

We Salute Our Donors

The Heart of Good Shepherd



A Message from the President of the Board of Directors

It is important to celebrate the people who share our vision and help us deliver our mission. Good Shepherd donors, Board members, volunteers, directors, managers and staff live out our values every day as they help the most vulnerable members of the community. Availability, flexibility, adaptability, hospitality, and dignity are the guiding principles that are brought together by our most loyal supporters.



As President of the Board of Directors, I am proud of the progress and accomplishments that Good Shepherd has made this year. Our programs and services continue to be supported through strong partnerships with community organizations and government agencies as we expand to address the growing needs of the Greater Hamilton Area.

As the needs of our community continue to change, we must constantly adapt our organization and enhance our innovative programs and services. Just one year after opening the Good Shepherd Square, we are preparing for more revitalization and growth with the development of a much more dignified and efficient food bank and clothing program at the new Venture Centre on Cannon Street East.

Good Shepherd will continue to serve the community based on our guiding values and, above all, we have faith in people. The Board looks forward to the future and is committed to ensuring that Good Shepherd continues to serve the needs of the children, youth, men, women and families that come through our doors.

Sincerely,

A handwritten signature in black ink that reads "Duke O'Sullivan". The signature is fluid and cursive, with the first name "Duke" being more prominent.

Paul (Duke) O'Sullivan
President, Board of Directors

A Message from the Executive Director

Good Shepherd takes our commitment to you – our donors, funders and friends – very seriously; you are vital to the members of our community who look to us for support. That is why we work vigorously to ensure that your generous gifts are directed to service delivery within strict guidelines. Eighty-nine cents of every dollar you give to Good Shepherd go directly to running programs. That falls well within the Canada Revenue Agency's acceptable ratio for charities.



When Good Shepherd is called upon to help during harsh conditions – whether they are weather-related or due to the economy – we do not hesitate to offer assistance. In 2013-14 the need for Good Shepherd's programs and services put a strain on our resources. Although we were overwhelmed by the generosity of our donors, the urgent need for our service outpaced our revenues. As a result, we ended the year in a deficit situation. We are committed to being fiscally responsible and are endeavouring to eliminate this deficit without impacting our services.

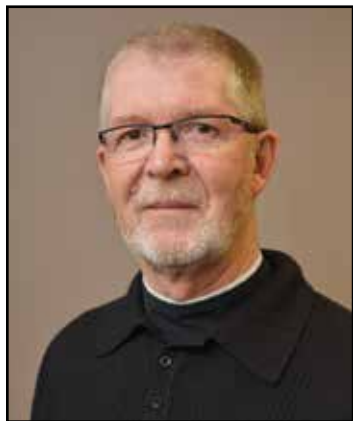
Good Shepherd's greatest strengths are the enthusiasm and commitment of staff, volunteers and donors, who put our core values into action every day. The people who share our vision allow us to address the growing needs of the vulnerable and at-risk members of our community. Throughout this Annual Report, you will meet some of the amazing people who have enriched our organization by giving their time, energy and resources to ensure that our important work can continue.

Thank you for your ongoing support.


Brother Richard MacPhee, BGS
Executive Director

A Message from the General Superior of the Brothers of the Good Shepherd

There have been many advancements since the original Good Shepherd men's shelter opened in 1961. I and my fellow Brothers have continued the work of our founder, Brother Mathias Barrett, who answered an invitation 53 years ago from Bishop Joseph Ryan to attend to the physical, emotional and spiritual needs of the most vulnerable people in Hamilton.



Over time, our programs have adapted and evolved to address the growing needs of our community. We are proud to provide help and comfort to anyone who seeks it, from the beginning of life to the end of life – free of charge and without judgment.

The Brothers of the Good Shepherd exist as a Roman Catholic congregation for the glory of God and service to the poor and vulnerable. Charity Unlimited is our founder's legacy and is expressed in the values that guide our work: *availability, hospitality, flexibility, adaptability* and *respect for life*.

The Brothers and I thank God for blessing us with so many friends and supporters. We could not do our vital work without the support of our strong group of volunteers and co-workers, as well as a caring and compassionate community.

In the spirit of Brother Mathias, we will continue to restore hope and dignity to the many men, women, children and families who walk through our doors. Thank you for believing in our work and for having Faith in People.

Sincerely,

A handwritten signature in black ink, which appears to read "Justin Howson BGS". The signature is fluid and cursive.

Brother Justin Howson, BGS
General Superior, Brothers of the Good Shepherd

Our Donors
So Many Reasons to Help





Bill MacKinnon was very young when he came to know about Good Shepherd. The priest at his church in Dundas, where he grew up, brought him to the Good Shepherd Men's Hostel, an emergency shelter for homeless men in Hamilton.

The image of the men lined up for their dinner stuck with Bill.

Bill MacKinnon

Donor & Volunteer Board Member

Years later, he was reminded of that day when his sister asked him to sponsor her in a fundraiser for Good Shepherd. By this time, Good Shepherd had expanded its services to address the severe need in the Greater Hamilton Area.

"One of the things I like most about Good Shepherd is that it helps people from all walks of life from birth to death and everything in between," says Bill.

While looking at where his company, RPM Mechanical, was allocating its resources, Bill felt it was important to give to a local charity and he made his first commitment to help build Good Shepherd Square.

"Attending the grand opening of Good Shepherd Square was one of the most important and beautiful experiences of my life."

Becoming a board member has been a rewarding experience for Bill and he encourages others to become involved.

"Being a volunteer not only helps the people that we serve, it also gives you, as the volunteer, a sense of purpose and belonging in your life."

Hadrian Manufacturing Inc.

Long-time Corporate Donor

Michael Razem, Vice President of Sales at Hadrian Manufacturing Inc., was living in Dundas in 2007 when he heard about the work that Good Shepherd was doing in Hamilton. Seven years later, Hadrian is one of Good Shepherd's most supportive corporate donors.

Hadrian continues to embrace new technologies and flexibility in design. The company is a worldwide supplier of quality toilet partitions and lockers. Established in 1983, Hadrian now has locations in Burlington ON, Mentor OH, and Shanghai, China.

As Hadrian continues to experience record sales and increased profit, its support of charities across the globe has strengthened.

"When the company is doing well, we feel the need to give



back. Good Shepherd does really great work for the Hamilton community and we feel we're in a good position to help in those efforts," says Michael.

Hadrian was committed to the construction of Good Shepherd Square and most recently, the company has supported the development of the Venture Centre.

"We have created a great partnership with Good Shepherd. We like to learn about the new and progressive projects that are coming up so that we can determine how we can help."



Nicholas D'Amico

Next-Generation Donor & Volunteer

sense of community. By supporting Good Shepherd, we know that our resources are being put to good use," says Nicholas.

RIMS Transport has a strong presence at Good Shepherd fundraising events like the Harvest Dinner and the Good Shepherd Golf Classic, where Nick is an active volunteer on the organizing committee.

"I love participating in the fundraising events," says Nicholas. "Good Shepherd events offer great networking opportunities, and as a volunteer, they offer a different perspective on giving back."

Over the years, Nicholas and his family have seen the organization grow and have seen the impact that their contributions have made.

"It has been amazing to see the progress and be a part of that change. We've seen so many new programs develop," Nicholas says. "It really is true when they say that it is much more rewarding to give than to receive."

Nicholas D'Amico grew up in a family with strong values and at their core was a sense of community and a passion for helping others. His family's company, RIMS Transport, began supporting Good Shepherd in 1999 through the leadership of Nicholas's father, Joseph. Nicholas has supported Good Shepherd personally for the past five years.

"As a family and as a company we have always had a strong

Sandra Mactaggart

Legacy Donor

Sandra Mactaggart has been a supporter of Good Shepherd since 1988. Sandra learned from her parents the importance of charitable giving and the work of Good Shepherd.

"My mother and father were donors," says Sandra. "They taught me that Good Shepherd is a worthwhile cause. I truly believed in the charity when I witnessed the services expanding."

Sandra supports a number of local charitable organizations that help all walks of life.

"I like to support charities that show visible results. I love getting newsletters that tell me about specific success stories so I know that my contributions make a difference," she says.

Sandra and William Mactaggart were both widowed at a young



age and married each other in 1991. Sandra became a stepmother to four children. When she began to prepare her Will, Sandra decided to leave a Legacy Gift to Good Shepherd.

Knowing that her husband's children were taken care of, and without children of her own, she was motivated to help those in the community who need support.

"I have been truly blessed to have wonderful parents as role models, and a supporting community throughout my life, and would like others to share in those blessings also," says Sandra. "Making a planned gift is a tremendous way to leave a lasting legacy and, hopefully, bring something good to the world."

"I'd like to think that part of my legacy would be to follow Isaiah 6:8: *'You know what God asks of you, man: to act justly, to love tenderly and to walk humbly with your God.'*"

Our Monthly Donors

Convenient and Cost-Saving Gifts

"I was originally giving during the holidays and at special times of the year. Monthly giving made sense, because it balanced my charitable giving throughout the year and it was easier to budget for."


A Monthly Donor since October 2012

Good Shepherd is honoured to have donors who are committed to making monthly contributions to the organization. Having a guaranteed income each month gives us the ability to better plan and implement our programs and services. When donors give automatically each month, one tax receipt is issued at the end of the year, which saves money on administrative costs and postage.

Monthly giving is also convenient for the donor. Most bills and expenses are already designed around monthly payments, so it's easy to fit charitable giving into your monthly budget.

Monthly giving lets you spread your giving out throughout the year and allows you to make an ongoing commitment to the charity. Giving regularly instills a feeling of loyalty and monthly donors become true advocates to the cause.

Good Shepherd is privileged to count 705 monthly donors among the 10,011 individuals who helped make a difference for thousands of our friends and neighbours in need.





Good Shepherd
Faith in people.

REPORT TO THE COMMUNITY 2013-2014

A Snapshot of
Good Shepherd Services



42,500

*people visited our
Emergency Food Program
and Christmas Hamper*

89,504

*meals were served through our
Hot Meal Program*



- 5,884 individuals visited our Emergency Clothing Program
- 245 people per month, on average, visited our Trusteeship Program for help with their finances and to ensure housing stability
- Six students earned their High School Diploma at Notre Dame House School, our alternative education program
- 355 women and 499 children found comfort and safety in Second Stage Housing Units
- 1,606 individuals visited our Health Clinics
- 63 people with life-limiting illnesses spent their remaining days at Emmanuel House

2,300
adults and children
enjoyed a turkey dinner
and a visit to
Christmas Wonderland



Emergency Shelters: *The demand doesn't diminish*

The average monthly occupancy rate for our emergency shelters:

- Men's Centre: 94.3%
- Martha House: 109.5%*
- Mary's Place: 127.6%**
- Notre Dame House: 84%
- Family Centre: 103%***

* Women and children were turned away on **2,496** occasions because our beds were full.

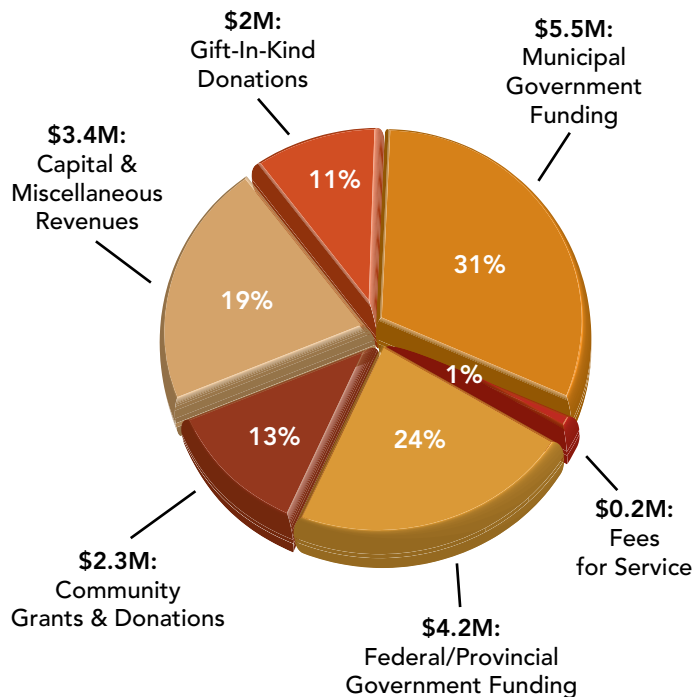
** Women were turned away on **3,025** occasions because our beds were full.

*** Based on 80-bed occupancy. Families were turned away on **1,042** occasions because our beds were full.

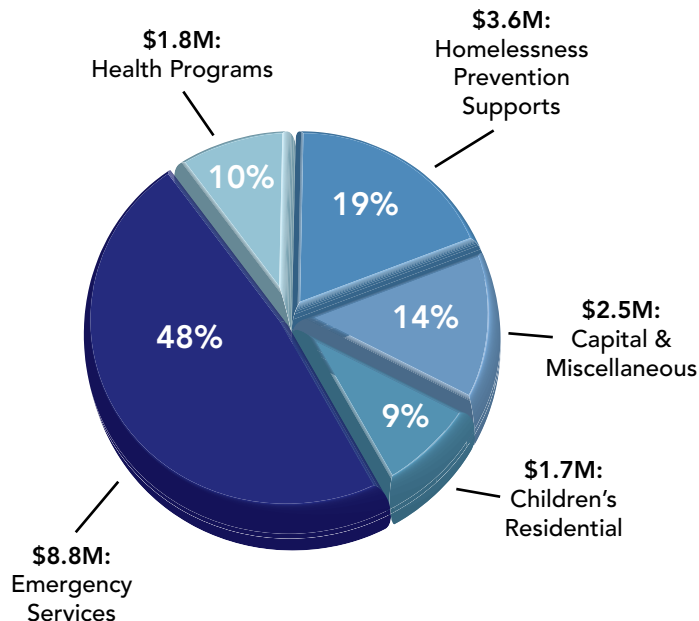


REPORT TO THE COMMUNITY 2013-2014

Your Investment in Us



Community Benefit: How We Used Your Investment



A Message from the Chief Development Officer

The need for food, shelter and support services for the most vulnerable members of our community continues to increase, and our programs and services rely heavily on the generosity of our supporters. Throughout this report we have introduced you to some of our greatest ambassadors. They represent the wide variety of support that we are so privileged to receive.



Michael Razem was one of the first donors I met when I started here at Good Shepherd and our partnership with Hadrian has proved that good communication is the key to any successful relationship. **Bill Mackinnon** has made a huge impact on the organization as a donor and a volunteer. **Nicholas D'Amico** is an example of engaging a new generation of supporters in the organization. **Sandra Mactaggart** is one of our longest supporters and we are honoured that she is leaving a lasting legacy with us. The many individuals and companies who support Good Shepherd through monthly donations are vital to the organization as they provide ongoing funding. Our volunteers – who give their time so generously – are Good Shepherd's greatest assets and we could not do this important work without them.

As we look forward, it is comforting to know that we are joined by so many compassionate individuals, companies and community groups in our efforts. You are the reason that we can perform our work and deliver the programs and services that have made our community stronger.

Thank you all for your ongoing support and faith in people.

God Bless,

A handwritten signature in black ink, appearing to read 'Cathy'.

Cathy Wellwood
Chief Development Officer

Board of Directors 2013-2014

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Gary Beveridge

Directors

Barb Beaudoin

Mary Lou Dingle

Celeste Heyerichs

Brother Justin Howson, BGS

Patricia Leonard

Brother David Lynch, BGS

William McKinnon

Brian Mullen

Frank Passaro

Father James Petrie

Executive Director

Brother Richard MacPhee, BGS

Secretary (Non-Board Member)

Paula Landry

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Charitable Registration No. 13063 6798 RR0001

