

What are you grateful for?

**[Employees]
making me
feel like an
actual human
being.**

**Not having to
sleep under a
ditch, under
vehicles or
benches.**

**Food
when I am
hungry.**

“

**Being up front with our
intentions and plans.**

”

**“
An actual
place to
stay.
”**

**“
KNOWING
THERE IS
ALWAYS
SOMEONE TO
TALK TO.
”**

**“
HELP WITH
FINDING
HOUSING
”**

**“
A shower
and a place
to cook my
own food
”**





Who is Shelter Nova Scotia



The Rebuilding, 5506 Cunard Street

***Coming soon - The Housing Hub**, 101- 5506 Cunard Street

Metro Turning Point, 2170 Barrington Street

Community Trustee Program, 2170 Barrington Street (basement)

Nehiley House, 3170 Romans Ave.

Sir Sandford Fleming House, 2549 Brunswick Street

Herring Cove Apartments, 191 Herring Cove Road

Barry House, 2706 Gottingen Street

Central Office, 3770 Kempt Road

Community Programs



[Learn More](#)



[Learn More](#)

ACHIEVEMENT MOTIVATION • ATTENTION TO DETAIL • BUSINESS ORIENTATION

RELATIONSHIP BUILDING • RESPECT FOR CONFIDENTIALITY • TEAMWORK AND COOPERATION • VALUES DIVERSITY

CLIENT SERVICE • COMMITMENT TO LEARNING • COMMITMENT TO REFLECTIVE PRACTICE • COMMUNICATION • INITIATIVE

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



BARRY HOUSE



METRO TURNING POINT



HERRING COVE APARTMENTS



NEHILEY HOUSE



SIR SANDFORD FLEMING HOUSE



THE REBUILDING

DEVELOPING OTHERS • FLEXIBILITY • GRATITUDE • PLANNING AND ORGANIZING

Letter from the Board Chair



Jamie O'Neill, Current Chair

Beginning my role as Chair and sharing the duties with outgoing Chair Meghan Laing over the past six months has been a great pleasure. Working with our dedicated team of Board member experts has brought me confidence that we are steadily moving forward in the right direction. I would like to thank all Board members for their engagement, contributions and thoughtful participation.

To say this past year has been interesting would be a major understatement. While the world is standing in line for their COVID-19 vaccinations, it is hard not to reflect on the impact the pandemic has had on every one of us. It essentially turned our world upside down.

For Shelter Nova Scotia and the people we serve, COVID-19 has been a double-edged sword. On one hand, there was the unknown we all faced. What was this beast we were dealing with? The way by which we go about our days has completely changed and people in our community are dying because of this pandemic. While many complained about being stuck in our homes, it became apparent to the community at large that many did not have a home to hunker down in.

The other hand was the awareness COVID-19 shed on the services we provide to people who are experiencing homelessness, who are housing insecure, marginalized, stereotyped and disparaged. Their very basic need for a safe place to live was catching the spotlight. They were seen, and our voices were heard. This awareness led to a stellar fundraising year for Shelter Nova Scotia. We are grateful to all those in our community who stepped up and answered the call. You certainly lightened our load while this crisis was laid on top of the regular struggle.

I want to personally thank Linda and our Shelter Nova Scotia team for their hard work and dedication over this past year. You got up every day to serve our vulnerable community and for that, there are not enough *thank you's* in the world. You are and continue to be the true heroes!

Lastly, a big thank you to Meghan Laing, who, in January 2021, stepped down from the Board after serving for the past 10 years, the last three as Board Chair. Your incredible passion and dedication to this organization and your commitment to continued involvement in advocating for our clients as we strategize for the future, is second to none. On behalf of the Board, we thank you.

A handwritten signature in blue ink, appearing to read 'Jamie O'Neill'.

Sincerely, Jamie O'Neil, Chair



Thank you to Shelter Nova Scotia's 2020-21 Board of Directors

EXECUTIVE:

Jamie O'Neill, Chair
Partner, [Uprise Consulting](#)

Kathy Gillis, Vice Chair & Secretary
CEO, [Property Valuation Services Corporation](#)

Chelsea King, Treasurer
Finance Manager, [Resolute Health Corporation Limited](#)

MEMBERS AT LARGE:

Margot Cameron
CPA CA, Parallel Consulting Inc.

Geoffrey Franklin
Legal Counsel, [Municipal Enterprises Limited](#)

Lynn Hartwell
Vice President of Campuses and Communities, [Nova Scotia Community College](#)

Jeremy Jackson
Vice President, Marketing, [Killam Properties Ltd.](#)

Deborah Page
Director of Marketing and Communications, [Develop Nova Scotia](#)

David Boone
Inspector, [Halifax Regional Police](#)

Dennis Young
Managing Director, [Barrington Edge](#)

Linda Wilson
Executive Director, [Shelter Nova Scotia](#)



Treasurer Report – Chelsea King, Treasurer

I am reporting on the financial statements for Shelter Nova Scotia (“SNS”) for the year ended March 31, 2021. The financial statements were approved by the Board of Directors on June 2, 2021.

SNS is reporting an excess of revenue over expenses of \$432K for the current year. The prior period has been restated to reflect an adjustment for rental revenues that were recorded in fiscal 2020 but should have been deferred and recognized as revenue in fiscal 2021. Therefore, the adjusted excess of revenue over expenses for the year ended March 31, 2020 is \$4K (previously stated as \$12K).

SNS’s operations continue to be supported by contributions received from the provincial and federal governments as well as private donors. The fiscal 2021 results are detailed below.

Statement of Financial Position

SNS’s cash balance is \$364K higher than the prior year which is primarily the result of the fundraising and donations that were received during the year, some of which have been reallocated to a reserve fund to be used toward operating expenses over the next 3 to 5 years.

SNS cashed out the investment balance during the year to avoid any potential market fluctuations, therefore leaving a balance of \$nil on the statement of financial position.

Prepaid expenses relate primarily to the new office space located at 3770 Kempt Road.

Capital assets has increased due to the significant capital projects that were undertaken during the year, including the snug conversions at several facilities to conform with COVID-19 guidelines, new HVAC systems, office renovations, generators, etc. This is offset by amortization of \$124K. Accounts payable and accrued liabilities have decreased significantly compared to prior year. This is mainly due to the timing of payroll and related accruals.

Regular repayments of long-term debt were made during the year.

Deferred revenue has increased due to donations that were received during the year but not yet recognized in revenue; primarily donations from J&W Murphy Foundation, Margot Spafford and the Wishlist, all of which are designated for specific purposes.

Deferred capital contributions have increased in line with the increase in capital assets. There were significant additions during the year, offset by amortization as mentioned above.

Statement of Revenues and Expenditures

Revenues for the year exceed the prior year by \$696K. This is primarily made up of the following fluctuations:

- \$236K in additional funding was received from Housing Nova Scotia compared to prior year. This includes funding for two additional housing support workers, as well as the Nicotine replacement therapy and Essential Health Care workers program for front line staff.

- Funding from Correctional Services Canada was \$182K lower in the current year. This was primarily due to the reduction in number of beds and was offset by additional funding for enhanced services as required on a case-by-case basis.
- Fundraising and donations were \$519K higher than prior year. This is primarily due to the public's response to the COVID-19 pandemic as well as an increase in holiday donations. In addition, SNS hired a Communications & Public Engagement Manager who has been heavily focused on fundraising initiatives throughout the entire year which has contributed to the increase in fundraising.
- Other grant revenue was \$55K higher than prior year and relates primarily to additional government funding related to COVID-19 (i.e. wage premiums, etc.).

Expenses for the year exceed the prior year by \$291K, the majority of the increase being related to salaries and wages (\$201K). Salary costs were consistent with budget.

Client personal needs (included in program costs) increased by \$72K which were fully funded through the Wishlist, and household supplies increased by \$43K as a result of COVID-19. In addition, fundraising costs increased by \$20K which is a direct result of the significant increase in fundraising completed throughout the year.

These increases are offset by lower repairs and maintenance costs, utilities and food. A number of capital projects were completed during the year which resulted in less repairs and maintenance required. Included in these capital projects was the installation of a number of HVAC systems which has resulted in a decrease in utility costs, particularly furnace oil. Also, as a result of the decrease in the number of clients, there was an associated decrease in food costs.

All other expenses were relatively in line with the prior year.

Statement of Cash Flows

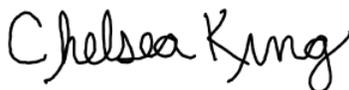
As mentioned above, SNS's cash balance is significantly higher than prior year which is directly linked to the excess of revenues over expenditures of \$432K. After adjustments for non-cash items, the impact on cash from operating activities for the year was \$342K.

Other reasons for the change in cash balance include the following:

- SNS had capital expenditures of \$569K during the year, \$532K of which was funded by external donors.
- SNS made regular debt repayments of \$31K during the year.
- A donation of shares (\$37K) was received during the year, after which point SNS cashed out the entire investment account for proceeds of \$127K.

These factors resulted in a net increase in cash of \$364K.

Respectfully,



Chelsea King, Treasurer

Message from the Executive Director

At the onset of the COVID-19 pandemic, Shelter Nova Scotia had to work hard to understand what was happening around us. The Board, employees, government and our service provider partners pulled together to keep the people we serve and our employees safe. Meanwhile, the public showed up with their support in a way we have never experienced. Thank you all.

Although those of us in the field have always battled against overcrowded facilities serving people in crisis and transition, these overcrowded conditions were accepted as economically necessary. When COVID-19 restrictions required social distancing, bunk beds were no longer safe. Replacing bunk beds with private sleeping areas we named “SNUGS” significantly reduced overcrowding, creating a healthier environment in every way. It was a huge relief for our clients and staff.

In the meantime, hidden homelessness and a lack of affordable housing became obvious. The growing crisis became part of more conversations as tents and wooden crisis shelters appeared in visible locations across the city, and people wondered why.

There are answers. We are proud to be a member of the Housing for All Working Group and a sponsor of the subsequent [Keys to a Housing Secure Future for All Nova Scotians](#) report released by the Canadian Centre for Policy Alternatives, Nova Scotia Office, which addresses these significant issues. To get through 2020, we had to be flexible, creative, responsive and patient. Gratitude is one of our core competencies, and is the theme of this year’s report. As an organization we worked to embed the practice into the culture. I have noticed people leaning into their gratitude practice in conversations and in messages delivered and posts around facilities. I’ve seen bulletin boards with messages to employees from tenants, guests, residents and clients. Board members sent messages to employees and employees reminded each other why they were grateful to be together. Together, we got through. While we worked through the past year’s challenges, our services improved and we took steps toward new inspiring solutions.

The experiences of the past year are what memories, change and grit are made of, and I could not be prouder or happier to be with Shelter Nova Scotia during this strange time in world history. We are ready for anything now.



Linda Wilson MSW RSW



Linda Wilson had the chance to discuss the issues surrounding housing and homelessness this year with not only Premier Iain Rankin, but also Prime Minister Justin Trudeau (also seen is the Honourable Bernadette Jordan, and local MP, Andy Fillmore.)



Our People

Shelter Nova Scotia employees pose outside Metro Turning Point equipped with their Lysol wipes.

108
EMPLOYEES

69
FULL-TIME

4
PART-TIME

35
CASUAL

“Everyone wants to be a Lion”

With empty streets, people staying home and keeping to our neighborhoods with nowhere to go, the meaning of essential service workers became clear. “Everyone wants to be a lion, until there is lion stuff to do.” Essential workers are the lions; those who kept going to work while most were required to stay safely at home.

Included as essential workers were our staff at Shelter Nova Scotia. The pandemic left us scrambling, but we were not alone. From all of us at Shelter Nova Scotia, we thank our colleagues at Housing Nova Scotia/Department of Community Services, the Affordable Housing Association of Nova Scotia, Public Health, Phoenix Youth Programs, Adsum for Women and Children, the Salvation Army, United Way Halifax, Brunswick Street Mission and Out of the Cold Shelter, with whom we connected everyday, who made sure people were safe and employees were supported.

Thank you to the private citizens, corporations, faith-based groups, service clubs and charitable foundations who recognized we were not going to make ends meet as we postponed scheduled fundraisers. They made donations without being asked.

And thank you to the [Ostrich Club](#), who, when the time was right, safely hosted a complimentary three-course meal for our employees, in recognition of their tireless work through the pandemic.





New "SNUGS" seen here at Metro Turning Point

SNUGS bring dignity and safety

COVID-19 has shifted the way we provide service. The best protection against a pandemic is to stay at home. But until everyone has a home, we have what we call SNUGS. In 2020, funding was secured to renovate our four facilities that utilize communal sleeping space.

SNUGS are private cubicle-style sleeping areas with 4.5 foot high walls topped with 1.5 feet of plexiglass, providing better rest and more privacy than the previous dorms and bedrooms with bunk beds and cots ever could.



I enjoy the privacy and the distance between guests that is provided by the SNUGS

- Guest at Metro Turning Point



From ideation to action

What started as an initiative to bring more dignity and privacy to Metro Turning Point has quickly become an important project in preventing the spread of COVID-19 in four Shelter Nova Scotia locations.

Since early 2019, Tim Nobes, Manager of Facilities and Linda Wilson, Executive Director at Shelter Nova Scotia had been discussing ways to improve the sleeping experience for guests.

A good night's sleep changes things for everyone. People using overcrowded shelters are in crisis when they arrive. When your only choice is to sleep on a bunk near strangers, sleep doesn't come easy. Some choose to sleep outside instead, where it's less noisy and crowded. Tension, desperation, sadness and exhaustion does not create a safe environment.

Because Tim came up with the SNUG concept well before COVID-19 entered our province, we were ready when it did.

“We had ongoing conversations about this concern for a long time. When COVID-19 hit, we went to work,” he says. “Instead of bunk beds and cots being side-by-side with two or three feet between, people have their own private spaces, and employees have clear site lines providing extra safety,” Tim says.

“Along with their own private space there is an area to store personal belongings and a locker. SNUGS bring greater safety and dignity to the Shelter Nova Scotia experience while preventing the spread of COVID-19.”

Piloted at Metro Turning Point, SNUGS have since been installed in Barry House, Nehiley House and Sir Sandford Fleming House. They were not required at our supported apartment programs, The Rebuilding and Herring Cove Apartments.

“People are more relaxed in their own private space. They need rest and a break to move forward with life planning, as we all do” says Tim. “It's treating people with dignity as humans, not treating them as an afterthought.”

Shelter Nova Scotia is grateful to the Community Foundation of Nova Scotia, Housing Nova Scotia, United Way Halifax, Correctional Service Canada and Margot Spafford for their funding that made the SNUGS project possible.



Tim Nobes seen here receiving the Paul Harris Fellow from Rotary for his work on the SNUGS

A Framework for Practice



Reimagining our approach: A FRAMEWORK FOR PRACTICE

Within our Strategic Plan, the goal to develop the capacity of all employees within Shelter Nova Scotia was identified. In addition, the need to establish a clear transition model from shelter to housing was recognized. To assist with the achievement of these objectives, the position of Director of Practice and Development was created.

Beginning in May 2019, Shelter Nova Scotia embarked on a journey to collaboratively develop a **Framework for Practice*** to guide and inform our work while strengthening our service approach and enacting our commitment to professionally develop our employees. While our plan is to develop a Framework for Practice(s) across all sectors of Shelter Nova Scotia, we began the process in our Shelter Sector at Barry House and Metro Turning Point.

Within working groups, we are determining the orientation and training required to move us to our best practice. Using research to guide us, we have relied upon the following foundational principles:

- Recognize and embrace the critical need to **actively incorporate lived and living experiences** in our decision making and program development by providing people with different and regular opportunities to provide feedback on their experiences.
- **Respect diversity of perspectives through a lens of cultural humility and anti-racism.**
- Approach our commitment to growth from a position of openness and curiosity.
- Utilize the following tools within our organizational culture to ground us: [Shelter Nova Scotia's Core Competencies \(seen on page 3\)](#), The Four Agreements by Don Miguel Ruiz, StrengthsFinder by Tom Rath and Brene Brown's Clear is Kind (Support and Challenge) approach.

In response to COVID-19, the number of beds were reduced at our Barry House and Metro Turning Point shelters. This created both an opportunity and a necessity to work differently across our Shelter Sector. Using our existing employees and smaller caseloads, we have developed a plan to prioritize case management practices. By **centralizing housing at the core of our service delivery**, we will enhance our staff capacity and implement an intentional case management approach. This will be accomplished through assessments, housing plans, referrals, housing applications, identification support, trusteeship and more.

Our plan to implement this new way of working has been complicated by not only a global pandemic, but also by the housing crisis in Halifax. A service orientation we have identified, called Housing **Focused Sheltering****, relies on access to appropriate and affordable housing. **It is the position of Shelter Nova Scotia that housing is a right and should not be withheld based on one's level of income or health status.** Housing is a recognized social determinant of health, one that is deeply interconnected to the core of our wellbeing. Homelessness is a de facto health issue. While we have long known this, COVID-19 has demonstrated how a lack of housing exacerbates health risks and the transmission of disease.

***What is a Framework for Practice?**

- A guiding lens to view one's practice, aligned with organizational mission and vision
- Grounded in theory and evidence-based practice
- Guides ethical decision-making processes
- Encourages critical reflection among practitioners in everyday work

****What is Housing Focused Sheltering?**

This approach to shelter work, first presented by OrgCode Consulting in 2017, centralizes housing to the core of service delivery. It positions shelter staff as “positive disrupters” to the cycle of homelessness. This practice approach is **strengths based, trauma aware and harm reducing.**

This approach will be enacted within Shelter Nova Scotia by:

- Retooling all shelter employee roles to include the prioritization of housing
- Matching the level of support/intervention to the appropriate level of guest need
- Examining the efficacy of diversion at the shelter level. Diversion is aimed to reduce the number of shelter admissions for those who may not have identified resources to use other options
- Ensuring a shorter, trauma-aware intake experience
- Creating intentional follow-up interactions between employees and guests to facilitate transition
- Fine-tuning data collection practices to better reflect stories and experiences



“The overwhelming majority of shelter users (usually around 80%) only use shelter once in their life, and use it for a short period of time (less than 30 days)”

- De Jong, 2017



De Jong, I. (2017, November). Housing focused sheltering: Thoughts from OrgCode. OrgCode.



Shelter Services

At Shelter Nova Scotia, we believe in a **client-centred** approach. This means we meet people where they're at, working with them in a non-judgmental environment while promoting compassion and dignity. Our two emergency shelters provide beds to 47 individuals each night and all our services are based on Harm Reduction and Housing First principles.

People who experience homelessness have more complex health issues than the general public. Being insecurely housed affects people's ability to fight disease, and negatively impacts their mental and physical health. We also recognize that many of the people who come to stay with us have histories of trauma, and this can be accompanied by substance use as a means of coping with what has happened in their lives.

A Harm Reduction framework enables us to work with people who may experience barriers to accessing services, including substance related illnesses. Housing First provides hope and change by transitioning clients from homelessness into a stable home. As a result, there can be a shift in perspective; clients are no longer in day-to-day survival mode and begin to experience greater stability and wellness.

What exactly do our guests receive inside our walls?

- 24/7 access to onsite employees who have experience working with marginalized and vulnerable populations
- assistance with housing
- link/navigation assistance to community-based resources and services
- drop-in services via partnerships with MOSH (Mobile Outreach Street Health), DCS (Employment Support and Income Assistance), Mental Health Nurse, Addiction Prevention and Treatment Services, Mainline Needle Exchange.
- 3 meals a day
- laundry and shower facilities
- personal care supplies

Bed reduction

Barry House had 20 beds prior to COVID-19 and now has 17 SNUGS after the renovations. Metro Turning point had 55 beds, and now has 30 SNUGS. This was a considerable reduction in capacity.

These changes in capacity have led to the establishment of a working group to implement a more strategic and robust case management approach. This researched approach will focus on providing all guests with support to move through the shelter to housing as quickly as possible. The Case Management approach will be based upon identified theories and practice models contained in Shelter Nova Scotia's Shelter **Framework of Practice**.



Metro Turning Point

“I’m so glad a place like this exists, so I don’t have to be alone.”

- Guest at Metro Turning Point

Metro Turning Point (established in 1973) is a 30-bed emergency shelter for individuals who identify as male or are gender diverse.

212

unique individuals provided with a night’s rest

AVERAGE AGE OF GUESTS:

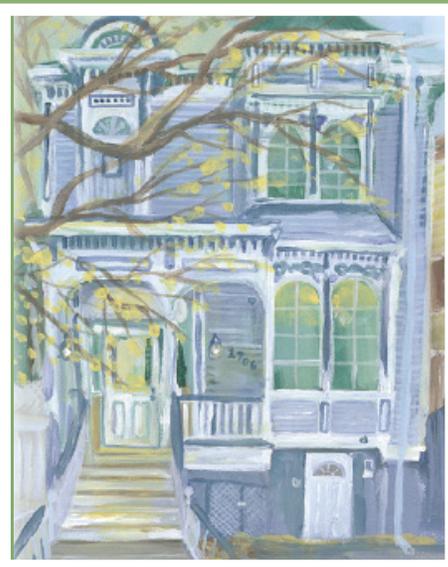
Youth 16-25: 18%
Adult 25-54: 69%
Adult 55+: 23%

30

days is the average length of stay

19

guests identified as once being “children in care” (foster or group home)



Barry House

“Barry House was the savior of my youngest daughter, who has now been clean for 8 years. She is a lovely daughter, mother, and member of society. None of that would have been possible were it not for the patience, kindness, and commitment of the team at Barry House. We will give to Barry House as long as we are able.”

- Parent of past guest at Barry House

Barry House (established in 2001) is a 17-bed emergency shelter serving individuals who identify as female or are gender diverse.

133

unique individuals provided with a night’s rest

AVERAGE AGE OF GUESTS:

Youth 16-25: 18%
Adult 25-54: 68%
Adult 55+: 14%

25

days is the average length of stay

33

guests identified as once being “children in care” (foster or group home)

Home is where the heart is

To our special tenant, the storyteller of Herring Cove Apartments, this story is for you.

This tenant spent the last moments of his life trying to get home. Home means something different for everyone. It can be a place to gather with family around the dinner table, a place to lay your head at the end of the day, or these days, even double as an office space. Whatever home means to you, at its core, it's a primary physiological need that should be available to everyone.

At Herring Cove Apartments (HCA), home is a supported living environment where tenants are provided a sense of community while promoting compassion and dignity. This tenant was one of the first to move into HCA when it opened in 2015.

“He was a transient individual sleeping in parks and graveyards for 15 years leading up to moving into our building,” says Brittney Sinclair, House Manager of HCA. “He was resistant to the change at the beginning, but once he felt comfortable in his new home, he quickly became the heart of HCA.”

For the first six to eight months after moving in, he hardly slept in his new home at HCA, often preferring what had become his sanctuary in the outdoors. Gradually, he began to sleep on the building's balcony or the common dining area. Once he realized the staff at HCA, along with his new friends in the building, were there to support him, he began sleeping at HCA almost full time.

Mar-16		
Stayed the night?	Yes	No
Mar-14		X
Mar-15		X
Mar-16		X
Mar-17		X
Mar-18		X
Mar-19		X
Mar-20		X
Mar-21		X
Mar-22		X
Mar-23		X
Mar-24		X
Mar-25		X
Mar-26		X
Mar-27		X
Mar-28		X
Mar-29		X
Mar-30		X
Mar-31		X

The tenant's tracking sheets from 2016, compared to 2019.

	YES	NO
Mar-01-19	X	
Mar-02-19	X	
Mar-03-19	X	
Mar-04-19	X	
Mar-05-19	X	
Mar-06-19	X	
Mar-07-19	X	
Mar-08-19	X	
Mar-09-19		X
Mar-10-19	X	
Mar-11-19	X	
Mar-12-19	X	
Mar-13-19	X	
Mar-14-19	X	
Mar-15-19	X	
Mar-16-19	X	
Mar-17-19	X	
Mar-18-19	X	
Mar-19-19	X	
Mar-20-19	?	
Mar-21-19	X	
Mar-22-19	X	
Mar-23-19	X	
Mar-24-19	X	
Mar-25-19	X	
Mar-26-19	X	
Mar-27-19	X	
Mar-28-19		X
Mar-29-19	X	
Mar-30-19	X	
Mar-31-19	X	

“We like to think he made it his home,” says Gina Wilson, Director of Housing at Shelter Nova Scotia. “It seemed like a sense of peace came over him in the last year or two. He never said it, but we feel that he came to know HCA as a safe, supportive and comfortable place.”

This comforting environment is made possible thanks to the dedicated team players and funding from the [Federal Reaching Home Program](#) that ensures HCA is staffed 24/7 to provide tenants with ongoing support – tenants who are people, just like us. Fathers, uncles, former firefighters or engineers. At HCA, people are provided with respect, and with a home.

Poignantly, he spent the last moments of his life trying to get home.

In April of 2020, he went to the hospital via Emergency Health Services to be treated for pneumonia, but before being assessed in emergency, he left against public health advice. He started walking back to HCA, making it to the edge of the property, where he was found by a passerby who phoned 911. Unfortunately, the tenant passed away on his way back to the hospital.

No one will ever know exactly what went through his mind as he walked home that night, but staff believe that he wanted to return to the place where he felt safe, secure and supported one last time. He wanted to return home.

When thinking about him, gratitude is an underlying theme that overwhelms everyone at Shelter Nova Scotia.

“We are grateful to have known him, grateful to have had an impact on him and grateful for the impact he in turn had on us,” says Brittney.

“It’s the individuals like him – hilarious, captivating and generous – who keep us coming to work every day, where we provide a home for people who wouldn’t otherwise have the opportunity,” says Gina.

Affordable, Supportive Housing

We believe housing is a primary need and that other issues that may affect an individual can be addressed once housing is secured. It's because of this belief that we proudly own and operate two affordable, supportive apartments, providing a home to 31 individuals and ending years of chronic homelessness.

After opening, a contest was held, allowing our first tenants to name it. The winning submission, "The Rebuilding", was selected for what it represents - the tenant insightfully chose this name because the space represents where they are 'rebuilding' their lives. This tenant still lives here.



The Rebuilding

The Rebuilding (established in 2012) is a 24/7 supported apartment complex for 19 individuals who identify as male or are gender diverse. Currently **the youngest tenant is 35 and the oldest is 68**. Since opening, The Rebuilding has housed 62 individuals, two of which still live there and one of whom named the building "The Rebuilding."

Rent includes a fully furnished apartment, some meals (**courtesy of Adopt-a-Meal**) and a free coffee & milk program and since the first lock-down, we've started including basic cable and a landline in every unit.

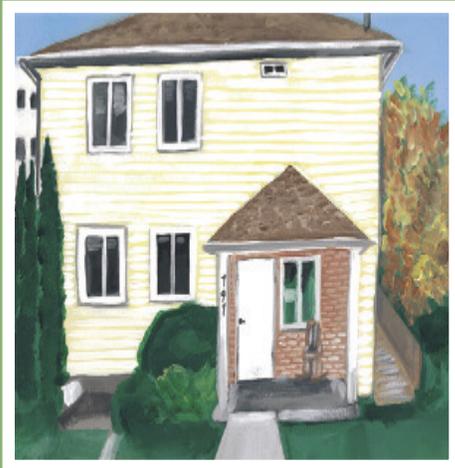
We now provide what should be deemed "essential services"

We knew asking folks who can't afford housing to "stay the blazes home" without access to the outside world would have a serious impact on their mental, physical and spiritual health. The phones allowed them to stay in touch with loved ones and friends, while encouraging independence. Cable television provides entertainment, relieving some anxious feelings and loneliness.

Donors needed

The Rebuilding is our facility that receives the least amount of government funding, so we rely heavily on our donor community. Currently, the government funds two employee positions and thanks to the generous support of the J & W Murphy Foundation we have been able to temporarily increase employee positions.

Food security also remains an issue for our tenants. While there are food resources in the community, we have benefited greatly from our regular Adopt-a-Meal donors and look forward to seeing this program grow.



Herring Cove Apartments

Herring Cove Apartments (HCA, established in 2015) is a 24/7 supported living environment for 12 individuals who identify as male or are gender diverse and are experiencing long-term alcohol dependence and have a history of homelessness.

Since opening, HCA has housed 38 individuals. Currently the youngest tenant is 29 and the oldest is 76.

Tenants pay \$535/month and thanks to donors and volunteer-led groups like Joan's Table, all of our tenants are offered a daily supper and a hot breakfast at least twice a week. [Joan's Table, an arm of our Adopt-a-Meal program, just served their 500th meal donation. Congrats!!](#)

With the aging population that we house, many of our tenants have complex health histories. We benefit greatly from relationships forged with community partners such as the Mobile Outreach Street Health (MOSH), the Victorian Order of Nurses and Continuing Care Assistants and rely heavily on them to meet the needs of tenants.

Managed Alcohol "Pilot" Program

In March 2020, responding to the threat of liquor stores closing during the first COVID lockdown, HCA partnered with the MOSH team to offer tenants participation in a pilot program called Managed Alcohol Program (MAP). This program is a harm-reduction program that provides a doctor prescribed, safe supply of alcohol to its participants and is delivered by MOSH. The program is used to help reduce the social and physical risks experienced by individuals who live with alcohol dependence, in addition to helping to minimize the increased risks related to COVID-19. Currently, 9 out of 12 tenants are on the MAP Program.

Herring Cove Apartment Advisory Committee

Jim Graham, Executive Director Affordable Housing Association of Nova Scotia

David Boone, Inspector, Halifax Regional Police

Dr. Robert Strang, Chief Public Health Officer for Nova Scotia

Claire McNeil, Dalhousie Legal Aid

Community Corrections

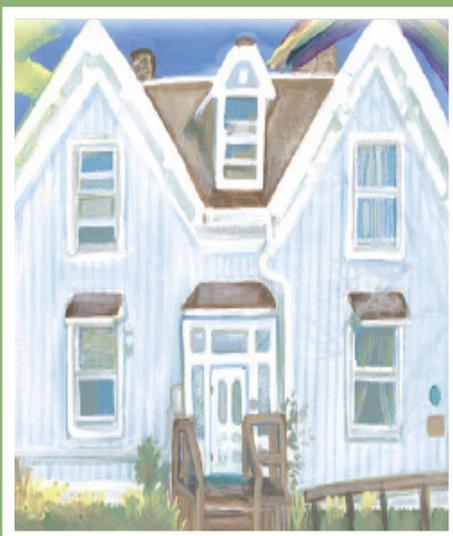
In partnership with Correctional Service Canada, we own and operate two community residential facilities, providing residence for up to 28 individuals each day. We utilize a structured, supportive approach to assist individuals in their transition from prison to community living. Through a strong working relationship with parole officers, residents are supported in their individual release plans as they re-engage with the community.

Finding employment does remain one of the most difficult transitions for residents.

COVID-19 response

Our ability to support as many clients as desired was limited due to reduced facility capacities, and community resources. In-person drug and alcohol abuse support groups were unavailable and online support was under development.

Housing was also significantly impacted. The housing and rental market was already stretched thin before COVID-19, and with limited availability and increased pricing, many residents had to rely on family and community support for housing. However, COVID and community support did give us the opportunity to implement changes that will benefit our facilities for years to come, i.e. renovations + SNUGS.



Sir Sandford Fleming House

Sir Sandford Fleming House (established in 1984) is a community residential facility for residents who identify as male or are gender diverse. We provide day parole residence for 20 people at a time.

77% of residents were able to secure their own private accommodations, whether it was their own apartment or with family. No one was released to a shelter.



Nehiley House

Nehiley House (established in 2005) is a community residential facility for residents who identify as female or are gender diverse. We provide day parole for eight people at a time and can accommodate women and their children through our “Mother/Child” program.



**Here I feel compassion,
not contempt. And for that
I am so thankful.**

- Resident at Sir Sandford Fleming House



**The staff here make me
feel understood for the
first time in my life.**

- Resident at Nehiley House



Community Trustee Program



The Community Trustee Program is a support program that serves vulnerable members of society who need help stabilizing their housing and budgeting their funds. Clients are referred to the program for a variety of reasons by government agencies, at the request of landlords or by personal request, and we tailor our services on an individual basis depending on individual needs.

Community Trustees supporting clients throughout the pandemic

For over 35 years, Shelter Nova Scotia's Community Trustee Program has supported clients in the HRM in managing their funds and making rent and utility payments. Throughout the pandemic, the program has been more important than ever.

The program consists of two full time trustees, who support clients navigating rising rents amidst an increasingly unstable economy and job market, while also providing a source of comfort.



“During the lockdown, we’ve been a source of familiarity for our clients. We’ve provided predictable and reliable support while everything else has been unpredictable,” says Community Trustee Shannon Johnston.

In 2020, the program and its staff had to quickly adjust to the pandemic. “We needed to continue offering services to our clients while keeping everyone safe,” says Shannon.

The team transitioned away from its previous office setup, opening a **walk-up window** for clients to collect their cheques or stop by for essentials, like Band-Aids. Others received their funds via direct deposit when staff worked from home.

Community Trustees Shannon & Donna preparing gift bags for their clients over the holidays

The team also modified services to continue to be there for clients on a personal level. “Some of our clients are lonely and don’t have many supports – either family or friends – so we try to be there for those people, even if that’s just taking their phone calls and chatting,” says Shannon.



The “walk-up” window outside Metro Turning Point

The Community Trustee team has worked to meet clients where they are, providing individualized client-focused service and even calling some to say happy birthday. “That might be the only call or ‘happy birthday’ that client gets,” says Senior Trustee Donna Poirier. “It doesn’t take a whole lot of time, doesn’t cost anything, and can make all the difference in their day.”

Mandy Chapman, Coordinator of Volunteers and Food Security at Shelter Nova Scotia recognizes the impact both Trustees have on Shelter Nova Scotia and its clients. “Donna and Shannon have created a program that empowers clients through quiet mentorship and a listening ear. The respect, commitment and compassion they bring to the program makes it flourish. We are so grateful to have them.”

In the future, Shelter Nova Scotia and the Community Trustee team looks forward to seeing the program grow to support more clients. “Our clients amaze us with their resilience and perseverance,” says Shannon.

“You never know what tomorrow will bring,” says Donna.” We’re ready for that challenge.”

STATS

Total clients served: 177

53 Females	108 Males	8 Couples (16 people)
17 Clients have children (28 children)	16 Clients joined our program this year	19 Clients no longer require the assistance of a trustee





Housing Support Program



Working in conjunction with other shelter providers and the community, we provide support to almost 200 people who have transitioned or are transitioning from being homeless to securing a home.

We meet folks where they are at – physically, emotionally, and otherwise – to provide a safe and inclusive space to obtain and/or maintain housing. We have limited resources and often work within constraints to creatively furnish and provide the necessities to folks as they start or return to their own homes.

The support provided by our team, which is made up of two intensive case managers and three housing support workers, is transformational for our clients. They provide the most basic necessities and a safe place to call home, allowing clients the opportunity to achieve their goals.

Total people served: 194

<p>118 people identified as having mental health and addiction concerns</p>	<p>77 Are using an eviction prevention service</p>	<p>70 Total people successfully transitioned into housing</p>
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Volunteers and Food Security (Adopt-a-Meal)



A nice meal donated by students to Metro Turning Point over the Holidays

While many volunteer programs had to be put on pause in 2020, we want to thank those who volunteered their time to support us during these trying times. Their support with meal preparation, cleaning and maintenance at facilities was crucial in helping us support our clients.

In 2020, we saw an increase in donor participation in the Adopt-a-Meal program. This program has seen its share of ups and downs with the COVID-19 pandemic. Now more than ever, the spotlight shines on those who are food insecure. The need to support these individuals has never been greater.

Shelter Nova Scotia strives to make sure the city’s most vulnerable stay fed and healthy. **This year, with the support of our community, we had 7,880 meals donated by 413 individuals, groups, restaurants, families, faith organizations and small businesses.** This was a record number of meals donated, with new donors coming on board and long-term donors continuing their commitments, providing meals for 106 individuals across our six facilities.

We have also been able to support clients of our Housing Support and Trustee Programs with grocery gift cards made possible through donations from the community.

Total Adopt-A-Meals donated, April 2020-March 2021 (per facility)

<p>4,500 Metro Turning Point meals donated</p>	<p>2,004 Herring Cove Apartments meals donated</p>	<p>570 The Rebuilding meals donated</p>
<p>96 Nehiley House meals donated</p>	<p>200 Sir Sandford Fleming House meals donated</p>	<p>510 Barry House meals donated</p>

Donor Story



Paul Scott, Vice-President and Investment Advisor at CIBC Wood Gundy

How one donor's small talk made a big difference in the community

Small talk. Whether about the latest headlines, the daily forecast or hobbies and interests, small talk has a big impact on our daily lives and interactions. Most of us engage in small talk with friends and family, colleagues in an elevator or passersby walking their dog. But when you encounter someone asking for money on a sidewalk or at a stoplight, do you treat them with the same dignity?

Paul Scott did just that – and what started as small talk transformed into something much more meaningful.

“During my frequent commutes around town, I was constantly seeing people asking for donations at stoplights,” says Paul, Vice-President and Investment Advisor at CIBC Wood Gundy. “I’d typically offer change, but when October and November of 2020 hit, I started to see a lot of new faces. Out of curiosity, I started to ask about their lives.”

Through these conversations, Paul learned that many had lost their jobs due to COVID-19 and had no savings or family to provide support. Now living in tents, the donations helped pay for food and safe shelter.

After months of these interactions and increasing news reports highlighting HRM’s lack of affordable housing, Paul felt he needed to do more and was inspired to send an email to CIBC offices across the province.

“Shelter Nova Scotia runs six facilities including two emergency shelters, two community corrections houses and two affordable, supportive apartments,” Paul wrote in the email. “This year, I am going to try to support Shelter Nova Scotia and I hope some of you might join me. These are good people that had jobs and a place to stay and now are on the streets.”

In this email sent on Sunday, November 29, 2020, Paul agreed to match donations up to a certain dollar amount. His Regional Manager, Stephen Maltby, immediately matched the offer, followed by his colleague, Bruce Towler, later that afternoon. Before the office doors even opened the next day, Paul had set the wheels in motion.

His request touched the hearts of everyone in the region including the Bridgewater, Wolfville and New Glasgow offices and has raised a total donation of \$37,700.

“Paul’s generosity of heart, words and action will be part of some relief, some comfort and perhaps stabilization with a new start for our clients,” says Linda Wilson, Executive Director of Shelter Nova Scotia. “We are so grateful that his compassion has led the way to an incredibly generous gift.”

Paul shares that providing support, no matter the amount, is as easy as an email or a phone call. “We as an office and as a community were able to support fellow Nova Scotians in their time of need.”

“We’re all people living on the same planet and trying to get by – some of whom have experienced misfortune,” says Paul. “Hearing people’s stories is what changes everything. Some people walk or drive by, looking straight ahead. Some say ‘sorry’ and keep going, some throw a coin but don’t make eye contact. And then there are the few who stop and speak to another human being, eye to eye.”

Donations, Fundraising and Special Projects

Year-after-year, we have generous donors who come forward to support us in our mission. This year, we had **over 800 new individual donors** join this beautiful donor community. Working together, the future is bright! To everyone who supported us, and will continue to support us – **THANK YOU.**

Cornerstone Funders

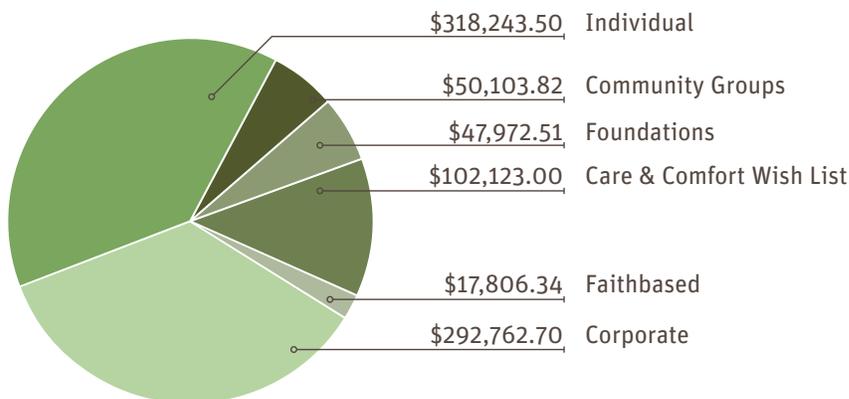
Affordable Housing of Nova Scotia
 Correctional Service Canada
 Generous community members & organizations
 Housing Nova Scotia

The Believers

Efficiency Nova Scotia
 Feed Nova Scotia
 Flemming Charitable Foundation
 J & W Murphy Foundation
 Joan's Table
 Margot Spafford
 My Home Apparel
 Property Valuation Services Corporation
 Rotary Club of Halifax Northwest - Toonies for Change
 Sisters of Charity
 The Cathedral Church of All Saints
 United Way of Halifax

DONATIONS & FUNDRAISING

April 1, 2020 – March 31, 2021



Special Projects

Even though it was a year we'd all rather forget, because of the below funders we were able to achieve great things for the people we serve.

Community Foundation of Nova Scotia – SNUGS at Metro Turning Point & Sir Sandford Fleming House

Correctional Services Canada – Plexi-glass for SNUGS at Sir Sandford Fleming House

Corinne & Jack Duffy – Renovations at The Rebuilding and Central Office

Employment & Social Development Canada – Canada Summer Jobs – Student placement

Feed Nova Scotia's Capacity Grants – Barry House, Metro Turning Point, Sir Sandford Fleming House & Nehiley House

HRM Community Grant – Renovations at Sir Sandford Fleming House

Housing Nova Scotia – SNUGS at Barry House

J & W Murphy Foundation – HVAC system & temporary overnight staffing at The Rebuilding

Robert Stapells Mattress Legacy Fund – Funded by White Point

Safety Services of Nova Scotia – Gift cards

Southwest Properties – Generators for The Rebuilding & Barry House

Tim Nobes – Paving at Metro Turning Point

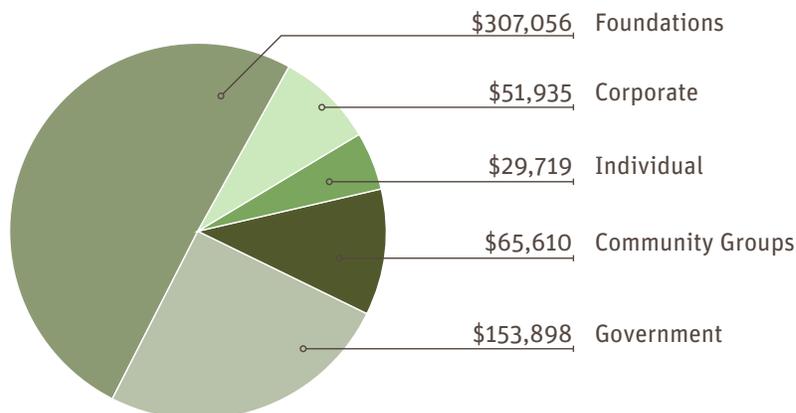
United Way – Atlantic Compassion Fund – SNUGS at Barry House, office renovations at The Rebuilding and COVID temporary wage top-up

Unifor – Projects at Barry House

UPS – Gift cards

SPECIAL PROJECTS

April 1, 2020 – March 31, 2021





A Journey of Growth

A letter from Theresa Driscoll, Master of Social Work Student, Wilfred Laurier University

In January 2021, I had the opportunity to start my Master of Social Work placement with Shelter Nova Scotia. I had previously worked extensively in case management and with vulnerable youth in care. Knowing that some of the very youth I have worked with “age out” of care and end up experiencing some form of homelessness, I was looking forward to expanding my knowledge of homelessness. I had never worked with an adult population before, and was nervous to be returning to the role of student. Shelter Nova Scotia, every guest and every employee made my experience welcoming and truly changed me for the better.

I was able to observe the structural differences youth experienced as they transitioned from the child welfare system into the adult homelessness system. Children in care (and the agencies supporting them) have access to significantly more resources and support than those in the adult system. Moreover, further inequalities exist within the adult sector, often linked to gender and perceptions of “deserving poor”.

While I spent a lot of time at Metro Turning Point, I also had an opportunity to work within Barry House, Herring Cove Apartments and The Rebuilding. I observed that male identified clients have less access to resources, and overall seemed to be less regarded societally than female identified clients. I saw the (mis)perceptions of clienthood, vulnerability and victimhood as contributing factors to women and children being seen as more deserving than men. Moreover, in a neoliberal capitalist society, men are generally a more privileged group who are seen as “breadwinners” and are socialized not to ask for help. Therefore, men may look even less favorably among members of their own as undeserving failures who “just need a job”.

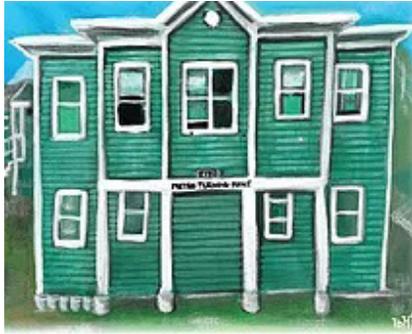
I learned to apply social work practice skills to work within a harm-reduction setting and was able to recognize homelessness as a health issue, and many of the intersecting social locations, privileges, and oppressions at play. I challenged my own values, assumptions, and biases to work with a population I was not accustomed to, using assessment skills, practice skills and reflexivity skills. From a micro level, I participated in direct service work and supported individuals experiencing homelessness. From a mezzo level, I contributed to the work of other social workers at the agency to re-tool and restructure our case management approach, which directly impacts guest eligibility and service.

I was able to participate in discussions with my placement supervisors and/or colleagues about various practice interventions, including documentation, shelter models and supportive housing, and other components of our case management strategy. I conducted research and presented my ideas in an organized and cohesive manner. I raised my own consciousness of structural social work and the systemic barriers that impacted our guests routinely.

I feel very grateful that even in the middle of a pandemic, Shelter Nova Scotia allowed me an opportunity to be a part of the organization and develop my knowledge of this new practice area. I also gained a deeper understanding of myself, which I expect will impact me positively moving forward. This understanding evolved through placement experiences and discussions that challenged my views of being in relationship with others; colleagues, supervisors and guests. I'm extremely hopeful that what I have learned from Shelter Nova Scotia will help me on my journey to ensure youth do not "age out" of care and enter homelessness. I send my sincere thanks to everyone I have met during my time at Shelter Nova Scotia, from guests, tenants, clients to employees in every area. Thank you for all that you do and for making my placement one I will never forget.



“On behalf of the whole Shelter Nova Scotia Community, thank you! We are grateful for you. For more information on the work we do and to learn how you can get involved, either by volunteering or supporting us financially, visit www.shelternovascotia.com”



Metro Turning Point (1973)



Sir Sandford Fleming House (1984)



Barry House (2001)



Nehiley House (2005)



The Rebuilding (2012)



Herring Cove Apartments (2015)



Community Trustee Program (1981)



Housing Support Program (2010)



www.shelternovascotia.com