



Hope on the Other End of the Line

HOW PRAYER IS REACHING TORONTO'S MOST VULNERABLE ONE CALL AT A TIME

Every day in downtown Toronto, people walk through the doors of Scott Mission carrying burdens few others see, homelessness, loneliness, uncertainty, and spiritual hunger.

“We serve a large community and wanted to increase our prayer support for them,” shared Matt Greenwood, Manager of Transformational Programs at Scott Mission, a registered Canadian charity and Christian ministry.

The challenge was clear. The need for spiritual care was growing, but time and resources were limited. How could prayer remain accessible to everyone who needed it?

The answer came through a partnership with Anyone Pray, a simple prayer line connecting callers instantly with trained Prayer Partner volunteers ready to listen and pray.

WHEN PRAYER BECOMES ACCESSIBLE

The launch was intentionally simple. Flyers were handed out during food bank programs. Posters appeared in common areas throughout Scott Mission's buildings. No complicated systems. No barriers.

Just an invitation: If you need prayer, call.

What happened next surprised even the team.

Men staying in the organization's respite shelter quickly embraced the prayer line, calling often and sharing the resource with others. Word spread organically throughout the community.

"Men staying in the respite shelter became strong advocates and passed it around very quickly," Greenwood explained. "They were very grateful for the support and the opportunity to pray with others."

For many callers, this was more than a conversation, it was a moment of being seen. A moment of spiritual connection in the middle of difficult circumstances.

"The understanding and proper response of the person who prayed for me," shared one caller after connecting with the prayer line. "Now, I am seeing the result of the prayer."

REACHING BEYOND HUMAN LIMITS

Organizations serving high-need populations face constant change. Needs shift daily, and staff work tirelessly to meet overwhelming demand. Providing consistent one-on-one spiritual care for everyone can feel impossible.

The prayer line changed that reality.

Although Scott Mission is not a church, spiritual care remains central to its mission. Through Anyone Pray, prayer became available far beyond what staff alone could provide.

"This service has greatly impacted our goals by expanding our resources and allowing us to reach more people with prayer needs," Greenwood said.

Without adding workload or staffing requirements, the ministry suddenly had an extended pastoral presence, available whenever someone picked up the phone.

A QUIET MOVEMENT OF FAITH

Measuring spiritual impact isn't always easy in a fast-moving environment serving thousands of people. Yet one sign stands out clearly: the calls keep coming.

Community members consistently share positive feedback, expressing gratitude for how easy the prayer line is to access and how meaningful their experiences have been.

Behind every call is a story... someone choosing hope, someone opening their heart, someone encountering compassion through prayer.

"There is a high need out there," Greenwood reflected, "and the prayer line is needed and used often."

THE GOSPEL WITHOUT WALLS

Not everyone who encounters prayer will walk into a church building. But many will pick up a phone when life feels overwhelming.

Through this partnership, prayer is meeting people exactly where they are; in shelters, in moments of crisis, in quiet personal struggles.

It is a reminder that evangelism does not always begin with a sermon. Sometimes it begins with a listening ear, a compassionate voice, and a simple question:

“How can I pray for you today?”

With every call answered, hope travels further, proving that when prayer becomes more accessible, the love of Christ reaches places walls alone never could.

SCOTT MISSION — IMPACT AT A GLANCE

- 136 lives sheltered every night
- 600 meals shared every day
- 3,500 families supported each month

All alongside:

Counselling • Spiritual care • Children & youth programs • Daycare • Healthcare • And more

