices faced by Indigenous populations. The training delved into the systemic issues impacting Indigenous communities and reinforced SHIP's commitment to integrating Indigenous perspectives and reconciliation efforts into our services.

These initiatives demonstrate SHIP's commitment to driving meaningful change and ensuring that equity, diversity, and inclusion remain central to everything we do



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LESLIE ST. BBQ

Three years ago, SHIP counsellor Sarah F. and SHIP client Erin B. came up with a simple yet powerful idea—to bring their neighbourhood closer together. They thought of organizing a BBQ to help the neighbours at the Leslie Street building in Brampton get to know one another better. When Erin mentioned this idea to her landlord, Greg, he immediately offered his support, and with food and drinks provided by both SHIP and Greg, the first Leslie Street BBQ was started.

Erin took it upon herself to promote the event, ensuring that all her neighbours felt welcome. She went the extra mile by delivering food to those who were unable or uncomfortable to attend, ensuring that no one felt left out. The response was overwhelmingly positive, with attendees appreciating the sense of community and connection fostered by the event.

Since then, the Leslie Street BBQ has become an annual tradition, bringing neighbours together year after year. This simple act of coming together and kindness has not only strengthened bonds within the community but also serves as a reminder of how small acts can have a lasting impact. SHIP is proud to support initiatives like this, which create a more connected neighbourhood for all.



The team that helped make the Leslie St. BBQ happen

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SSCSP BRAMPTON MOVE

We are pleased to announce that the **Short Stay Crisis Support Program (SSCS)** in **Brampton** is relocating! Our new address is located at **273 Main Street North, Brampton**, where we will continue to offer voluntary, short-term support services to individuals experiencing a mental health crisis, including those involved with the criminal justice system.

We extend our deepest thanks to our former neighbours at 60 West Drive for their support and collaboration over the years. Your partnership has been invaluable, and we look forward to building new relationships in our new community.

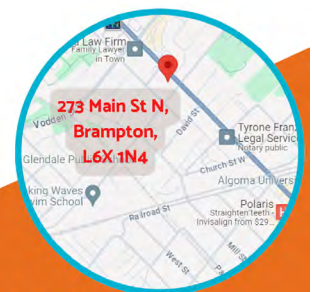
The referral process remains the same, and we continue to welcome individuals who meet the program's criteria.

For any questions or to learn more about our services, please contact us at 905-460-0107 or email sscsintake@shipshey.ca. We look forward to continuing to serve you at our new home!



273 Main St. N front facade being renovated


New
Location!



WE'RE MOVING!

SHIP's Short Stay Crisis Support Program (**Brampton**) is MOVING!

Anticipated operational date: **Fall 2024**

New Location

273 Main St N,
Brampton,
L6X 1N4

Contact Info

905-460-0107
sscsintake@shipshey.ca

Further details to follow soon!

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COMMUNITY EVENTS

Over the summer months, SHIP has had the pleasure of bringing our clients together for a series of fun and meaningful events. From the lively Family Fun Day to the Peel and Dufferin Client Barbecues, these gatherings provided opportunities for connection and celebration across our communities. Our Summerfest and Caribfest events highlighted the diversity and vibrancy of the people we serve, while the Peace Ranch Open House offered a chance for clients, staff, and community members to come together in a beautiful, supportive space.

These events embody SHIP's commitment to creating inclusive environments where everyone feels valued and part of something special. We look forward to more moments of joy and togetherness in the months ahead!



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DONOR ENGAGEMENT

SHIP would like to offer heartfelt gratitude to our donor community. Our work would not at all be possible without the generosity and kindness of individuals and organizations like you!

Edith Mac Supporters:

- The Lakshay Foundation
- Elementary Teachers Federation of Waterloo
- Cameron Heights High School
- Toyota Motor Manufacturing Canada
- Waterloo Region Community Foundation
- Erb & Good Funeral Home
- COBS Bread

Peace Ranch Supporters:

- The Exchange Caledon Food Bank
- The Pranik Healing Centre
- Davis Feeds
- Glen Echo Nurseries
- Dickies Tree Care
- The Town of Caledon
- Toronto & Region Conservation Authority

236 First Street Supporters:

- Fat Bubble Cleaning Inc.
- Elaine Kehoe
- The Town of Orangeville
- The Home Depot Innovation Centre

Peel Youth Village Supporters:

- Ismaili Women's Network West
- COSTCO Wholesale
- Home Depot Brampton
- Home Depot Bolton
- Home Depot Mississauga
- SacredHand Canada
- Rec 4 Youth
- California Innovations/Arctic Zone
- The City of Mississauga
- Region of Peel
- Southwire
- Krispy Kreme
- Khalsa Aid

Food Security & Wellness Program Supporters:

- La Tablee des Chefs
- Food Banks Mississauga
- Winners Merchants International L.P.

SHIP Event Supporters:

- Toppers Pizza Orangeville
- Dolce Family Ristorante
- Boston Pizza
- Tim Hortons
- Clorox Canada
- Canada Life
- ADP Canada
- DWL Financial
- HKC Construction
- Malomar Construction
- Safelink
- Morriston Mechanical
- Green Thermal Solutions
- ServiceMaster Clean North Peel
- WorkInBooth

Our Men's Comfort Kit Campaign Supporters:

- NWS
- COBS Bread
- Dentsply Sirona
- Edward Jones

Our donors make it possible for SHIP to carry out the work we do. To make a donation or learn more about how you can support SHIP and the SHIP community, please contact Sharlene.Hardwar@shipshey.ca.

Alternatively, financial donations can be made securely online at <https://www.canadahelps.org/en/dn/45652>

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ONE TEAM HOW CAN I HELP?

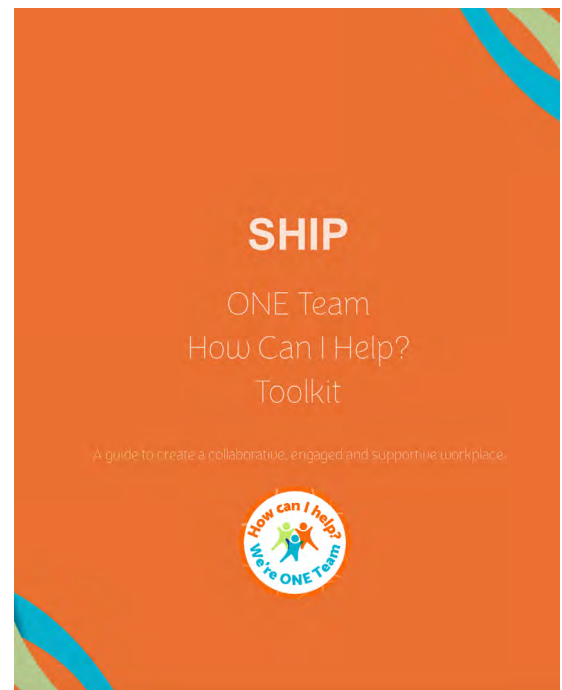
At SHIP's all-staff meeting in the summer, we unveiled a new and exciting support to uplift our culture: **One Team - How Can I Help**. This initiative redefines how SHIP staff collaborate with one another and work with community partners and our clients, setting the tone for a more unified and supportive organizational culture.

How Can I Help is not just a slogan; it represents a clear culture shift, focusing on behaviours, values, and practices that remove silos and strengthen teamwork and communication across all regions and programs. This standardized approach ensures that every interaction, whether with staff, community partners, or clients, is aligned with SHIP's goal of fostering collaboration, inclusion, and excellence.

The rollout of this initiative is integrated into every aspect of SHIP's daily operations. From team meetings to trainings, the focus on How Can I Help is setting a new standard for our organization. Staff have access to a number of resources, including the **One Team - How Can I Help Toolkit** and Microsoft Teams backgrounds available on our SharePoint portal, to help embed this new vision into daily work. Additionally, every new hire receives branded pens and stickers as part of their welcome package, ensuring that they, too, are introduced to the One Team - How Can I Help culture from day one.

We are excited to see this culture shift evolve in the coming months. As we continue to implement and promote One Team - How Can I Help, we look forward to celebrating the successes of our Culture Champions, who lead the way in demonstrating this collaborative spirit. Together, we are building a stronger, more cohesive SHIP -- a SHIP that is truly #OneTeam.

Stay tuned as we continue to expand and celebrate the impact of this initiative!



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A photograph of two women in an apple orchard. The woman on the left wears a straw hat and a blue and white striped shirt, holding a basket of apples. The woman on the right wears a yellow jumpsuit and is reaching up to pick an apple. The background is filled with apple trees and green leaves. A semi-transparent white box with rounded corners is overlaid in the center, containing the text "hello Fall!".

hello
Fall!

AUTUMN SAFETY TIPS

As the crisp air and colourful leaves settle in, autumn brings new challenges to ensure safety at home and outdoors. Here are a few tips to help you stay safe this season:

Watch Out for Slippery Surfaces: Wet leaves can be as slippery as ice. Whether you're walking or driving, be cautious when leaves cover the ground, especially after rainfall. It's essential to keep walkways and driveways clear of leaves to avoid accidents.

Prepare Your Heating Systems: As you begin using your fireplace or heater, make sure everything is in good working condition. Regular maintenance, such as cleaning chimneys and replacing furnace filters, can prevent hazards like fires or carbon monoxide poisoning.

Use Ladders Safely: If you're cleaning gutters or doing outdoor work, always have someone hold the ladder, avoid overreaching, and follow proper ladder safety practices.

Driving Safety: With less daylight and increased wildlife activity, be mindful while driving, especially on rural roads or in school zones. Keep a safe distance from other cars, and watch out for road hazards like wet leaves or deer crossings.

For more detailed autumn safety tips, you can visit trusted sources like the [Canadian Red Cross](#) or the [Farmers' Almanac](#). These resources provide excellent guidance for staying safe throughout the season.

Stay warm and safe as you enjoy all that autumn has to offer!



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.



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.

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.

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 inspires those around her.

EXPERIENCE WITH SHIP

Amna, a former resident of Peel Youth Village, arrived with nothing but hope. With the support of SHIP staff and her own perseverance, she has transformed her life, now living independently and pursuing her career goals. Amna is passionate about sharing her story to help others and to show how community support can make a difference in ending youth homelessness.

Reflecting on her journey, Amna said, “Before becoming a client of SHIP I was alone, lost, and hurt. SHIP’s staff at Peel Youth Village supported me towards healing my mental health and achieving lasting employment. Their initiative helped me build a solid foundation to live and thrive independently, empowering me to help others.”

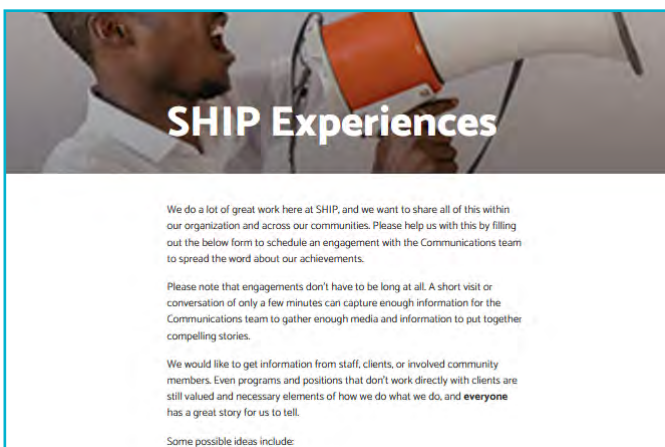
Her commitment to helping others has earned her

this year’s Inspiration Award. As Amna put it, “SHIP has helped me transform my life. They have supported and empowered me, and now I can help others. Thank you!”

Amna’s story is a testament to resilience, determination, and the power of community support. Today, she not only thrives but inspires those around her.

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



Amna

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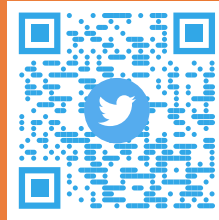
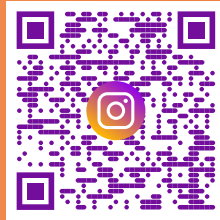


Follow us on social media!

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 Fall 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, biological and chosen, friends and community.

CALM & QUIETUDE

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

HAPPINESS

I value my pursuit of happiness as long as it does not infringe upon others' 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 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.

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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