

Restoring Hope Ministries



2025 Impact Report

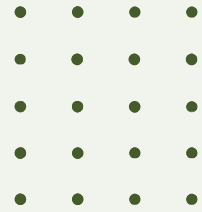
**Loving and serving Ottawa's youth
who are experiencing homelessness,
marginalization, and exploitation.**

RestoringHope.ca

**Restoring
HOPE**
MINISTRIES



WHO WE ARE



Restoring Hope has been providing a safe overnight shelter, an evening drop-in program, and other essential supports to homeless and street-engaged youth (16-24) in Ottawa, since 2013.

Our goal is to help youth stay safe, meet immediate needs, and help them move toward stability so they can discover their talents, worth, and potential. We believe that early intervention when a youth first experiences homelessness is critical to reducing the likelihood of long-term or recurring homelessness.

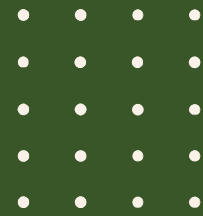
Our programs offer a respectful, judgement-free environment where all youth are welcome, regardless of religious beliefs, race, gender identity, or sexual orientation.

Our staff and volunteers help youth replace lost identification, prepare for housing, connect with housing workers and income supports, and access employment, mental health, addiction, and other community services. As a low-barrier shelter, we also serve youth in mental or physical distress who are often unable to access other shelters.

We work with community partners such as Operation Come Home and Youth Services Bureau, to connect youth to services providing housing supports, employment counselling, educational supports, mental health and substance use health supports, so that they can secure and maintain long-term housing.



OUR MISSION & VALUES



Our **mission** is to provide safe shelter and essential support to Ottawa's homeless and street-engaged youth (ages 16–24), helping them discover their talents, inherent worth, and potential by:

- Supporting youth to strengthen family, caregiver, and natural supports that promote safety, stability and belonging, and prevent recurring youth homelessness;
- Providing physical, spiritual, emotional, and mental support;
- Creating a safe, accessible and inclusive space for youth;
- Providing individualized supports through a harm-reduction and trauma-informed lens;
- Offering programs and services that best serve the unmet needs of Ottawa's youth; and,
- Partnering and collaborating with other community-based organizations.

Our work is grounded in our core values and beliefs of faith, hope and love (First Corinthians 13:13).

Core Values:

- Unconditional love
- Compassionate care
- Collaborative community





OUR PROGRAMS



An **overnight, emergency shelter**, where youth can find a safe place to sleep. The shelter operates as a minimal-barrier structure, which allows youth to access the shelter even if they have lost ID or are otherwise in distress.



An **evening drop-in program** where youth receive a warm meal, snacks, toiletries, warm clothing, and other essential supplies. We also celebrate birthdays, have craft and game nights, and take the opportunity to connect with the youth.

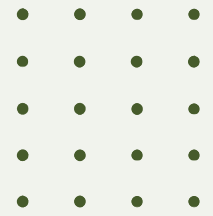


Through our **Combining our Resources Effectively Program (C.O.R.E.)**, we provide early intervention, and assist youth in navigating the mental health and substance use services in the community. We also help parents/guardians to understand the behaviour of a loved one experiencing addiction or other mental illness, and direct them to resources in the community.



Through our **Housing Support initiative**, and with the assistance of volunteers and a partnership with Matthew House Furniture Bank, we offer a minimal barrier housing program to assist youth who are moving into housing, and who require assistance with furniture acquisition and other household items.

ABOUT OUR IMPACT



Restoring Hope's impact on the lives of youth facing homelessness is significant. The impact begins when a youth first accesses our services.

First, we meet the basic needs the youth by providing them with a place to sleep, a warm meal, and essential supplies. Our program workers attempt to build relationships with the youth by listening to their concerns and needs, assisting in crisis intervention, and providing one-on-one counselling.

When the youth are ready, we connect them to mental health and substance use services, housing and food services, employment counselling, and education programs.

This, in turn, provides encouragement, and helps the youth to develop the personal strengths and self-esteem essential to finding stability and long-term positive relationships.



2025 IMPACT BY THE NUMBERS

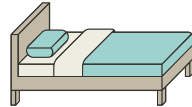
Times We Provided
Warm Meals &
Supplies:

3,850



Times We Provided a
Safe Place to Sleep:

3,947



Times We Served
Breakfasts & To-Go
Lunches:

2,650



Times we Helped
Youth Connect with
Other Resources in
the Community:

247



Times We Helped
Parents Navigate
Support for Their
Youth:

15



Housed youth that
depend on us for food,
housing support, and
resources:

55



Times We Assisted
the Ottawa police in
Locating a Missing
Youth:

127



Times We Helped in
Getting a Youth
Home or Back to
Their Group Home:

34



Times Other
Agencies Referred
Youth to RHM:

55





STORY OF IMPACT

A youth was staying with us for about 5 months on a regular basis. When they first came to stay with us, they did not have identification, an income source, or any plans for how they would exit homelessness.

Our staff helped the youth to obtain ID. Once they had ID, they were able to get a job working at Tim Hortons. We then helped them to connect with Ontario Works so that they could increase their income and start looking for housing.

After they were registered with Ontario Works, we helped them apply for supportive housing. Now they are living in a supportive housing unit, and they are making plans for the future.

The youth asked us to call their dad and update him on how well the youth was doing. He wanted his dad to be proud of his accomplishments and to feel that he could stop worrying. Today, the youth is reconnecting with family and has a plan to go back to school and one day soon have their own apartment.



STORY OF IMPACT

A mother reached out to us for help with her 18-year-old son. She was afraid knowing that she could no longer allow him to live at home because of his drug use. She had other younger children at home, and she was concerned that her oldest son's behavior could be traumatic for the younger kids.

We told the mother that her son could stay with us, and that we would help both of them to navigate how to get help. We also worked on his recovery plan, and committed to helping the mom keep in contact with her son.

We helped her son get into a recovery program at The Royal Ottawa. When he finished the program, we helped find his own housing. He is doing much better now, and we continue to stay in touch to offer him support. Both the mom and the son have stayed connected, and she is so pleased that he is safe and overcoming his addiction.

PARTNERS & COLLABORATIONS

Our impact goes beyond the numbers. Program staff work with case workers and organizations from across the city to ensure that youth receive referrals and access to the care and support they need. We have a solid network of partnerships and connections, and work with other service organizations to ensure that our programs continue to meet client needs. Some examples are as follows:

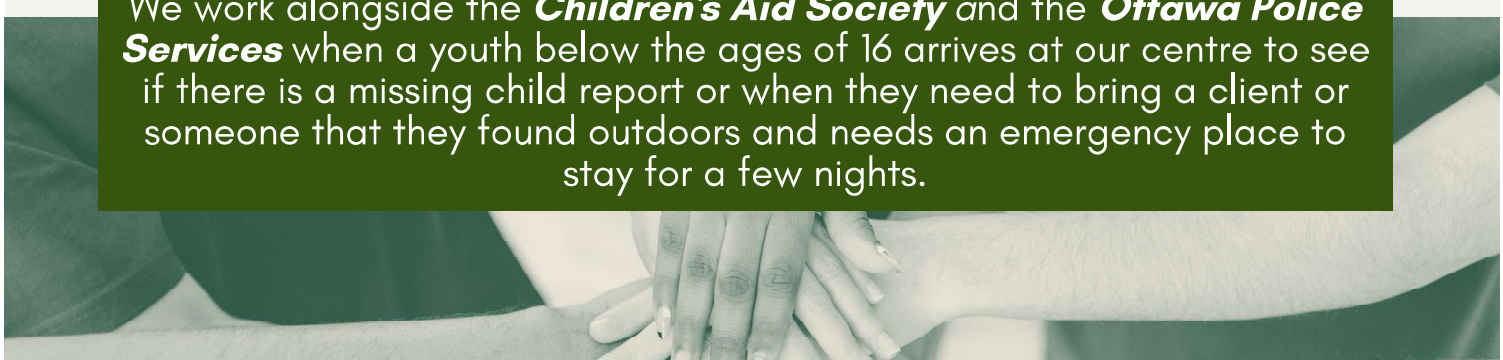
Operation Come Home (OCH) provides employment and education support. Many of the youth who stay at our emergency overnight shelter access OCH resources during the day.

Youth Services Bureau (YSB) often refers youth to us when they don't have space at their emergency shelters. We refer our youth to YSB when seeking assistance with schooling, employment, and mental health and substance use health supports.

The Wabano Centre for Aboriginal Health serves Indigenous peoples of every background – First Nations, Inuit and Métis. They provide specialized cultural programming and Indigenous health care.

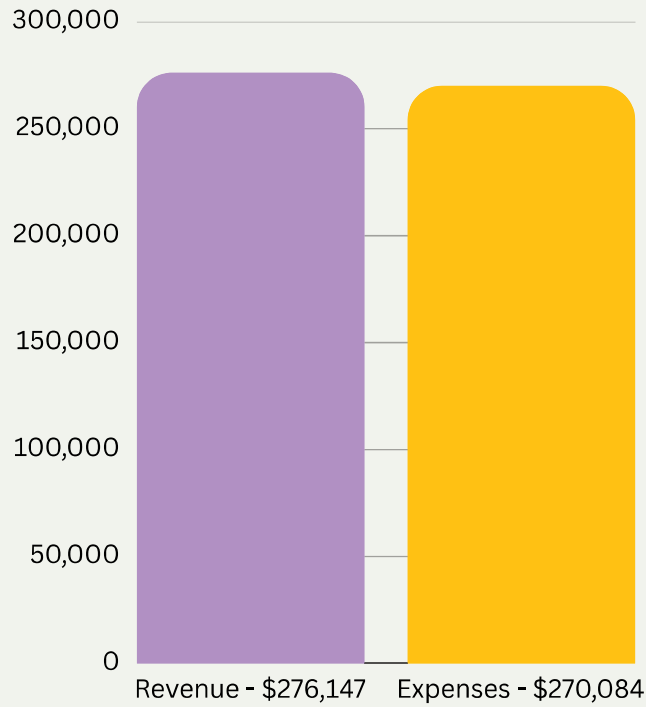
Fight4Freedom assists victims of sex trafficking in finding support systems essential to safety, healing, and freedom. They also advocate for justice for individuals exploited by sex trafficking.

We work alongside the **Children's Aid Society** and the **Ottawa Police Services** when a youth below the ages of 16 arrives at our centre to see if there is a missing child report or when they need to bring a client or someone that they found outdoors and needs an emergency place to stay for a few nights.

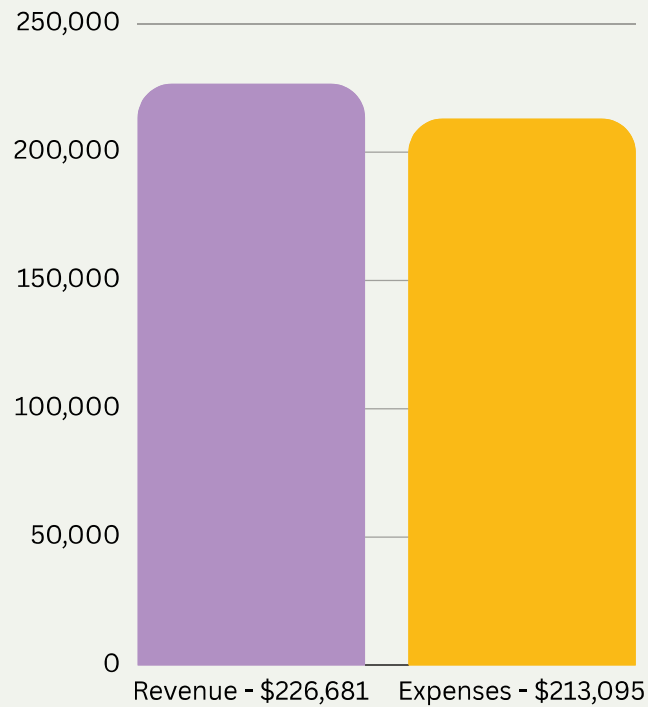




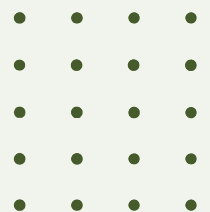
FINANCIAL OVERVIEW

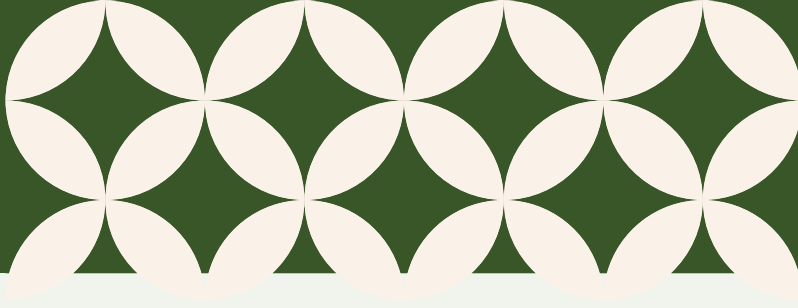


2024



2025





How to Help

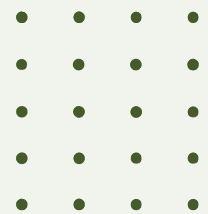
We are truly grateful for donations of any amount or kind. Some of the things that we're always in need of are:

- Financial donations.
- Gift Cards to stores in the Ottawa area that we can use to purchase food for meals, snacks, shelter supplies, essential toiletries and emergency clothing for our youth.
- Purchased or home-made meals for our evening drop-in.
- Warm coats, boots, hats, gloves, socks, and undergarments for both men and women.
- Granola bars, breakfast cereal, juice, cookies, and other non-perishable snacks.

We are happy to pick up donated items.

Financial donations can be made in the following ways:

- Online at restoringhope.ca/giving
- By E-transfer: support@restoringhope.ca
- By Cheque: Restoring Hope Ministries, P.O. Box 24105, Hazeldean, Kanata, ON, K2M 2C3





THANK YOU!

We could not do what we do without the support of:



**Individual
Donors**



**Local
Churches**



**Our
Volunteers**

Our partners throughout the last two years:



**Crabtree
Foundation**



**Ontario
REALTORS Care®
Foundation**



**United Way
East Ontario**