

GOOD SHEPHERD
COMMUNITY REPORT 2016-17



A MESSAGE FROM THE PRESIDENT OF THE BOARD OF DIRECTORS

On behalf of the Good Shepherd Centres Board of Directors, I would like to thank all our partners – many of whom assist our organization as donors and volunteers – for your support throughout the year. Without you, we would not be able to deliver the many programs that help us provide person-centred health, housing and human services.



Good Shepherd continues to strive to make a positive impact on our city's vulnerable people. Despite increased demand for our services and continuing economic pressures, we live our organization's Mission, Vision and Values. Our Values statement leads us: *Guided by our Faith in People, we are committed to working together to build healthy and resilient communities founded on the principle of social justice for all.*

I am honoured to have completed my second year as President of the Board of Directors. We have a highly energetic and creative group of people who put their collective hearts into serving this organization, as well as those who come to us for assistance. This year we said goodbye to two Board members – Father James Petrie and Celeste Heyerichs, who contributed greatly to the governance of Good Shepherd. We were privileged to work with them. Our Board also welcomed Tina Travale as our newest Director. I personally look forward to Tina gifting us with her talents and expertise.

Once again, thank you for your support of Good Shepherd and I look forward to another year of excellence in service delivery.

Sincerely,

A handwritten signature in blue ink, appearing to read 'GB', written over a faint, larger signature.

Gary Beveridge
President, Board of Directors

A MESSAGE FROM THE EXECUTIVE DIRECTOR

Since our beginnings in Hamilton in 1961, Good Shepherd has always thrived on the dedication of thousands of donors, volunteers and community partners. We are honoured to welcome all of these people as we deliver vital services in our communities.

In Good Shepherd's Community Report 2016-17 we feature five "champions" of our work. They are people and organizations who put their collective heart and soul into building healthy and resilient communities. Last year, in addition to gifts of cash, stocks, products and services, we were privileged to host 5,529 volunteers, who donated their time, energy and creativity to Good Shepherd's clients. Their work totaled an astounding 71,391 hours over 2016-17.

Also, in December 2016, we began months-long and wide-ranging renovations of Emmanuel House hospice. Modern equipment and cheerful décor have restored our hospice to one in which residents can be comfortable as they face their life-limiting illness in the company of friends and family. Once again, our donors came through for us and made important financial contributions to the project.

Please read about how our champions have helped Good Shepherd through the years and consider how you can make a difference to our neighbours in need. We could not perform our good works without your commitment.

Thank you for your ongoing commitment to Good Shepherd.

A handwritten signature in black ink that reads "Bro Richard OH". The signature is fluid and cursive, with the letters "OH" at the end.

Brother Richard MacPhee, OH
Executive Director



A MESSAGE FROM THE PROVINCIAL, HOSPITALLER ORDER OF ST. JOHN OF GOD

At the heart of Good Shepherd is our Mission: "We are called to **Never Stop Loving**. Inspired by the Hospitality of St. John of God and rooted in Catholic teachings, Good Shepherd provides person-centred health, housing and human services."

In the spirit of Proverbs 31:8-9, we speak up for those who cannot speak for themselves, and defend the rights of the poor.

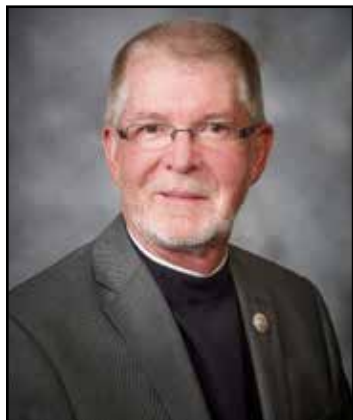
Every day, the Brothers of the Hospitaller Order of St. John of God, Province of the Good Shepherd in North America, as well as our co-workers and volunteers, welcome with open arms people whose circumstances have left them vulnerable to the scourges of poverty and homelessness. Hospitality embodies the Values of responsibility, availability, adaptability, quality and dignity.

We embrace these Values wholeheartedly, both on a local level and along with the greater Hospitaller Order of St. John of God, which numbers 1,099 Brothers who are present in 52 countries on all five continents. On behalf of the Hospitaller Brothers of St. John of God, thank you for walking our journey with us as we assist those who are sick and in need.

Sincerely in the Spirit of Hospitality,



Brother Justin Howson, OH
Provincial, Hospitaller Order of St. John of God
Province of the Good Shepherd in North America

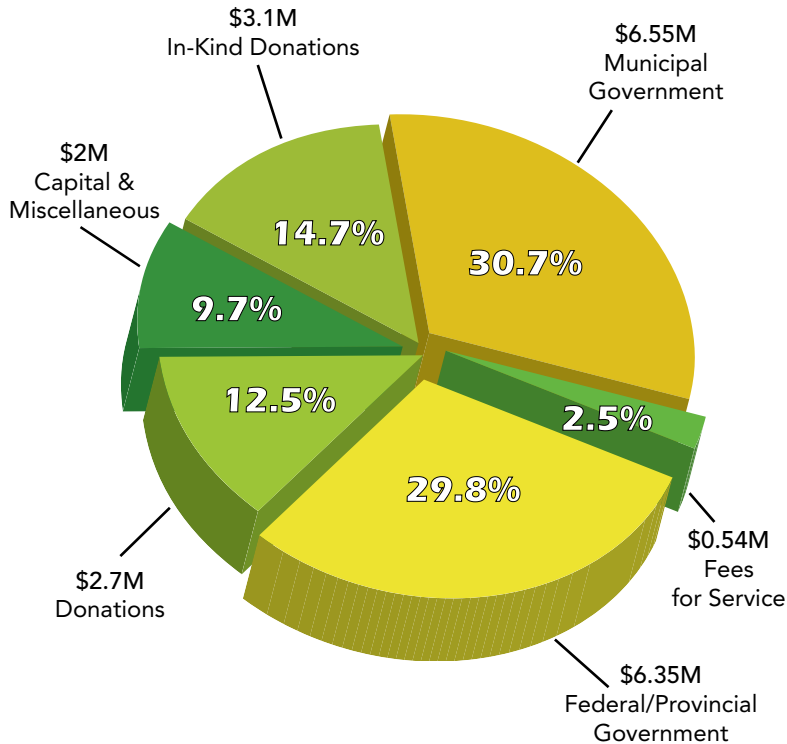




Good Shepherd
Faith in people.

REPORT TO THE COMMUNITY 2016-2017

Your Investment in Us



MUNICIPAL GOVERNMENT (CITY OF HAMILTON)

Annual base funding for shelter operations
One-time grant funding for Homelessness Prevention Initiatives

FEDERAL/PROVINCIAL GOVERNMENT

Annualized base funding for health programs
from HNHB Local Health Integration Network
Ontario Ministry of Community and Social Services
Ontario Ministry of Children and Youth Services

FEES FOR SERVICE

Revenue from purchased services
largely from community organizations
Rent revenues
Miscellaneous client service fees

DONATIONS

Financial gifts (cash, stocks) to Good Shepherd
to support programs and services

IN-KIND DONATIONS

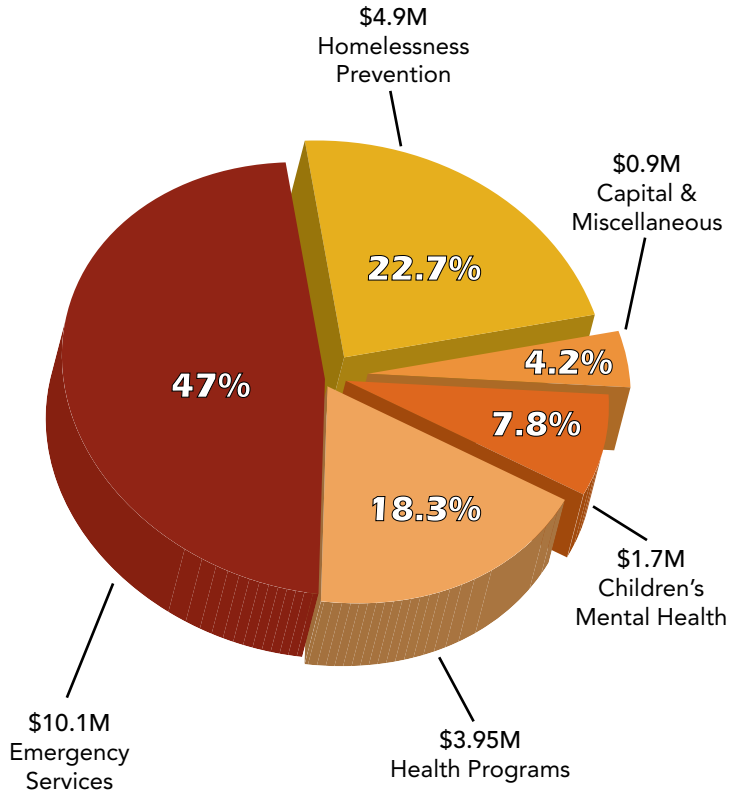
Donations to Good Shepherd in the form of goods and/or services

CAPITAL & MISCELLANEOUS

Amortized revenue related to capital donations
and miscellaneous



Community Benefits ► *How We Used Your Investment*



EMERGENCY SERVICES

Shelters
Food & Clothing
Hot Meal Program

HOMELESSNESS PREVENTION

Counselling Services
Community Outreach Services
Shelter Diversion Programs

CHILDREN'S MENTAL HEALTH

Brennan House
JEB's Place

HEALTH PROGRAMS

Youth Substance Use
Non-residential Mental Health Support
Hospice Care
Palliative Care Nursing Support
Assisted Living
Seniors Community Support
Seniors Activation Maintenance (SAM) Program

CAPITAL & MISCELLANEOUS

Amortization
Financing Costs
Designated Projects



A Snapshot of Good Shepherd 2016-17



Emergency Shelters

The average monthly occupancy rate for our emergency shelters:

- Notre Dame House: **69.8%**
- Men's Centre: **92.8%**
- Martha House: **104.3%***
- Mary's Place: **102.6%****
- Family Centre: **95.4%**

* Women and children were turned away on 2,459 occasions because our beds were full.

** Women were turned away on 1,979 occasions because our beds were full.



We distributed **2,308 Christmas Hampers** to **5,580 adults and children** who shopped for seasonal groceries, clothing and toys at the Venture Centre Market Place.

14 students earned their high school graduation diplomas from our alternative education schools – the **Jeanne Scott Parent & Child Resource Centre** and **Notre Dame House School**.

62,177 people were helped by our Emergency Food & Clothing Services at the Venture Centre.

68,184 hot meals were served Monday to Saturday at The Good Shepherd Centre.

306 women and **578 children** began to re-establish their lives in the community through Good Shepherd's Second Stage Housing program.



 Good Shepherd
Faith in people.



Our Champions



Vic Ancona ~ Air Kool

Vic Ancona remembers his first contact with Good Shepherd. He was apprenticing at a company in Hamilton when he received a call from Brother Justin Howson to repair the furnace at The Good Shepherd Centre.

Thirty-nine years later, Vic is still repairing heating, ventilation and air conditioning systems at Good Shepherd. He has watched the organization grow and evolve to become Hamilton's leading provider of human and social services.

And he has grown along with it.

Now a successful business owner, father and grandfather, Vic has been loyal donor to Good Shepherd for 30 years. He has made donations personally and through his company, AirKool, which has operated in Burlington for 33 years.

Vic, his parents and five siblings came to Canada from Italy



when he was 11, and didn't speak a word of English. It was a struggle, but with hard work and perseverance, he and his family thrived. He's grateful for the opportunities he has been given and wants to pay it forward.

"Whether it's mental health issues or someone has lost their job and needs to put food on the table, everyone deserves help, everyone deserves a home," he says. "You work hard and you share; it's as simple as that."

After so many years servicing Good Shepherd's sites, Vic has developed friendships with staff.

Now that his son Adam has joined the company as a technician, he's hoping the connection with Good Shepherd will continue into the next generation.

"I would say we're part of the bricks and mortar, part of the family," he says proudly.



The Beaudoin Family

The Beaudoin Family has deep roots in Hamilton. Family patriarch Joseph was born and raised in the city and it is there that he and his wife June raised their three children.

Growing up, Dave Beaudoin says he and his siblings were raised with a strong faith and a sense of responsibility to help those less fortunate.

"My father was actively involved with the Diocese of Hamilton, the Catholic Youth Organization (CYO) and Camp Brébeuf," says Dave. "He had a special place in his heart for homeless youth because he grew up poor. His mom died when he was 12 and he could have been a street kid, but his older sister took him in."

Joe launched a long and successful career as a Chrysler dealer in 1955. In 1974, he opened Fairview Chrysler in Burlington and later established a leasing company. Never far from his roots, Joe shared



Dave. "We have a lot to be thankful for. If you have a roof over your head, food on the table and the support of family and friends, you're doing well."

his success by supporting charitable organizations in the community.

Since the early 1990s, Joe has made substantial donations to Good Shepherd, both personally and through his businesses, and has sponsored events such as the annual Harvest Dinner. His generosity supported programs across the entire organization and enabled the purchase of properties for Brennan House and JEB's Place.

Dave and his siblings – Barbara and Paul, who passed away in 2016 – established successful careers in the automotive business. The family continues the Beaudoin legacy at Good Shepherd as donors, event sponsors and volunteers.

"I believe that business people should give something back to the community," says



Mike Peters ~ Murray Peters Electric

Murray Peters Electric is real family affair – a proud legacy built on a foundation of hard work and dedication to excellence. The business was started by Murray Peters in 1956 and passed on to his son, Mike in 1986. It's now run by Mike's son and son-in-law and employs Mike's grandson, who is a master electrician.

For Mike Peters, it's more than a business. It's an opportunity to make a difference in the lives of people in need.

Mike's relationship with Good Shepherd began in 1987.

"I got to be in my 50s and I thought I'm a lucky man, I'm very comfortable with my life and I really want to give back to the community, but I don't know what to do," remembers Mike. "Amazingly, a note came across my desk



about an opportunity to bid on a job at the Women's Shelter. I submitted a quote that just included the cost of material — no labour, no mark-up. Needless to say, I won the bid."

Thirty years later, Murray Peters Electric has become a major sponsor of Good Shepherd's signature events — Jazz Up the Winter Blues, the Harvest Dinner and the Golf Classic. The business continues to service Good Shepherd, often at deeply discounted rates and Mike has donated personally.

Mike stepped away from the business in 2016. Although he's passed the torch to his son-in-law Chris and his son, Kevin, the commitment to Good Shepherd remains intact.

"Giving back to the community is an important part of our business and our family," says Mike. "Good Shepherd is dear to their hearts. They feel like I do — this is a great organization to support."



Reinders Family Foundation

For Fred Reinders, supporting charities like Good Shepherd means more than donating money. It is a demonstration of his faith and fulfilment of an obligation to reach out to those in need.

Fred is founder and Chief Executive Officer of Maple Reinders, an engineering and construction management firm that is consistently ranked as one of Canada's Best Managed Companies. He started the company in his basement in 1967 after immigrating to Canada from the Netherlands in 1955.

Fred donates 10 per cent of his company's profits through the Reinders Family Foundation to support charities across the country.

"As committed Christians, we have an obligation to give



something back, particularly to those who are underprivileged and need help," he says.

Fred's involvement with Good Shepherd started in 2009 when his company was awarded the contract to build Good Shepherd Square, which provides affordable housing to vulnerable people in the community, and houses Good Shepherd Women's Services. At the time, he knew little about the organization, but was so impressed by what he observed that his company became the lead sponsor for Good Shepherd's annual Harvest Dinner.

Maple Reinders has continued to sponsor the Harvest Dinner and the Foundation has made significant donations to Good Shepherd, including a gift supporting Good Shepherd Square.

"I stand amazed at how many opportunities arose that I never expected, that were just brought to our doorstep" says Fred. "Good Shepherd is one of them and we feel very blessed by that."



Frances Wentges

It all began with a chance meeting in 2008 at Longo's in Burlington. Good Shepherd Chief Development Officer Cathy Wellwood was at the store collecting donations for the food bank when Frances Wentges spotted her.

"My mother used to donate to Good Shepherd, so I thought, I'm just going to walk up and talk to her," Frances remembers. "After a brief chat, I made a donation and rest is history."

Over the years, Frances has given her time and money to support Good Shepherd. Her cumulative financial gifts made her Good Shepherd's first million-dollar donor. As a volunteer, she has donated time to the food bank, Women's Services and the Christmas Hamper Program.

Frances doesn't consider what she does to be "anything special." Born and raised in Hamilton as one of nine children, she is following in the footsteps of her father who always found ways



to help people in need.

"I remember going with my father to hand out turkeys to people living in poverty at Christmastime," says Frances.

When Frances was approached to help fund the chapel at Good Shepherd Square, she didn't hesitate. Named in honour of her father – a man of deep faith – the chapel is a tribute to his memory. She also funded a playroom at the Square as a celebration of her eight grandchildren.

Frances is passing on her family's legacy of care and compassion to her grandchildren, two of whom have volunteered at Good Shepherd.

"You can carry it on if you set the example. It's not what you say, but what you do," she says. "It was that way with my father. He did things for others and he didn't need the recognition. But it always comes out that people see what you do."



A MESSAGE FROM THE CHIEF DEVELOPMENT OFFICER

I hope that you have been informed and inspired by the profiles of just a few of Good Shepherd's champions, whose kindness bolsters our commitment to restoring hope and dignity to the most vulnerable members of the community, from birth to death.



We chose to profile these five people because they are examples of the altruism that is prevalent in Hamilton. Each and every one of our champions wears their heart, passion and generosity on their sleeve. I can pick up the phone and reach out to them when we're in need. They are quick to donate their time, financial resources, creativity and influence to assist us.

In essence, they are champions of our community's most vulnerable citizens; they don't judge, they just act. Their work behind the scenes for us reminds me of a saying that I often draw upon: *"Work for a cause, not for applause. Live life to express, not to impress. Don't strive to make your presence noticed just make your absence felt."*

Would you like to know how your donation is making a difference? We would be happy to show you. You just need to book a tour with us! Contact Krista at KCraig@gsch.ca or 905.528.6565 x3306 to arrange a time to meet.

As always, thank you all for your ongoing support.

God Bless,

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

Cathy Wellwood
Chief Development Officer



Good Shepherd Board of Directors 2016-2017

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Shari Guinta

Brother Justin Howson, OH

Brother David Lynch, OH

Father Tony O'Dell

Frank Passaro

Tina Travale

Executive Director

Brother Richard MacPhee, OH

Secretary (Non-Board Member)

Cathy Mendoza (April 1, 2016-January 4, 2017)

Paula Landry (February 22, 2017-March 31, 2017)

CONTACT US

GENERAL INQUIRIES

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DONATION QUESTIONS

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905.528.6967

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