

# 2019 Annual Report



Supporting people transitioning from crisis since 2008

We have a vision.  
Thank you for  
your support.



We have critics.  
Thank you for  
being a champion  
instead.



THANK YOU FOR GIVING THE GIFT OF  
**ACCEPTANCE**



PEOPLE NEED  
**UNDERSTANDING**  
NOT OBLIVIOUSNESS  
THANK YOU



## Message from Board Chair, Meghan Laing

This time last year I was pleased to advise we had experienced a year of fortification. Focused work secured improvements to our budget, operations and financial standing. Our six buildings were significantly renovated and/or repaired. Substantial support and collaboration from the Department of Community Services, Housing Nova Scotia and the Affordable Housing Association of Nova Scotia brought us to solid ground. We remain grateful and understand there was some deep digging that took place to improve conditions for the folks we serve and our employees working conditions.



With this stability we were able to focus on strategy and culture both inside the organization and on the Board of Directors. The Board looked at the future and what our role would be, to bring Shelter Nova Scotia through to its next phase of evolution. Board work was divided among working committees including Governance, Stake Holder Relations and Finance Audit and Risk. Each Board member worked on a committee, which reported back into the larger board, where priorities were established.

The first area identified as significant was the lack of management infrastructure. To this end an Organizational Consultant was engaged to look at our structure as compared to similar organizations and make recommendations for an efficient structure. The next area of concentration is the impact of HRM's Cogswell Interchange Project as it impacts our largest facility, Metro Turning Point. Meetings with elected officials, colleagues and experts are helping us to plan next steps and present great opportunities. Determining a tangible operational budget with an attainable fundraising goal continues to be an area of deep discussion and we expect that will continue on to places outside the organization as we strategize.

I am grateful to have had strong and committed Board colleagues to work through the difficult questions. With a clear vision I look forward to the year ahead as the organization evolves and focuses on how to be most useful to the community.

### BOARD OF DIRECTORS

#### Board Executive

**Meghan Laing**, Board Chair  
Co-Founder, Halifax Connects  
Realtor, Engel & Völkers

**Jamie O'Neill**, Vice Chair  
Partner, Uprise Consulting

**Melinda Countway**, CA, CPA, Treasurer

**Mike Myette**, Secretary  
Executive Director, 211 Nova Scotia

#### Members At Large

**Margot Cameron**, CA, CPA  
Parallel Consulting Inc.

**Stephen Campbell**  
Partner, BOYNECLARKE Lawyers LLP

**Geoff Franklin**,  
Lawyer, BOYNECLARKE Lawyers LLP

**Kathy Gillis**  
CEO, Property Valuation Services Corporation

**Jeremy Jackson**  
VP, Marketing & Sales Killam Properties Ltd.

**Chelsea King**, CPA  
Senior Accountant, KPMG

**Colin MacLean**, CMA, CPA  
Professor, Dalhousie University's College  
of Continuing Education

**Dean Simmonds**  
Inspector, Halifax Regional Police

**John Wanczycki**  
Chief Operating Officer, Trecan Combustion

Thank you to our dedicated volunteer board members who lead, guide, and support the work of Shelter Nova Scotia.

# Message from Executive Director, Linda Wilson, MSW RSW

*"The lesson was simple  
Don't look away, don't look down  
Don't pretend not to see hurt  
Look people in the eye  
Even when their pain is overwhelming*

*And when you are in pain, find the people who can look you in the eye.  
We need to know we're not alone, especially when we're hurting.  
This lesson is one of the greatest gifts of my life."  
- Dr. Brene Brown*



**A**s the Executive Director of Shelter Nova Scotia I have many responsibilities. As important as financial health, ethical and evidence based services to people and occupational health and safety, is an inspired and effective work force. I want Shelter Nova Scotia to become an Employer of Choice. The folks we serve deserve the most inspired and best professional expertise during their times of crisis and transition.

Work across our organization is different, but we have one organizational culture that we are building together. If we are strong and predictable, folks we serve will be at ease. They will know what to expect, and instead of protecting themselves from us too, they will eventually believe that we are authentic people who have done our own work and therefore can be helpful to their journey. We will then become a Service Provider of Choice too.

Shelter Nova Scotia's organizational culture is becoming more deeply grounded in The 4 Agreements (Don Miguel Ruiz), which are Be Impeccable with your Word, Don't Take Anything Personally, Don't Make Assumptions and Always Do Your Best. We are implementing our employee identified 16 Core Competencies which include Gratitude, and we all know our talent themes and strengths as we are all tested through the Clifton Strengths by Gallup Inventory, upon hiring.

This year I have had the pleasure to work regularly with Shelter Nova Scotia employees who find themselves in management and leadership roles further establishing our culture. I met with over 60 employees gleaning advice on how they feel we are doing as a place to work and they have provided some improvement recommendations.

We have had some significant changes through different collaborations and support. We are pleased to be part of the Department of Community Services initiated Rapid Rehousing Program which has decreased the number of beds at Metro Turning Point, and supported men quickly to permanent housing through a program now offered by Salvation Army. We have an unbelievable new kitchen at Metro Turning Point, which was a game changer, thanks to the J and W Murphy Foundation. Our Volunteer Program is in full swing attracting all kinds of people in so many ways, mostly around food, which is one of our greatest needs.

I am watching our Board of Directors evolve too, and am honored to be part of their process. Thank you for allowing me to continue with you on this journey. As their process unfolds, it is leading the Shelter Nova Scotia Board, to become a Membership of Choice.

There is so much more: community members who secured us 30 brand new reading chairs in 30 days, employees who are digging deep and taking risks that make them uncomfortable but are professionally evolutionary, donors who answer our cries for help and come back again and again. We are implementing best practice approaches, many identified by Melissa Phillips last year in her Masters research, and also in our business practice including budgeting and finance, communications, project management and human resource practice. We are examining how we represent ourselves as colleagues and leaders in the community, and the reflective practice of support and challenge, is becoming a regular peer supervision tool. Employees are studying, formally and informally to remain current in the field and ensure we are the best.

While reflecting on all this, the last line of the last song the Beatles recorded in 1969 has continually come to my mind.

*"And in the end, the love you take, is equal to the love, you make."*



# Message from Board Treasurer, Melinda Countway, CA, CPA

## Treasurer's Report

I am reporting on the Financial Statements for Shelter Nova Scotia (SNS) for the year ending March 31, 2019 that were approved by the Board on June 12, 2019.

SNS financial health continues to improve, thanks to the continued support from the Province of Nova Scotia and private donors. Most notably, SNS received a one-time contribution from the Department of Community Services (DCS) to pay out the long-standing line of credit related to the construction of The ReBuilding (\$766K).

For the second year in a row, SNS ended the year with an excess of revenue over expenses (\$185K) and had a positive change in cash flow of over \$1.2 million. Details of the year's results are noted below:

## Balance

SNS cash balance is \$500K higher than the prior year as we received a portion of our 2019/20 DCS funding at the end of this year (\$418K). This also explains the reason for the increase in deferred revenue. As noted above, the short-term debt outstanding at the end of last year was paid in full. This financial contribution has been set up as a deferred capital contribution and will be amortized over the same period as the ReBuilding.

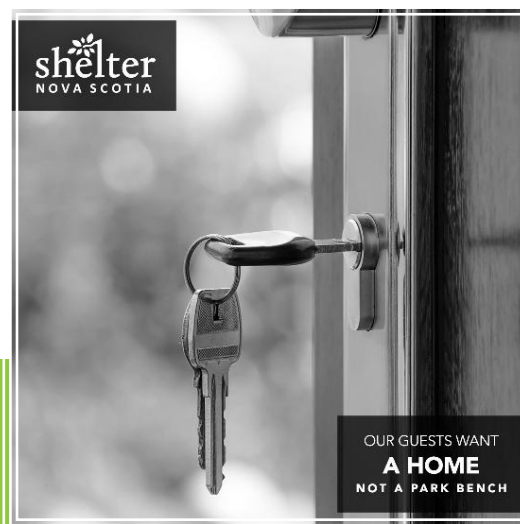
Additions to capital asset include the kitchen renovations to Metro Turning Point (funded from a private donation) and significant upgrades to the heating system at Barry House (funded by Efficiency NS)

## Income Statement

Revenue for the year exceed the prior year by \$610K.

- \$400K in additional funding was received from DCS for the purpose of hiring additional shift supervisors for BH, an operations coordinator, office manager and part time financial assistant at Central office, additional funding for staff benefits and training, as well as additional support
- \$239K in revenue for 'In-kind donations' was recorded. While SNS has always received these donations, this was the first year that the donations were included in the audited financial statements. There is an offsetting expense for the same amount
- Funding from Corrections Canada is down by \$30K, this is due to a decrease in Enhanced Services funding, offsetting expenses are also lower as these services are fully funded
- Fundraising and donations are less than the prior year by \$28K. Prior years' donations included a \$30K donation from a bequeath that was brought income from deferred revenue, this did not repeat in 2018/19. While fundraising and donations were in line with the prior year, SNS did not reach the fundraising goal for 2018/19

Expenses for 2018/19 were \$570K higher than the prior year, the majority of the increase being salaries and wages (\$182K) and the value of in-kind donations (\$239K) as previously discussed. While salary costs continue to rise, they were less than the budget for the current year as SNS continues to struggle with hiring and maintaining the staffing complement. This savings was the reason for SNS ending the year with excess revenue over expenditures.



# Treasurer's Report - Continued

The majority of the other expenses were in line with the prior year with the exception of the following ones that differed from the prior year by more than \$10K:

- Repairs, maintenance, and security costs were \$72K higher than the prior year. While these costs vary year by year depending on facility requirement and significant swings from one year to another are not uncommon, this year's costs were over budget by \$57K. Excess costs included consulting costs for an interim maintenance manager, unplanned costs at MTP (laundry room, boiler and furnace) and unplanned repairs at the Rebuilding.
- Telephone, Fax and internet costs were \$16K higher than last year. SNS implemented a new VoIP system and ran into complications resulting in unforeseen costs required to resolve the problems. In addition, additional services were added to some of SNS accounts for guest accounts and to improve the quality of services (extra bandwidth).
- Training costs doubled from the prior year (increase of \$31K). This increase was planned and budgeted for, as a key goal of the executive director is to ensure SNS staff receive ongoing training, both for their safety and to provide clients with the best service possible.
- Interest and service charges dropped over \$30K to just under \$4K as a result of paying off the line of credit.

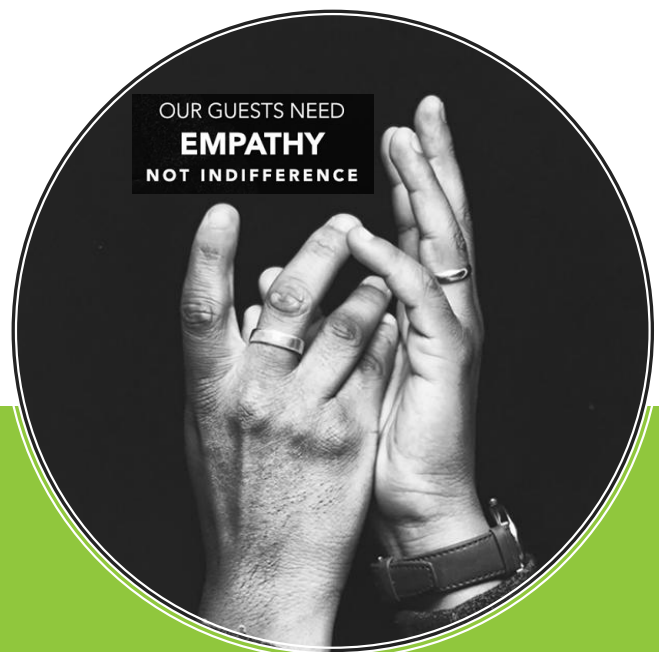
## Cashflow

As mentioned above, SNS cash flow has improved significantly, a change of \$1.2M. This occurred as a result of paying off the line of credit (\$766) and receiving an advance payment for the next fiscal year (\$418). This leave \$84K of the cash flow increase a result of the day to day operations of SNS.

SNS operates under a balanced budget and the past two years of surplus revenue has been the result of salary costs being under budget. SNS expects to be fully staffed in the coming year and does not expect a surplus for the 2019/20 year as we budget expenditures based on known and expected revenues.

Respectfully,

Melinda Countway



# Our Practice

## Community Corrections

We utilize a structured, supportive approach to assist individuals in their transition from prison to community living.

We believe in supporting people in a non-judgemental environment while promoting compassion and dignity.

Through a strong working relationship with parole officers, residents are supported in their individual release plans as they re-engage with the community.

## Homelessness & Housing

We believe housing is a primary need, other issues that may affect an individual can be addressed once housing is secured.

We believe in supporting people in a non-judgemental environment while promoting compassion and dignity.

We believe in a harm reduction model that enables us to serve people experiencing multiple barriers.

## Maslow's Hierarchy of Needs

Maslow's Hierarchy of Needs describes the needs that motivate human behaviour. People who use the services at Shelter Nova Scotia often need help with the most basic: survival.



We believe in measuring success based on each individual's circumstances. We believe in collaborating with experts in the community to ensure people receive the best service.



# The Believers

## Our Financial Supporters

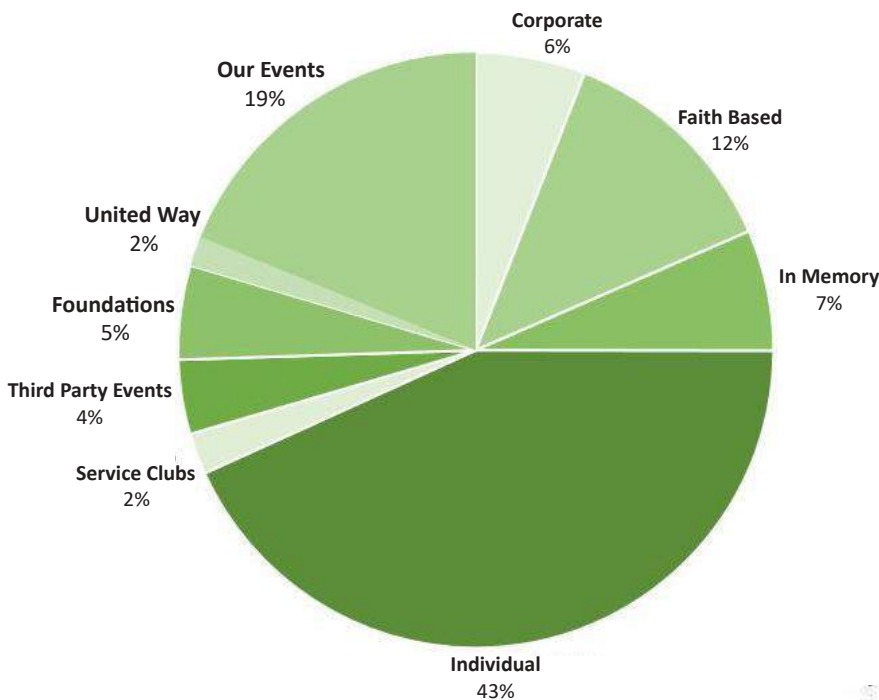
- Building Vibrant Communities - Poverty Reduction - Province of Nova Scotia
- Efficiency Nova Scotia
- Employment and Social Development Canada, Canada Summer Jobs
- Feed Nova Scotia - Capacity grants
- Flemming Charitable Foundation
- J & W Murphy Foundation
- My Home Apparel
- Nova Scotia Health Authority, Community Health Board - Wellness Fund
- Rotary Club of Halifax Northwest— Toonies for Change
- Telus Atlantic Canada Community Board - ID Pogram

## Our Cornerstone Funders

- Affordable Housing Association of NS
- Correctional Service Canada
- Generous community members + organizations
- Housing Nova Scotia
- Nova Scotia Department of Community Services

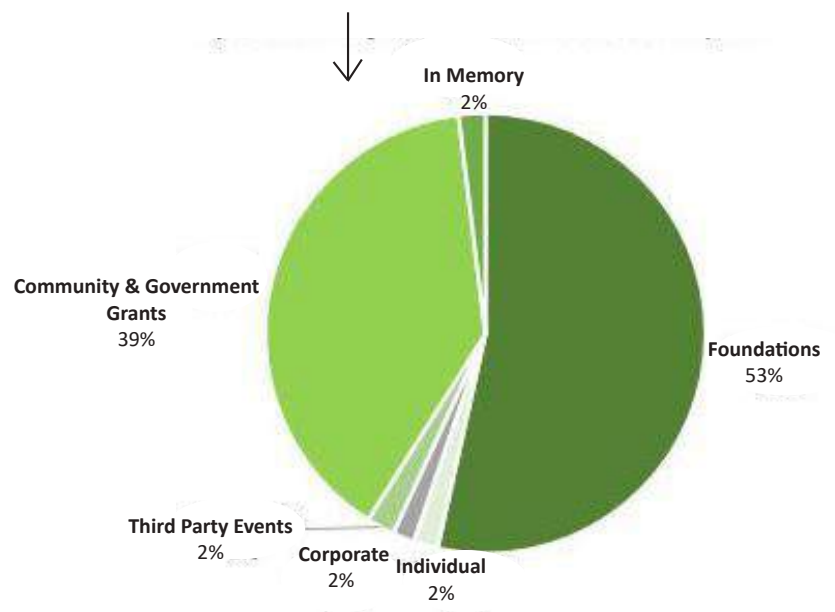
**Generous community members donated goods valued at \$239,487**

## Donations and Fundraising: \$195, 748 Supporting General Operations



## Special Projects \$204, 984

- **30 Chairs in 30 Days** – for Herring Cove Apartments and Rebuilding tenants
- **100 Men Who Give a Damn and Halifax Assistance Fund** – Barry House renovations
- **Nova Scotia Health Authority - Dartmouth Community Health Board** - Eating Healthy program - Rebuilding
- **Efficiency Nova Scotia** – Barry House and MTP efficiency upgrades
- **Feed Nova Scotia** - Capacity Grants for Appliances
- **Inglis St. Elementary** – Bus Ticket Project
- **J & W Murphy Foundation** – MTP Kitchen Expansion
- **Smash Out Hunger Softball Tournament** – MTP Food Program
- **Telus** – Identification Program







As individuals transition to independent housing our Housing Support program assists with maintaining housing and reducing the potential risks for re-entering homelessness. Regular visits provide the opportunity for former guests to address the underlying causes of past trauma, which have often been a contributing factor in their experience of homelessness. In addition to monthly scheduled visits, former emergency shelter guests supported by the program often seek assistance navigating crises; request advocacy for tenant related concerns as well as landlord concerns; assistance with food security; employment, and programming.

Our ability to foster healthy and positive relationships with property owners and managers better positions our housing support team to aid guests in receiving the interventions and resources that they need on their journey to exit homelessness permanently.

With immediate needs met, people are able to move forward in seeking employment, education, volunteer endeavours, or other areas which bring fulfilment and contribute to overall health and wellness.

## Housing Support Worker (HSW) Initiative

This program is funded by Housing Nova Scotia and is part of a wider initiative of community agencies supporting people who are homeless or at risk of homelessness. Housing Support is offered to current and former guests of Barry House and Metro Turning Point. While staying at the emergency shelters individuals work with a Housing Support Worker to find and secure appropriate housing. Some individuals continue to work with the Housing Support Worker post housing, to promote housing stability. Referrals, access to resources and ongoing connection are just a few of the benefits offered.

## Metro Turning Point HSW - Program Outcomes

- Served 156 people
- Of the 156 people, 65 guests transitioned or were rapidly rehoused from unstable/unsafe housing into their own independent living.

## Barry House HSW - Program Outcomes

- Served 67 people
- Of the 67 people, 35 guests transitioned or were rapidly rehoused from unstable/unsafe housing into their own independent living.
- Guided 36 guests through tenancy issues, eviction prevention support, attending apartment viewings, food security, and resume writing.







## Housing First Intensive Case Management Program

This program is funded by Homelessness Partnering Strategy.

With offices at Metro Turning Point the Housing First Intensive Case Manager (ICM) works with people facing more complex barriers to obtaining and sustaining housing. The program is designed for people who have utilized the shelter for long periods of time, and/or cycle in and out of the shelter repeatedly over time. The Housing First ICM provides a concentrated level of support with weekly to monthly home visits for people who participate in the program. They offer support to reduce some of the barriers individuals face, such as access to damage deposits. Acting as a liaison with landlords to promote housing stability and eviction prevention is a critical part of this process.

## Program Outcomes

- Served 19 people
- Of the 19 people served, 9 guests transitioned from unstable/unsafe housing into their own independent living arrangements
- Accompanied clients on 26 apartment viewings
- Ongoing support for 11 housed clients over 82 home visits



## How the program made a difference for Robert and Stanley

Robert had been using the emergency shelter for two years. Financial barriers, addictions and mental health issues were challenges in his daily life. Robert met with an intensive case manager and together they came up with a plan. With advocacy from the program he was able to access a rental subsidy through the Metropolitan Regional Housing Authority and soon had his own one bedroom apartment. His plan included joining the Shelter Nova Scotia Community Trustee program. Here he has learned how to manage his own expenses. He no longer needs this support and for more than a year he has been managing his finances independently. The stability that comes from having a home meant he was also able to find support for his addictions and mental health concerns. During visits with his ICM Robert talked about finding employment and he made it happen. He has rejoined the work force and will soon no longer need Income Assistance. Robert is thriving – support, collaboration and individualized plans make the difference. His perseverance and dedication are inspiring.

Stanley is in his 50s. He had never lived in his own apartment before. Working with a housing support worker he now has an apartment in a senior's building. He no longer needs to live with family or friends or use the support of an emergency shelter. Stanley stays in touch to let us know how things are going and we see the difference having his own apartment has made.

\*names have been changed to protect individuals' privacy

The Community Trustee Program is an eviction prevention support program serving people who need help stabilizing their housing and budgeting their money. This past year, Shelter Nova Scotia Community Trustee program served 284 clients. This is a 38% increase in service delivery from March of 2018 to March of 2019. Even with the increased needs of the community we are pleased to report that nearing 7% of our clients left the program this year. These clients no longer need our program because they were able to find work, no longer need our help budgeting their money and some clients, after budgeting assistance to help through a crisis, are now prepared to manage their funds on their own.

Clients are referred to our program through government agencies or at the client's personal request. We tailor our services on an individual basis depending on the needs of the person.

### **Some of our regular practices/duties of our Community Trustee Program include but not limited to:**

- Advocate on behalf of clients when they face challenges with paying living expenses.
- Help to ensure that the necessary paperwork is completed for caseworkers and other government agencies.
- Work towards helping to stabilize better living conditions and reducing obstacles through these practices that may prevent our clients from securing housing or cause them to lose housing.
- Help them in times of crises and ensure that our door is always open to clients when they need help.
- Be proactive and foster connections with the clients we serve. We provide a community service for vulnerable members of society.
- Refer clients to multiple community organizations to improve their living situations and well-being.

### **People served:**

- 139 men
- 68 women
- 10 couples
- 57 children

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### **Project Identification (ID)**

Most people take having identification (ID) for granted, it's something we get, sometimes as a teenager or before, and don't really think about it again except when we have to renew it. But, can you imagine going through life without it? That is the reality for some of the residents, clients, tenants and guests of Shelter Nova Scotia. For a variety of reasons, they have no identification. They may have lost it or had it stolen from them. They may also, for whatever reason, never have had any to begin with. In addition, they may not be able to afford obtaining identification on their own, as the cost can be prohibitive.

The generous funding provided by the Telus Atlantic Canada Community Board has enabled 79 people (to date) to obtain a variety of pieces of identification, such as provincial photo identification, provincial health cards, and birth certificates.

The benefits of this program reach beyond the identification. Having ID makes people feel like members of society. They no longer need to tell other people that they can't provide identification when it is needed. Clients use the identification in order to obtain bank accounts, secure rental properties when required by landlords, and connect power if they have never had service from Nova Scotia Power in the past.

One person gratefully noted, "What you helped accomplished in one day would have taken me nine months if I had to do it on my own. Thank you."

## In Memory of Robert Stapells



Robert Stapells was a Halifax real estate developer and a friend to Metro Turning Point Emergency Shelter. He was part of the fabric of downtown from the late 1960's until his passing in 2018. He was thankful for his successes and quietly chose to help people with basic dignities such as a comfortable place to sleep or a good sandwich. "Bob" didn't need thanks but would have preferred hearing a good story about where you were from. His personal mission was to help with beds at Metro Turning Point and he never stopped the effort. In his name, those who loved him and appreciated his kindness have pledged to continue to provide comfort at Stapells Lodge, the now named sleeping quarters at Metro Turning Point. Sleep well.



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### A mother's struggle

A mother and her two children were living in an unstable apartment and weren't able to sustain housing with the limited money she had to budget for both rent and power. Each month this mother had to use part of her Child Tax Credit to cover these expenses, which didn't leave money for food and other monthly bills. The apartment was above a convenience store which had been closed for months and wasn't heated. This meant their unit was colder and more money was spent on heating. The landlord was also not doing necessary repairs and maintenance of the building. After long months living this way we are glad to say that with assistance and advocacy we were able to secure a spot for this family via Metropolitan Regional Housing. They now have more affordable and better living conditions.



# METRO TURNING POINT – Emergency Shelter Established in 1973

- Provided a night's rest for 523 people
- Average age of guests: 41
- Average length of stay: 16 days
- 6% of guests identified as Veterans



Metro Turning Point is a harm-reduction, 55-bed emergency shelter for men, transgender, and gender non-conforming people. For those who stay with us, we provide a locker, 2 meals daily, access to a refrigerator, phone and laundry, personal care items, and assistance in securing independent housing. We collaborate with onsite support from Mobile Outreach Street Health (MOSH), Addiction Prevention and Treatment Services (APTS) Outreach Workers, Community Mental Health Nurse (NS Health Authority, Central Zone), the Department of Community Services Income Assistance Workers, Dalhousie Legal Aid & Phoenix Youth Partners, Halifax Regional Police, and North End Community Health Centre.

**Operated by 30 employees working shifts to cover 24 hours a day.**



“ I’ve had decent [days] and I’ve had some really black days. Depends on your state of mind. I’m glad a place like this exists so you don’t have to be alone ” - MTP guest, November 2018

With support from the Department of Community Services, we reduced our bed numbers from 78 to 55. This change is a huge improvement on the overall space. Now that 55 men stay at the emergency shelter our staff-to-guest ratio has improved. It was 1 employee to 27 guests and is now 1 employee to 14 guests and the shelter is much more accessible! With these changes we partnered with Salvation Army and the Department of Community Services, to form a Rapid Rehousing program so that guests who were leaving would not be without a place to stay. This program, created for individuals who are housing-ready and looking to secure permanent housing has successfully housed over 50 individuals.

## Volunteer Gifts



In December, Metro Turning Point was pleased to welcome renowned singer/song-writer Dave Carroll to join us for an evening of music and storytelling. Guests and staff all enjoyed Dave’s music, with many singing along!



# BARRY HOUSE - Emergency Shelter Established in 2001

- Provided a night's rest for 181 people
- 2% of guests identified as Veterans
- 16% of guests were age 24 and under
- 7 children stayed with their parent



Barry House is a 20-bed emergency shelter serving women and their dependent children, transgender and gender non-conforming individuals. For those who stay with us we provide three meals a day, phone and laundry, personal care items, and assistance in securing independent housing.

We collaborate with onsite support from Halifax Regional Police, Mobile Outreach Street Health (MOSH), and the Department of Community Services Income Assistance Worker, as well as liaise with many support programs that serve our guests. Over the past year we've identified the need for well researched, evidence-based practices.

**Operated by 25 employees working shifts to cover 24 hours a day.**

Through a partnership with Efficiency Nova Scotia, we were able to install heat pumps to improve air quality and energy efficiency.

Over the last year, we have continued to benefit from the generous support of volunteers including donated meals, hair cutting services and yoga classes for our guests.



## Inspiration

Last fall Suzy arrived at Barry House sober and substance free for two weeks. She let our team know her main goal was to remain sober. During her stay, she began feeling unwell and her doctors diagnosed Suzy with cancer. She was scared and she felt very alone. While staying at Barry House, she attended a combination of radiation and chemotherapy treatments five days a week - an exhausting treatment plan. In her sobriety Suzy found that many of the people that had been in her life were no longer positive influences. Because of this, employees of Barry House became one of Suzy's primary supports.

Each day brought new challenges for Suzy, however, she continued to push through.

Suzy remains sober and has completed her treatments. She stays in touch and has expressed her gratitude for the support she received during her stay at Barry House. In six months, she overcame more challenges than many do in a lifetime. Suzy's gratitude reminds us of the strength of the human spirit when faced with extreme adversity.

In early spring, she was approved for an apartment and settled into a fully furnished home. Here she was reunited with Moxie, her pet cat.

\*names have been changed to respect privacy

# HERRING COVE APARTMENTS, Housing First — Established in 2015



Herring Cove Apartments (HCA) is a supported living environment for individuals who are experiencing long term alcohol dependence and have a history of homelessness. This facility is currently funded by the Homelessness Partnering Strategy. We provide supported, affordable housing in the form of shared apartments, enabling our tenants to create a sense of community.

Through intensive 24/7 on site support, tenants are provided the opportunity to develop personal goals related to meaningful daily activity, social relationships and networks. Tenants are also provided assistance with medication management, support to ensure rent and bills are paid and crisis intervention.

We offer minimal barrier, high tolerance housing in a harm reduction environment. With a goal of eviction prevention, employees support individuals with long term alcohol dependence for whom traditional recovery methods have not been successful.

- Average age of tenants is 60 years of age
- Since opening we have served 28 men

**Operated by 17 employees working shifts to cover 24 hours a day.**

Up to 12 people live independently in 3 beautiful apartments. Our tenants experience peace, comradery, safety, access to basic needs and their own place for the first time in a long time, in some cases for over 20 years.

We offer one communal meal a day. Several tenants come down frequently for leftovers. This provides them not only with a second meal but also a reason to socialize, giving us a chance to engage them in discussion.



Joan's Table donors provide healthy meals for our tenants and this year financial donations allowed for the purchase of a stand up freezer, a BBQ, the replacement of a fridge and they donated a second stove making it easier to have great meals.

## Joan's Table

Financial donations allow the Cleaning Program to continue - tenants are able to spend an hour or so cleaning the building and receive a \$20 grocery gift card for their contribution.

We noticed a need for a common space for tenants to gather to socialize, play cards or board games, sing karaoke, watch sporting events, and attend information sessions and tenant meetings. We successfully renovated one of the units to create this space.

Thanks to the Community Health Board - Wellness Fund we offer an Eating Healthy is Living Happy program at the Herring Cove Apartments. The tenants gather in our shared kitchen space to learn new cooking skills, socialize and eat a healthy meal together.

## Herring Cove Apartment Advisory Committee

- Jim Graham, Executive Director  
Affordable Housing Association of Nova Scotia
- Claire McNeil, Dalhousie Legal Aid
- Robin McNeil, Deputy Chief of Police  
Halifax Regional Municipality
- Dr. Robert Strang,  
Chief Public Health Officer for Nova Scotia

Three of the original tenants who moved into the facility in September of 2015 are still with us.

We have two tenants who have been living at the building for just over 3 years thus ending 22 years of homelessness for them.



# THE REBUILDING — Established in 2012

The Rebuilding is a supported apartment complex for men leaving shelter life (Metro Turning Point) for individual housing. Employees are available for support on a 24/7 basis, and are on site daily. There are 19 apartments consisting of bachelor and one bedroom units. We provide affordable rent for fully furnished units with a common room and shared laundry as well as internet and telephone access.

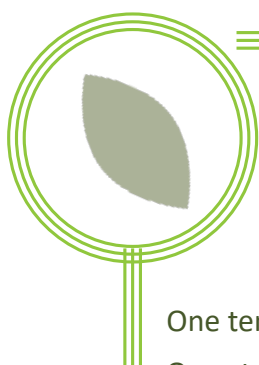


We offer minimal barrier, high tolerance housing in a harm reduction environment, with the goal of eviction prevention. On-site employees work with the tenants to create a sense of community and independence. The tenants have direct support from the employees 7 days a week including holidays. In addition, on-call support is available after hours for emergencies. We support tenant success by providing:

- Assistance with activities of daily living
- A clean, safe, secure building to live in with on-site case management services
- Referrals to community resources including occupational therapy, addiction services, employment, mental health services, crisis intervention, Mobile Outreach Street Health (MOSH)
- Life skills/socialization opportunities

**Operated by 16 employees providing support 24 hours a day**

- The Rebuilding housed 3 new tenants in 2018
- Average age of a tenant at The Rebuilding is 55 years of age
- 5 of the 19 men have lived at The Rebuilding since it opened in 2012



## How permanent housing has made a difference:

Several tenants have been able to receive support with health issues that would have been much more difficult to manage if living independently.

One tenant has been able to connect with addiction services and receive detox treatment.

One tenant has been consistently employed.

Once tenant has returned to school and has been able to keep consistent attendance.

# Community Corrections

We partner with Correctional Service Canada (CSC) to provide housing support while people transition from institutions back to community life while maintaining public safety. We strive to ensure that each resident is provided with access to the services they require, with the goal of successful independent living after their time in a Community Residential Facility (CRF).

## Did you know...

Understanding these terms helps to understand community residential facilities. We operate two CRF's – Nehiley House and Sir Sandford Fleming House.

**Statutory Release-** By law, most offenders must be released by the Correctional Service Canada (CSC ) with supervision after serving 2/3's of their sentence, if parole has not already been granted. People who are on Statutory Release with a residency condition, may be required to reside at a CRF as part of their release into the community,

**Day parole** is a form of release under Canadian law that permits prisoner participation in public activities during the day, and requires they return to their prison or halfway house nightly.

**Full Parole** is a form of conditional release that allows an offender to serve part of a prison sentence in the community. Under full parole, the person does not have to return nightly to an institution, however, they must report regularly to a parole supervisor and in certain cases, to the police.

## NEHILEY HOUSE — Established in 2005

- Total number of residents 22
  - Day Parole Releases- 17
  - Full Parole Releases- 3
  - Statutory Release- 1
  - Long Term Supervision order- 1
- 
- 82% of women obtained employment during their stay
  - Average age 38 years old
  - 82% were successfully released and transitioned back to community
  - Average stay was 121 days
  - 100% of the releases were federally sentenced



Operated by 13 employees working shifts to cover 24 hours a day.

# Community Corrections - Continued

Organization wide we are working toward more home like and dignified living spaces for the people who stay with us. We are moving away from a more traditional corrections setting and were able to accomplish this in part because of the donations from the community and grants from community partners.

## Sir Sandford Fleming

- Much needed kitchen upgrades were possible with funds from Feed Nova Scotia – we have a new dishwasher, a stand up freezer and a refrigerator. We also purchased a new toaster oven and microwave making cooking easier for the residents. Additionally, another 2 fridges and a stove were purchased.
- Our Common Room was refreshed with the purchase of 4 new sofas and a recliner, as well as a big screen TV that was donated over the holidays.
- Holiday gift donations made for a pleasant holiday as we were able to provide more than we typically do - including gift cards, snacks, toiletries, essential winter wear, and by resident choice we had a pizza party for residents and employees.

## Nehiley House

- With support from CSC we operate a garden program. In this program, women were offered a stipend of \$20.00 per week to grow and cultivate food, that was used in the facility for meals. Some examples of food grown included: rosemary, sage, basil, oregano, tomatoes, and strawberries and other flowering plants. This program ran from May- October
- We have a fresh coat of paint on the main level. Two new sofas were purchased for the living room and a new big screen TV was donated as a holiday gift.
- We are fortunate to have wonderful community neighbours, our closest neighbour donates his time to landscaping, mowing our back and front yard and before the holiday season, he puts up Christmas lights for us helping to create a place that feels like home.

## SIR SANDFORD FLEMING HOUSE — Established in 1984

- Total number of residents- 66
- Day Parole Releases- 55
- Full Parole Releases- 3
- Statutory Release- 8
- Long Term Supervision order- 0

- 
- 58% of men obtained employment during their stay
  - Average age 37 years old
  - 78% were successfully released and transitioned back to community
  - Average stay was 81 days
  - 93% releases were federally sentenced and 7% were provincial



Operated by 15 employees working shifts to cover 24 hours a day.



# Our People

Shelter Nova Scotia closed the year with 103 employees. With a combined 431 years of experience we are a caring, compassionate team. Our employees are lifelong learners. Over 80% of our employees have a Bachelor's Degree or higher. The majority of Degrees are held in Sociology, Psychology, Criminology or Social Work. The Diplomas held by our front line team are in Human Services, Social Services, or Corrections.

We encourage people to continue their studies and have employees working on a second degree or a Master's degree while they are employed with us. Ongoing training for our employees, keeping them current with the tools they need, is part of our commitment to our employees. We offer ASIST (applied suicide intervention skills training) and NVCI (non-violent crisis intervention) with in house trainers. In fact 97% of our employees now have ASIST training and 71% are trained in NVCI. First Aid training is mandatory for employees and is provided in partnership with the Compass Group of Pharmacies.

Funding from Service Canada via the Employment and Social Development and the Canada Summer Jobs program provides opportunities for students to gain valuable work experience with us. Through the province's Department of Labour and Advanced Education Youth Initiative we have received funding to provide employment for students enrolled in the Cooperative Education Program.

We provide practical placements for students in Human Services Programs and Social Work Programs. Placements provide students with hands on experiences to complement their in class studies. We know that the placements are solid as students decide to apply and are hired as casual employees and some return post graduation, apply and become full time members of our team.

Recognizing the importance of a healthy and happy workforce we are pleased to offer Lifeworks - an innovative, well-being resource offering support and guidance to our employees. This confidential Employee Assistance Program (EAP) reminds us to take care of ourselves.

Over the past year the leadership team has been working together to become more knowledgeable and skilled in our strength based practice. This focus has helped us to shift our talents into strengths utilizing our common language from the Four Agreements to support and challenge one another. We are shaping the culture at Shelter Nova Scotia, one of gratitude. We are further defining our sixteen core competencies and putting them into intentional practice. We look forward to another year of unified growth.



# A Rare Gift Our Holiday Campaign and Pop Up Market

**Holiday Square**  
POP-UP MARKET

Local Goodies & Gifts  
**DECEMBER 6-21**  
Mon-Fri, 9am-5pm  
Center Court, Scotia Square

HELP SUPPORT  
**shelter**  
NOVA SCOTIA

**FREE PARKING** for the Parade of Lights  
Sat, Nov. 17, 4:30pm-6:30pm, with donation to Shelter Nova Scotia

SCOTIA SQUARE

Collaboration is the gift we received from Scotia Square during the holiday giving season. They gave us the chance to bring our work and our team to the community. Beginning with the Holiday Parade of Lights parking party (parade goers gave donations rather than paying for parking), moving into Giving Tuesday and culminating with a spot at the holiday pop-up market inside Scotia Square together we raised over \$8,000. We met and talked with people about our services and experienced how generous people in our community are.

This kind of partnership is invaluable. Thank you to everyone who stopped by to see us. Your purchase of a rare gift card supported a night of rest for someone staying at our emergency shelter.



## How Housing Support made a difference for Cassandra

"I came to Barry house in the end of the summer 2018. I was in the first trimester of my pregnancy and had nowhere to go. As I started looking for my own apartment the employees let me know I had free access to a housing support person. The housing support person provided lots of options for programs I could apply for and supports

for families. I moved in to a beautiful 2 bedroom apartment in late fall and have been blessed with so much support. Thank you for the care that was shown for me and now my son: doctor appointments with MOSH, a community trustee, baby furniture, diapers, car seat, pads, and baby clothes. The housing support worker went above and beyond to make sure I had a healthy pregnancy with food delivery and also a Doula for my birth.... My mental health has been able to heal because I know I have a great network, people who care about my success. I'm so grateful to be in this program. I am able to live anywhere I want and can be in a safe neighborhood with my son. Thank you for seeing the women I am and not the broken women I looked like in 2018. Thank you for your respect on this journey."

\*names have been changed to respect privacy



# 2nd Annual Golf Classic SHELTER NOVA SCOTIA GOLF CLASSIC



July 2018  
The Links at Brunello



Save the Date  
July 11, 2019  
The Links at  
Brunello

Together we raised **\$18,050** and spent a great day getting to know our supporters. These funds ensure 36 people can be served by our men's emergency shelter, Metro Turning Point.

100 people  
golfed for  
good

As part of our goal to shift the conversation about homelessness and marginalization golfers participated in an activity with Shelter Nova Scotia employees. Each player drew a straw, the person with the short straw was given an opportunity – the golf pro took a shot for them! This reminds us that not everyone is presented with the same opportunities – more opportunities for all mean better outcomes for all. You are helping us to provide the most basic of opportunities for some by joining us at our fundraisers.



## Thanks to Our Sponsors







## In Memory of Mary Ritchie

"It is in the shelter of each other that people live."  
– Irish proverb

Mary Ritchie, nee Lawrence, was a well-loved woman. She went about her life in her own way, improving situations and lives for no other reason than, that's what she did. When she died, Mary's beloved children Colleen, Andrea, Jennifer, Matthew and Jacob asked that memorial donations be made to Metro Turning Point.

Mary was a volunteer with Shelter Nova Scotia, long before there was a volunteer program. She was there to be helpful, sorting donations that had arrived at

Metro Turning Point or Central Office on Cunard Street and getting them where they needed to go, delivering them among our 6 facilities. That was her regular contribution. Not glamorous but it's hard to overstate how meaningful and helpful it was to employees who were trying to get work done. We have no one making those deliveries now. It's difficult.

Mary also cooked in the old kitchen at Metro Turning Point, helping to lighten the load of the employees working shifts in the shelter, and filling 80 hungry bellies. Mary never had the pleasure of cooking in our new modern, beautiful kitchen where everything works. Her time was spent in the small, hot, room among broken appliances and without appropriate utensils. And still she was able to create beautiful meals combining whatever food had been donated and what she brought herself. She was a major supporter of our Sleep Out for Change, fundraising through an Art Show of her work, all proceeds sponsoring her sleep outside.

We are better for Mary's presence.

She was an RN, BScN and a psychiatric nurse by profession and used her expertise to provide stress management type workshops for the folks we serve. Again volunteering her time, and bringing snacks for people to enjoy while they examined their habits and considered new ones.

Mary was a role model to many. She held the courage of her convictions, and it showed in her actions. She stood for love, family, hard work, social justice, and a straightforward belief in equality.

In her life, and in her volunteering at Shelter, Mary simply did what needed to be done with care and purpose. She saw and celebrated beauty in all things and all people, and saw the value in doing even the mundane tasks of the day to day. The cooking and cleaning and little things that help to make people feel at home in any place.

### ==== We are grateful for youth engagement ====

(it is important to note that all youth projects take place off site as volunteers need to be 19 years or older)





# Our Volunteers & Improving Food Security

Our focused approach to tackling hunger is to shift the conversation to raise awareness of food insecurity for people experiencing homelessness and poverty.

Through these focused efforts we seek assistance from individuals and groups asking them to volunteer to provide food and food services to our residents, clients, tenants and guests. We recognize that being housed does not equal food security.

We are fostering a stronger Shelter Nova Scotia Community by inviting volunteers and Adopt a Meal participants into the expanded Metro Turning Point kitchen to cook for the people who stay in this emergency shelter.



- 67 meals donated and served by the community
- 25 individuals regularly volunteered donating 903 hours of their time on site

We have witnessed the Herring Cove community embrace the tenants at Herring Cove Apartments through the Adopt a Meal Program and Joan's Table.

- 171 meals provided to 12 tenants in the past 12 months.

We have started a food pantry for those who are in our Housing Support and Trustee programs.

Metro Turning Point has made some major changes in the way we are able to provide meals to the people who stay with us. In July 2018 we were fortunate to receive a donation from the J & W Murphy Foundation to expand the existing kitchen. The impact this new kitchen, the gift of space, has had on guests, employees and volunteers can not be understated. It is now safer and easier to prepare meals and provide nourishment. This gift allows Metro Turning Point employees and volunteers to provide service that is more dignified - putting our core competencies into practice. We can recruit more volunteers to alleviate the work load of the employees.

We were awarded Feed Nova Scotia capacity grants for 4 of our facilities resulting in new appliances and more storage space.

Our volunteer program continues to grow. Volunteers help in ways that are vital to the work we do; from cooking meals, mowing lawns, serving as a member of the board, fundraising, graphic design, cleaning, sorting donations, hosting 3rd party events, and even singing at Christmas. We thank you for your inspired approach to the work we do, you are all leaders in building community. Working side by side with our remarkable employee team together we are doing good things.

## 289 meals adopted across 6 facilities

- The Rebuilding - 20
- Metro Turning Point - 67
- Herring Cove Apartments - 171
- Barry House - 27
- Sir Sandford Fleming House - 2
- Nehiley House - 2





# Shelter Nova Scotia Community

RESIDENTS, CLIENTS, TENANTS & GUESTS

QUALIFIED EMPLOYEES • BOARD MEMBERS • STUDENTS  
• DONORS • ADVOCATES • VOLUNTEERS • NEIGHBOURS

COMMUNITY & GOVERNMENT COLLEAGUES

# shelter NOVA SCOTIA

## our vision

A community without judgement where everyone has a safe, affordable home.

## our mission

While providing a safe place for those in need, Shelter Nova Scotia seeks to grow an effective continuum of services to help people transition from crisis back to community.



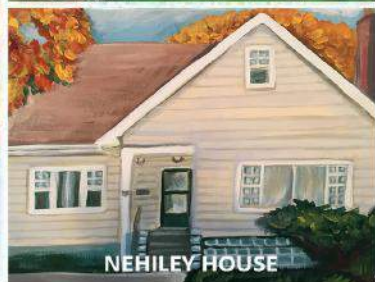
METRO TURNING POINT



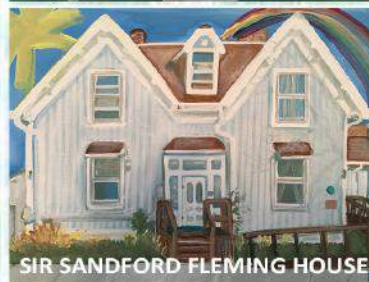
HERRING COVE APARTMENTS



BARRY HOUSE



NEHILEY HOUSE



SIR SANDFORD FLEMING HOUSE



THE REBUILDING

# 12

## Incredible Things you did that made a difference

- ✓ Remembered a loved one by donating money in their memory, creating a legacy of caring
- ✓ Volunteered with the Adopt-A-Meal program preparing and delivering meals so that people received nutrition and rested better that night
- ✓ Organized fundraising events; music shows, bakes sales, sports tournaments, yard sales, food drives, and more raising money for our emergency shelters
- ✓ Donated personal care items, underwear and new clothing for the 1300 plus people we serve and folks regained self esteem
- ✓ Understood we need to fundraise to make ends meet and made a financial donation
- ✓ Donated a percentage of their annual business profits and set an example
- ✓ Celebrated birthdays & anniversaries by paying it forward and donating to Shelter Nova Scotia and had fun
- ✓ Created special fundraisers based on specific needs - 30 Chairs in 30 Days
- ✓ Facilitated youth giving creating the next generation of compassionate neighbours
- ✓ Recommended that friends donate and were ambassadors
- ✓ Provided new donated shoes for feet in serious need and eased some pain
- ✓ Made moving out less stressful by providing Apartment Set Up Packages

Find us at [www.shelternovascotia.com](http://www.shelternovascotia.com)

Stay in touch

