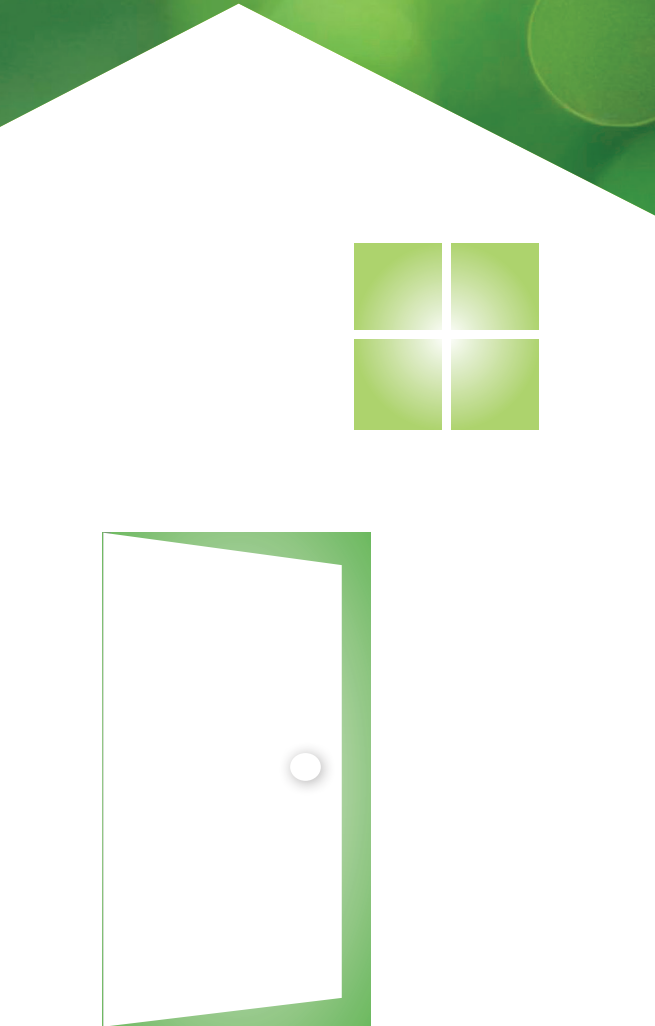


Our Place Love, Hope Community



COMMUNITY REPORT 2023 | 2024



Message from our Chief Executive Officer and Board Chair

We're feeling optimistic.

There is no denying the last year has been difficult on everyone, particularly for those whom we serve. We have seen an expansion of people falling through the cracks in our social contract, forced to sleep in tents and doorways, and left to battle daily addiction and mental health struggles with very little support.

But there is also resiliency. Our Place's staff and volunteers have never worked harder to make the daily survival of our family members a top priority, and it's their compassion that spurs us on to fight for solutions. And we do believe there are solutions.

In the months that follow this report, we will be opening our first, long-term Therapeutic Recovery Community for Women. The demolition stage is complete, and the building of this healing community has begun.

Our excitement is palpable.

We are also optimistic that all parties are now responding to our call for help in ending street homelessness. We are working closely with the City of Victoria, Victoria Police, Island Health, BC Housing, and other service providers to implement long-term, sustainable solutions.

We refuse to accept that a tent on a sidewalk is any place to reside. We plan to build on our successful housing and sheltering of people, create additional emergency shelter, plus advocating for sober housing for those coming out of treatment.

We won't stop fighting until everybody has a safe place inside where they can regain their dignity, health and connection to life-transforming supports.

And once this healing begins, it will allow us to reconnect with what makes our Pandora Community Centre so vital, a place of safety, nourishment and hope.

None of this would be possible without your support. Thank you!

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.

Mental health, addictions and the lack of affordable housing have been the greatest impacts of need. We continue to see increases in all three of these areas, but we are also working closely with Island Health, BC Housing and other essential stakeholders to address these issues. The prevalence of opioids and severe mental health challenges have been significant, and our on-site paramedic support services continue to be an essential service to clients in the Pandora area.

This year, we have been focused on our Pathways Off Pandora program by engaging stakeholders, and interviewing every individual currently living on our block. Our focus has been to discover exactly what each and every individual needs in order to move off the block and be successful in their return to community. This includes their need for housing, detox, recovery options, medical and dental care, psychological assessment and supports, and more.

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 1,100 meals per day, including delivered meals to our numerous transitional homes and shelters, plus New Roads Therapeutic Recovery Community. The meal program provides a safe place to meet with friends, find community, and connect to services.

“There are people down here (on Pandora) that have been more my family than my own family. They’re beautiful and we love each other. I never knew them as anything but who they are, and they’re my best friends.”

– Devon



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 CEO of Volunteer Canada, Megan Conway, sounded the alarm over a year ago about a national volunteer shortage. We are seeing this affecting our operational programs and services here at Our Place Society. Despite these shortages that all organizations are facing, Our Place has continued to attract and retain well-meaning, volunteers. With the support of the volunteers, we have reshaped the clothing distribution program and are continuing to focus on growing the programs and services into the robust calendar of events, we had prior to COVID. We are committed to bringing the vital services to the people who need them the most, through new community partnerships and the exploration of new avenues of volunteer opportunities and recruitment. We have had many successes contributed by our 280 volunteers with over 6,000 volunteer shifts filled amounting to well over 18,000 hours of service.

“ I never felt like I would ever be housed. But then I realized that I needed to show them I want to get out of this, I was ready to work for this.

— Bruce

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 organization over the last several years.

We continue to see the need to provide all levels in the housing continuum in order to meet people's current needs and help them on their journey toward independent living. This means we offer multiple entry points beginning with 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,

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

which offers 54 individual spots for those who want to connect with services to assist them in securing more permanent housing, plus more security and stability in their lives. From MyPlace, people move to transitional housing to further stabilize, rejoin workforce, and reconnect with family. The final step is permanent housing either supported, such as our Albina Street location, subsidized or market rent.

Transitional housing breakdown

- 6 respite beds for complex care clients
- 15 complex care units
- 84 Transitional shelter
- 52 permanent supportive housing units
- 234 transitional housing units

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, housing, recovery services, & much more

436,040
meals served

500+
people housed

15,947
volunteer
hours

30,000
washroom
cleanings

24,471
charitable donations

11,654
hot showers

199
housing
referrals

130
overdose
reversals

138
detox and
treatment
referrals

967
storage
facility services

82
sponsored
meals

9
managed
facilities

181
active case
management

83
New Roads
intakes

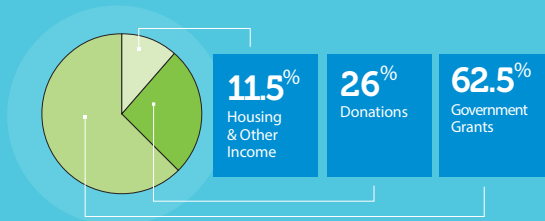
96
financial
advocacy

\$304
average
donor gift

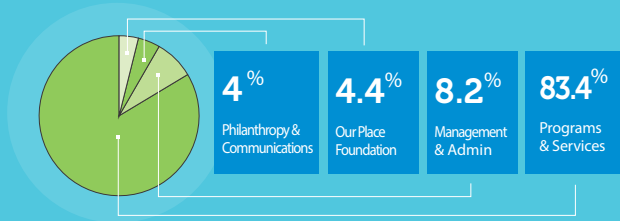
Financial Supports

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
\$21,925,494



Expenses
\$21,908,893



Operating Income

\$ 16,601

Our financial information is based on audited financial statements for the year ended
March 31, 2024



Our Place Society received a four-star rating
from Charity Intelligence Canada for 2023

New Roads Therapeutic Recovery Community

In the months that follow this report, we will open our first, long-term Therapeutic Recovery Community for Women. The demolition stage is complete and construction has begun. While based on our successful men's program, the women's community will be completely separate in order to best serve our residents in their journey out of addiction.

Over the last year, 110 individuals received treatment as part of the program at New Roads, which continues to serve men with multiple



complex issues and related needs. Data obtained from a point-in-time survey showed 21% of residents at New Roads

have been in treatment six times or more, and 50% have been in treatment more than three times prior to entering New Roads. Substance use issues accompanied by trauma that stems from childhood adversity is common amongst most of the men as well as trauma experienced while in addiction and/or incarceration. Extensive medical needs are experienced by most men entering

the program. Experiences of homelessness continues to dominate. New Roads successes are recognized locally, provincially, and federally.

Facilities

Involved in projects large and small, the Facilities department continues to support Our Place services with quiet impact through its day-to-day work. At the Community Centre, for example, and in direct support of those we serve, was the scheduled cleaning of 26 individual washroom spaces more than 30,000 times in the one-year period. Providing clean and safe spaces to those we serve has always been a primary objective.

Facilities is unique in that it also offers employment opportunities to individuals from all walks of life, including those with lived experience. Through a strong emphasis on communication, the importance of individual voice, and by keeping our values at the forefront, we have continued to provide a platform for individuals to realize their potential. In the last year, we have proudly seen 5 members of staff move from our department to Housing & Shelters as they have continued to realize their own career trajectory.

“ On the street, you get used to not putting in any work, but there's a lot to be said about looking after the community that you live in. You start to take pride in it.

— Dan



Pause for Applause for Our Generous Donors and Sponsors

The dedicated staff in the Philanthropy department are incredibly grateful to work with wonderful community members to support Our Place's mission through multiple avenues: underwriting & donations of goods, bulk food, & local produce; direct mail appeals; grant applications; promotion of bequests & legacy; social media & communications; sponsored media & targeted appeals; individual donor consultations; & organized events.

Highlights



\$1,048,540
in bequests from
thoughtful planners



\$689,512
from monthly donors

\$24,471
program gifts
from supportive
community
members



\$181,860
from sponsors and
auction purchasers

\$3,900,000
unrestricted gifts



\$192,400
from the Coldest
Night of the Year
walkathon

Current Board of Directors

Margo Goodhand
Chair

Catharine Read,
Vice Chair

Patricia Walker,
Treasurer

Robyn Gifford,
Secretary

Allan Saunders,
Past Chair

Lauree Austin

Greg Conner

Charla Huber

Fallon Lindsay

Cairine MacDonald

Scott McGregor

Trevor Murphy

Mano L Sandhu

Chad Stewart

Cheryl Wenezen-
ki-Yolland

Advisory Cabinet

Angela Bassage

Ian Batey

Trudi Brown

Colin Gilroy

Pete Jando

Lee King

Kyle Loree

Peter Powell

Terry Scandrett

Mike Shannon

Maureen Shaw

Jennifer Vornbrock

John Wilson

Our Place Society
919 Pandora Avenue
Victoria, B.C. V8V 3P4
250-388-7112
ourplacesociety.com
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

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