

# Our Place Love Hope Belonging

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## Our Place Society

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[donors@ourplacesociety.com](mailto:donors@ourplacesociety.com)

At Our Place, we serve our family with love and respect. We work for social justice for Greater Victoria's most vulnerable citizens.



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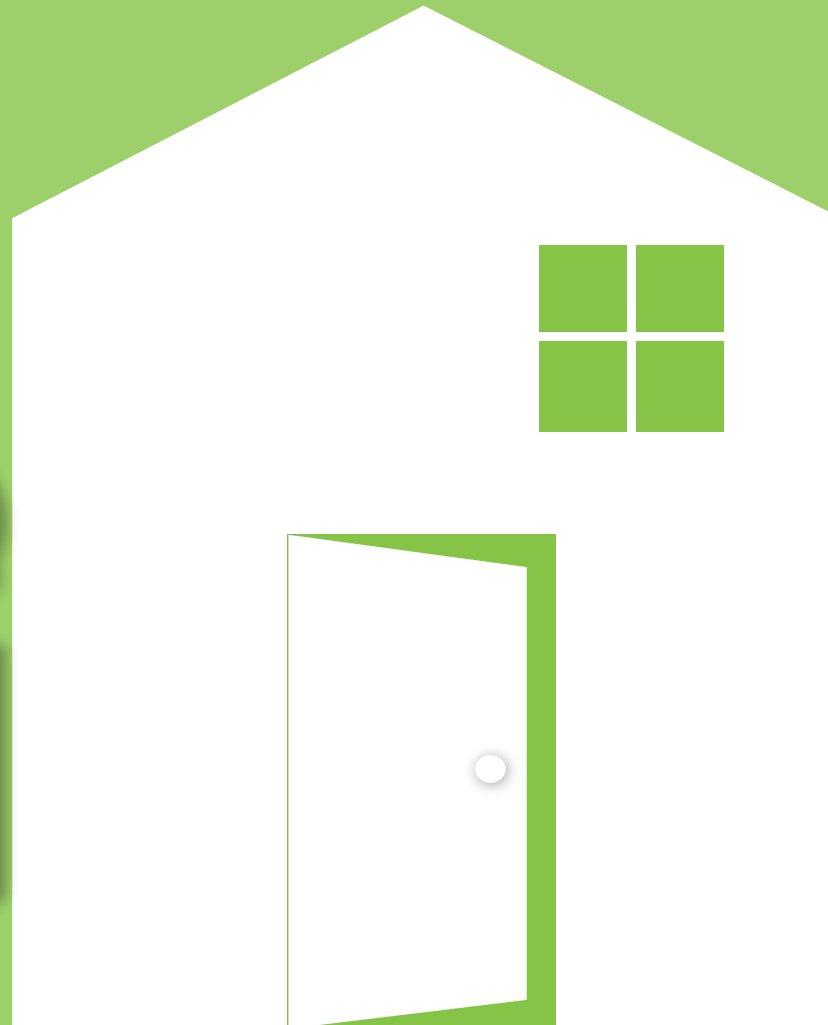


**ourplace**

Hope and Belonging

Registered Canadian Charity  
# 82709 8344 RR0001

Thank you  
to volunteer  
photographer  
Dominic Hall  
for providing his  
time and talents  
taking many of  
the photos in this  
report.





# Message from our Chief Executive Officer and Board Chair

At Our Place, we always search for the silver lining in whatever dark clouds are circling. And while the twin pandemics of COVID-19 and lethal drug poisonings continued to be a challenge in the last year, we also saw the light of a community re-emerging from isolation.

The lifting of COVID restrictions allowed us to open our community centre to more people as a respite from the wet and cold as well as the heat. We moved our Coffee Corner back indoors where people could once again be greeted by smiling volunteers, laughter, and a hot or cold drink. We also re-opened our computer lab, which was instantly a hit, and invited back dozens of program volunteers to offer free haircuts, medical help, pet assistance, and much more.

This re-opening also allowed us to return to what we are best known for, and that is making connections. It is difficult to build trust with someone when your first interaction is a request to wear a mask or to tell them we are at capacity inside when they can clearly see we're only half full. The people we serve have often faced mistreatment in the past and are less likely to simply take our word that we're the 'good guys'. That trust has to be earned.

And while the pandemic meant the province opened more housing, it also challenged us to find new ways to connect with the people left behind. There are a variety of reasons why some people can't maintain housing: some act out in violence that puts other residents and staff at risk; others are simply too unwell — mentally and/or physically — to look after themselves, and need more support than we can possibly offer; and some have a mistrust of anything that authority offers.

So what do we do? We continue to work hard at rebuilding that connection, to help get the supports people need in their daily struggles with addiction and mental health, and we prepare them for stable housing as we make plans to open our first permanent supported housing site in Saanich in the fall of 2022.

Thank you for your ongoing support in our efforts to improve the lives of our community's most vulnerable members.

With much gratitude,

**Julian Daly**  
CEO

**Allan Saunders**  
Board Chair





# Programs & Services

## Growth, Opportunity & Challenges

Despite the challenges of continuing to deal with both the fallout from COVID-19 and a deadly overdose pandemic, the 2021-2022 fiscal year was an inspiring time of finding the silver lining for Our Place Society. Our staff stepped up to the challenges of housing over 500 men and women direct from the streets. Working with energy and compassion, we made sure people were fed, received shelter, hygiene, and medical supports, and have access to more supports than ever before.

## Nourishing Change

Demand for our food services continued to grow as we served three meals per day, 365 days of the year. We averaged over 1,000 meals per day, plus also delivered and served meals to our numerous temporary transitional homes and shelters. The meal program provided a safe place to meet with friends, find community, and connect to services.

## Compassionate Outreach

With hundreds of people moved into transitional housing, Outreach focused on providing people with day to day supports such as food, clothing, showers, counselling, medical assistance, acquiring ID, and more. Our paramedics were kept busy with the dangers of the opioid pandemic, increasing COVID fears, and the lack of detox facilities for people who were ready to break away from addiction.

## Housing and Shelter

While we continue to wait for permanent supported housing to be built, we have been supporting over 500 people in transitional shelter and housing. From temporary mats in gymnasiums to purpose-built tiny homes, our focus has been on stabilizing people, providing health-building nutrition, and providing a safe, secure place to sleep. We look forward to opening our first permanent housing facility in late 2022.

“ I am grateful for First Met night shelter as it provided me with a roof over my head and the structure I needed before I found housing of my own. I came from the streets so it was a great way to transition.

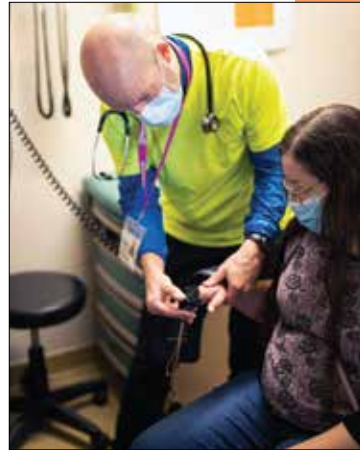
— Mikala



**Our Mission**  
We offer our most vulnerable citizens a place to call their own, where we live, share and grow together.



# Our Vision Nourishment, hope and belonging for all in Greater Victoria.



## Vital Volunteers

The world of volunteering has significantly changed as the worst of the pandemic seems to have passed. Safety strategies are still top of mind as is the need to help and support others who seek services at Our Place. This important balance remains to provide essential services to those most vulnerable, while supporting meaningful volunteer opportunities for community engagement. There was a significant shift in the use of technology this year to support active Volunteer Services. Our Place volunteers embraced the use of their "MyImpact Page" web-based tool used for application, orientation, training, scheduling, attending to their timeclock as well as providing shift feedback. This was a huge advancement in efficiencies and support for operational volunteer services. The more than 300 volunteers contributed over 19,000 hours of service support to Our Place as they started back in operational roles after substantial pandemic restrictions the year prior. The volunteer attraction to still contribute to Our Place remains vibrant and strong as volunteers consistently say how much they feel they make a difference right from their very first shift.

We have tremendous gratitude and appreciation for all our volunteers who contribute so much to our day-to-day operations.

## Linking People to Jobs

Our WorkPlace has once again gone through some massive changes this past year. It was successful in obtaining funding through the Ministry of Social Development and Poverty Reduction to offer and facilitate an enhanced

- 58% of active OWP clients are working
- 29% are actively looking for work
- 50% of participants who completed People in Progress are currently employed

version of its previous programming – People In Progress. The new program runs 12 weeks in length and includes 6 weeks of employability skills workshops, a work experience placement and follow up. We've offered the program to 4 separate cohorts since October 2021 and it's been a success. A donor contribution underwrites a computer basics program as well. Staff has grown to include a facilitator and job developer who have proven to be crucial to the success at Our WorkPlace over the last 12 months.

“To be completely honest, we were terrified coming here,” says a resident of one of the hotels Our Place manages. “But all of you are each integral and critical pieces in providing a complete, strong home. You're making a difference in our lives and we love you!”





## A Year in Review

Through hard work and dedication, we meet a variety of critical needs. Here's a snapshot of this past year's services and supports made possible by our generous volunteers, donors and funders.

**19,177**  
volunteer hours

**38,300**  
hot meals served at New Roads

**4,635**  
paramedic/outreach medical assessments

**309**  
active volunteers

**196**  
overdose reversals

**82**  
detox and treatment referrals

**375**  
unique storage facility visits

**12,377**  
hot showers

**11**  
managed facilities

**203**  
foot care treatments

**375**  
medical room visits

**47**  
rent/hydro supports

**\$244**  
average donor gift

Our Place offers meals, shelter, showers, clothing & more, 365 days a year

**389,600**  
meals served

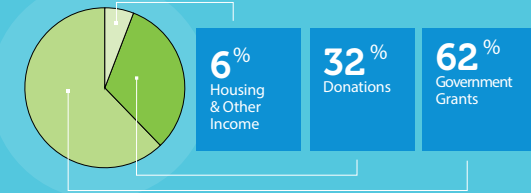
**500+**  
people housed

**26,931**  
charitable donations

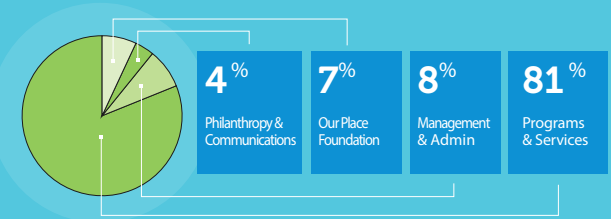
## Financial Supports

Thousands of caring supporters joined us in helping Greater Victoria's most vulnerable citizens. Here is the breakdown of how we carefully used donor & government dollars to support our mission:

Revenue  
\$21,017,892



Expenses  
\$20,766,643



Operating Income

\$ 251,249

Our financial information is based on audited financial statements for the year ended March 31, 2022



Our Place Society received a four-star rating from Charity Intelligence Canada for 2022

## New Roads Therapeutic Recovery Community

Focus for 2021-2022 was intake, occupancy and continuing to build upon the residents' leadership structure and skills. Additionally, New Roads focused on staff training and wellness. This was developed with the belief that the individual resident's success is grounded in the community's health and strength.

Over the past year, New Roads had a record number of graduates: 11 in total, with 10 men moving into secured housing and employment. Critical to their success has been their continued focus on recovery from substance-use disorder.

Three local families provided \$1M to enable the purchase of a Second Phase Recovery Home within the community that is intended for graduates of the New Roads Program. This Jaymac House required very little upgrading and opened its doors in July 2021. We believe this is the next step towards supporting the residents in their recovery journey as it is recognized that many of the men we serve have had addiction and housing issues for many years and will require long-term supports.



We also focused on the overall program content/ curriculum, which has been reviewed and changed this past year by the clinical team. The content of the program has focused upon building skills that will assist the residents when they are in the program as well as when they leave.

New Roads continued to build its relationship with Community Corrections by expanding the on-site probation and bail supervisor to six days per month. This partnership led to the inclusion of a Respectful Relationships program on-site for the residents. It also contributed to the credibility of New Roads programming for residents coming into the program from BC Corrections and Island Health with

outstanding warrants, bail or probation orders, and/or pending court appearances.

A Tsartlip First Nation Elder continues to visit two half-days per week, providing smudging, healing circles, cultural teachings, and support. An Indigenous Elders circle was added on a weekly basis, which is offered to all residents. In the Fall of 2021, a healing ceremony was hosted by an indigenous Elder in recognition of Truth and Reconciliation honouring two residential school survivors in our program.

The content of the program has focused upon building skills that will assist the residents when they are in the program as well as when they leave.

## Pause for Applause for Our Generous Donors and Sponsors

An astounding 26,931 gifts totalling \$6.5M ensured that hot meals were offered three times a day, and a range of support services and facilities to support hundreds of people in our community experiencing homelessness, mental health struggles, addictions or grappling with living on low incomes in one of the most expensive regions in the country.

### Highlights

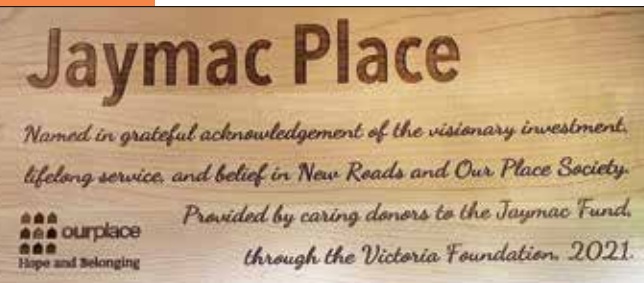


**\$1,343,782**  
from major donors  
for causes near and  
dear to their hearts

**\$513,886**  
in grants



**\$1,086,641**  
through thoughtful  
bequests ranging  
from \$1,000 to  
\$576,654



**\$604,562**  
from 1,300 monthly  
donors

**\$207,070**  
from inserts in the  
OPS newsletter



**\$107,000**  
from the Coldest  
Night of the Year  
walkathon