

Our Place
Love
Hope
Belonging





Message from our Chief Executive Officer and Board Chair

It's a new beginning.

There is no question the last few years have been difficult, but that only makes us more determined to be a beacon of hope for those suffering on our streets.

To that end, we are revamping our downtown community centre on Pandora by focusing on the people who want to be helped, with services that will truly make a difference. Our staff are connected and energized to help people get into housing, start detox and treatment, and return to the workforce. We aim to make the centre more welcoming so that anyone who needs access to our incredible meal program and social activities feels safe and cared for when they walk through our doors.

This does not mean abandoning those who are so lost in their addiction that they aren't yet ready for help. We are refocusing our energy to meet them where they are at, to bring them inside by providing over 1,200 meals per day, plus access to showers, clothing, health services, and so much more.

We are also working with our partners in the Province to sustain and grow our treatment and recovery beds on the Island. New Roads, our long-term therapeutic recovery community for men, is shining its light strong and proud. And the results have been remarkable. This work will not only continue, but we hope will expand to serve women as well.

Our successful work over the last few years has not gone unnoticed. BC Housing has been so impressed with the compassionate and fiscally responsible ethic that we bring to supportive housing that we have been able to open our very first 52-unit permanent supportive housing building in Saanich. We hope this will be the first of several supportive housing sites that Our Place will operate in the future.

We are decidedly hopeful; we need to be. We are also determined, and when we shine that light across our community, it not only has heart but also tenacity. And with your support, we will make a difference.

With much gratitude,

Julian Daly
CEO

Margo Goodhand
Board Chair



Programs & Services

Compassionate Outreach

The Community Centre provides immediate on-site intervention, community prevention and diversion support to vulnerable and marginalized adults. Through a flexible and continuum of service located on-site, clients increase their well-being, maintain community connection, support exiting precarious living situations and promote self-sufficiency. Staff at the Community Centre have provided a safe, non-judgmental space to empower clients with care, tools and strategies needed to thrive.

This year, mental health, addictions and housing have been the greatest impact of need, seeing increases in all three of these areas. The continued prevalence of opioids has been significant, and paramedic support services continue to be an essential service to clients in the community centre. Lastly, the Dandelion Street Outreach program remains a pillar in the community, also observing a steady increase in those being supported with basic needs, referrals/resources and genuine connection.

Nourishing Change

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

Our WorkPlace

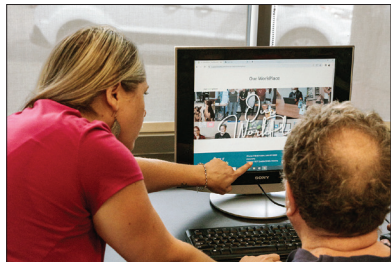
Our WorkPlace closed down in 2023 due to lack of permanent funding, but in 2022 it managed to assist 139 clients a month — some with basic online job-search skills, completing a resume, computer training, and more. Over the length of the program, the program helped close to 100 people find work. Our Place is currently exploring alternatives, as the need for the service still exists.

“ I finally realized that I was sick and tired of being sick and tired. At my old job, my work was making millions for the company, but at Our Place, I feel like I’m making millions in my heart.

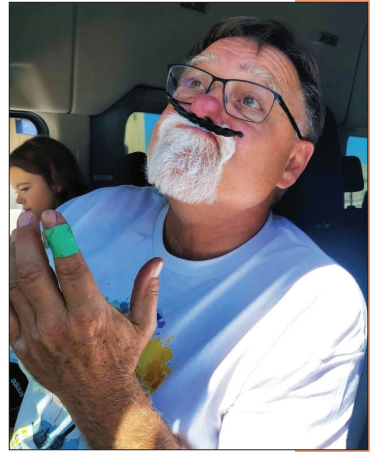
— Thomas,
Front Desk



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

As stated by Volunteer Canada in numerous resources "Volunteering is a fundamental act of good citizenship. It's also essential in our society." Community engagement here at Our Place continues to be popular, post pandemic, with strong volunteer involvement throughout the organization. We are proud to acknowledge these good citizens contributing to the many generous acts supporting essential services. To keep up with interest there remains significant use of technology to support active Volunteer Services. Our Place volunteers continue to embrace the use of their Better Impact, "MyImpact Page" a web-based tool used for application, orientation, training, scheduling, attending to their timeclock as well as providing shift feedback. We are so grateful to the more than 280 volunteers who are active in frontline roles, making a difference one shift at a time. The volunteer hours shared in service delivery still amount to well over 19,000 hours, but the stories of care and support told by our volunteers are timeless and treasured.

Housing & Shelter

Providing Housing and Shelter to over 400 people every single night, 365 days per year, has become one of the largest areas of growth in our

- 427 shelter & housing residents in 7 sites
- 34 in emergency shelter nightly
- 287 in transitional housing nightly

organization over the last several years. We continue to see the need to provide all levels of housing in order to meet people's current needs and help them on their journey toward independent living. This means we offer everything from emergency night shelter for those currently living on the streets, but who aren't ready for full-time indoors living. The next step is MyPlace transitional shelter, which offers 54 individual spots for those who want more security and stability in their lives. From MyPlace people move to transitional housing (leased hotels, etc.) to further stabilize, rejoin workforce, and reconnect with family. And the final step is permanent housing either supported, such as our new Albina Street location, subsidized or market rent.

“We all crave in life to feel connection, belonging, someone to listen and care, to show us empathy, respect and dignity. If we as frontline workers can provide that to someone in need, then who wouldn't want to support that? When we invest in community as a whole, we all become stronger as a result.”

– Desiree,
team lead

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.

Our Place offers meals, showers, recovery, housing & more, 365 days a year

470,000
meals served

500+
people housed

19,200
volunteer hours

50,000
hot meals served at New Roads

25,885
charitable donations

408
Dandelion Outreach clients in parks/street

279
housing referrals

244
overdose reversals

61
detox and treatment referrals

207
unique storage facility visits

8,944
hot showers

10
managed facilities

130
foot care treatments

14
returned home to family

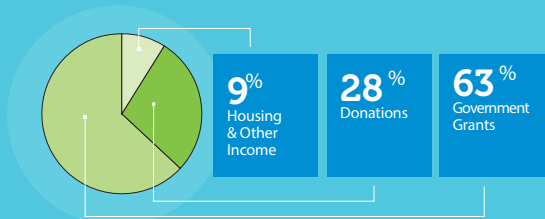
38
rent/hydro supports

\$220
average donor gift

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
\$21,309,060



Expenses
\$21,292,150



Operating Income

\$ 16,910

Our financial information is based on audited financial statements for the year ended
March 31, 2023



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

New Roads Therapeutic Recovery Community

Over the last year, 110 Individuals received treatment at New Roads. Of those 110, 76 were admitted to the program during this reporting period. Of the 76 admitted, 45 entered via Island Health stream and 31 entered via BC Corrections. A record number of 18 residents graduated from New Roads this year.

New Roads also began the work of becoming a Licensed Substance Use - Residential Treatment Facility through Island Health. The decision to move from a Registered Facility to a Licensed Facility was to attain a higher level of recognition both through the daily rates we can now receive, as well as the recognition of the higher level of care we provide. During this process, policies and procedures were reviewed, written and/or updated. Medical procedures with our doctor, nurse and pharmacy were reviewed and revised as needed. On Dec. 1, 2022, New Roads became a Licensed Substance Use – Residential Treatment facility.



New Roads continues to serve men who have multiple complex issues and needs. Trauma related to childhood adversity is common amongst the men we are serving as well as trauma experienced while in addiction. Extensive medical needs and need for emergency dental work are experienced by most men entering the program. Experiences of homelessness continues to dominate: 37 of the 45 individuals from Island Health stream self-reported as having no fixed address; (29 reported being homeless prior to intake and 8 self-reported temporarily living with family of origin until detox became available). For men coming from the Correctional Services stream many were homeless prior to incarceration.

New Roads enjoyed many successes over this past year. The centre added two beehives to its program to enhance the experience of responsibility and peace/stillness. The beehives were donated by a volunteer who came in every two weeks to teach both staff and residents how to care for and maintain the hives. We hosted an artisan table at the Moss Street Paint-in where residents participated and where their art was featured for sale; New Roads staff and residents hosted tables at Victoria's inaugural SoberFest event and BC Recovery Day in New Westminster.

“ I can look in the mirror again, and start to love myself. I couldn't do it before. ”

— Dustin has been thriving ever since he arrived at New Roads Therapeutic Recovery Community

Pause for Applause for Our Generous Donors and Sponsors

In a year where the effect of the triple pandemic affected our donors, we were so grateful to receive continued support. Our Place balanced its books thanks to generous community members, community-minded grantors and Foundations, partnerships such as Farmlands Trust, corporate sponsors, and inspiring estate gifts. Building from the base of provincial grants for housing hundreds each night, a total of 25,885 gifts ensured \$5.4 million supported vital programs outlined in this report.

Highlights



\$773,421
in bequests from
thoughtful planners



\$684,789
from monthly donors

\$292,406
for supporters
of the Dandelion
street outreach
program



\$185,204
from sponsors and
auction purchasers

\$3,500,000
unrestricted gifts



\$180,000
from the Coldest
Night of the Year
walkathon

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Secretary

Allan Saunders,,
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Pete Jando

Lee King

Kyle Loree

Peter Powell

Terry Scandrett

Mike Shannon

Maureen Shaw

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John Wilson

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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

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