



Good Shepherd  
Faith in people.



# IMPACT

**GOOD SHEPHERD**  
**REPORT TO THE COMMUNITY**  
**2017-18**



## HOSPITALITY ENABLED BY A GIVING COMMUNITY

Hospitality is our Mission, given to us by our founder John of God and is evident across all our programs at Good Shepherd because of your support.



In this Community Impact Report you'll read about the programs you've helped make possible for health care, human and social services in Hamilton.

The impact of donor support is evident in the care that Good Shepherd provides. It's experienced

in the Marketplace where over 60,000 people receive emergency food and clothing each year in a dignified and welcoming environment. It's witnessed in our alternative school programs that help youth achieve their educational goals and focus on a brighter future. It's seen in the multiple emergency shelters that provide safe

accommodation to men, women, children, youth and families. It is delivered daily in the care and comfort of palliative care residents at Emmanuel House and in the senior care programs that offer recreational activities, nutritious meals and the comfort of remaining in one's own home.

Thank you for believing in the work we do and for your commitment to helping Good Shepherd build healthy and resilient communities. We celebrate these achievements because of you.

Sincerely,

Brother Richard MacPhee, OH  
Chief Executive Officer  
Good Shepherd

Gary Beveridge  
President, Board of Directors

### 2017-2018 BOARD OF DIRECTORS

#### OFFICERS

Gary Beveridge ..... President  
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Br. Justin Howson, OH ..... Gary Warner



*Hospitaller Order of Saint John of God*  
*Province of the Good Shepherd in North America*

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

Guided by the Spirit of Hospitality, 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, are committed to serving all people who struggle at the margins of our communities.



We are proud of the work being done at Good Shepherd in Hamilton and in the 52 countries in all five continents where the

Hospitaller Brothers of St. John of God are present.

Thank you for joining us in our efforts to help those 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

## 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.

## Our Vision

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.

## Our Values

Hospitality, as inspired by St. John of God, is at the heart of Good Shepherd's mission. This means that we welcome all people with compassion, acceptance and a spirit of generosity; creating opportunities for transformation.

Hospitality embodies our values of:  
Responsibility • Availability  
Adaptability • Quality  
Dignity



# YOUR DONATIONS HELP AT-RISK YOUTH

Hodan's parents immigrated to Canada from Somalia. Throughout her childhood, Hodan experienced many hardships, including poverty and racism. When she turned 15, Hodan started to feel unmotivated to excel in school or maintain friendships and she was struggling with anxiety and depression. When her relationship with her parents deteriorated, she came to Good Shepherd's Notre Dame House for shelter.



With your donations, Notre Dame House can provide emergency shelter and support services to youth between 16 and 21 years of age who are street-involved or homeless due to family conflict, abuse, mental illness, addiction and poverty.

"At Notre Dame I was finally able to say all the things that were in my head out loud to someone who understood and listened," says Hodan. "After seeking help from Good Shepherd I was ready to commit to other positive changes."

Hodan received her high school diploma through Notre Dame House School, Good Shepherd's alternative education program, in partnership with the Hamilton Catholic District School Board. With your support, 14 students graduated from Notre Dame

House School and the Jeanne Scott Parent & Child Resource Centre school program.

Hodan was named valedictorian and announced that she had been accepted to Mohawk College.

"Getting my post-secondary education will help break the cycle of poverty in my life," says Hodan. "I'll be able to attain my goals of being an employed and successful citizen in my community."





# YOUR DONATIONS HELP FAMILIES GET BACK ON THEIR FEET



The Good Shepherd Family Centre is Hamilton's only residential emergency shelter for homeless families. It offers temporary emergency accommodation and residential support to families who are experiencing homelessness.

On average, there are 40 to 60 children living at the Family Centre at one time. The goal is to support families as they transition to affordable, safe and stable housing. In addition to emergency shelter, the Family Centre is home to the Staying Home and Families First programs, which are geared to eviction prevention and rapidly rehousing families when needed.

In November 2017, as part of the Giving Tuesday online fundraising campaign, we reached out to the community to help us make improvements to the Family Centre playroom.

We were overwhelmed with the response from the community. The new and improved playroom is a wonderful place for children to play and learn. Donations were used to buy new toys, books and a new TV. We also added computers to a private space for teens to do homework and study.

After the big playroom reveal, we gratefully accepted an additional donation for the purchase of a new gaming system and games for the kids to enjoy.

Our donors helped the children and youth staying at the Family Centre maintain a sense of calm and familiarity in their day-to-day life while their family worked toward finding safe and stable housing.





# YOUR DONATIONS HELP PEOPLE THROUGH END-OF-LIFE CARE



Good Shepherd Emmanuel House is a place where patients and their loved ones experience their end-of-life journey with dignity, compassion and comfort. Supported by registered nurses, personal support workers, spiritual care providers and volunteers, the 10-room residential hospice provides 24-hour care to people with life-limiting illnesses and their families.

Emmanuel House temporarily closed in early 2017 for renovations. During this time, residents were moved to St. Joseph's Healthcare on West 5<sup>th</sup> Street.

Thanks to donor support, the renovations to Emmanuel House expanded beyond the installation of a sprinkler system. It was important that we created a home-like and hospitable environment for our residents and their loved ones. In June 2017, Emmanuel House re-opened with fresh paint and updated décor, renovated washrooms and upgraded furniture and appliances.

"We don't want Emmanuel House to feel like a hospice," says Maria Bau-Coote, director of Hospice Palliative Care Services. "The support from the community has allowed us to create a place that truly feels like home for our residents."

With the inside of the house refreshed, it is time to make over the outside of the house. With the generosity of our community partners, Emmanuel House has started work on the beautiful and functional outdoor space for patients, families and staff.





## YOUR DONATIONS HELP REDUCE ISOLATION AND LONELINESS FOR SENIORS



Many seniors live in isolation, leading to an increase in mental illness and other health problems. To prevent frequent hospital visits and premature referrals to long term care facilities, the Good Shepherd Seniors Assisted Living program offers activities that reduce isolation and promote socialization.

Seniors Assisted Living operates programs to improve the quality of life for seniors, a growing population that is often overlooked. Your support enables us to provide outreach to marginalized people whose inability to access adequate support systems places them in harm's way, regardless of their social or economic status.

The Dinner & Movie Night is a monthly event held at Good Shepherd Square. Multiple programs within Good Shepherd work together to support this event. Food is donated from the Stimulation, Activation and Motivation (SAM) program and Women's Services kitchen program to provide dinner for guests.

Your donations contributed to the purchase of a Smart TV and access to Netflix to show a different movie each month. Thanks to a donor, the program now serves fresh popcorn before the movie in a vintage style popcorn machine.

"The seniors look forward to this special evening out," says Chris Maleta, manager of the Assisted Living program. "There are a few couples who call it their 'date night' and there's a 93-year-old gentleman who wears his tie and best tweed blazer for the evening."

Your contributions help seniors live independently in their own homes and stay integrated into community life as much as possible.





## YOUR DONATIONS HELP WOMEN AND CHILDREN LIVE HAPPY, HEALTHY LIVES



Over half of Hamilton's population is made up of women and children. With your help, Good Shepherd Women's Services is committed to building a safe and healthy community by offering a supportive environment for women and children who are fleeing violent situations.

Cynthia's history with Good Shepherd began when she and her two children escaped an abusive partner and found shelter at Martha House.

"When I came here I felt safe and secure with my children. I trusted the staff; they helped me feel comfortable enough to talk about anything that was on my mind," says Cynthia.

Good Shepherd staff work with women and children to create a safety plan, connect to resources, address trauma, and develop healthy and meaningful connections to the community. Health and wellness play important roles as part of the healing and rebuilding process.

Cynthia worked on a vegetable and herb garden at Women's Services as part of her wellness plan. Donors funded supplies needed to establish and maintain the garden.

"Working in the garden gave me lots of opportunity to talk to other women in similar circumstances," says Cynthia. "It helped keep me healthy, both mentally and physically."

In 2017, donors helped 637 women and children leave precarious and unsafe situations and begin the healing process. Cynthia and her children recently transitioned to safe and stable housing and plan to give back by volunteering at Good Shepherd.





## YOUR DONATIONS HELP PEOPLE THROUGH LIFE'S CHALLENGES

Good Shepherd's Venture Centre Marketplace is the most-used emergency food program in Hamilton serving, on average, 120 families a day. Families and individuals set up a monthly shopping day to pick up food, clothing and supplies. In addition to the Marketplace, the Venture Centre hosts a variety of community programs and services throughout the month where multiple issues can be addressed for people in need.



The Venture Centre is a hub for community activity and engagement.

Kathy and Gerry McRoberts are retired high school teachers with a passion for reading. They regularly donate books and volunteer their time to maintain the Venture Centre Book Corner so clients can choose from an array of books, both educational and fun.

"It's important to allow kids to start reading at a young age," says Kathy. "Books bring families together for bed time stories, they help with overall literacy and the diverse language needs within in the community."

Kathy and Gerry have developed a network of friends, family and acquaintances who routinely donate books to contribute to the corner and they have built partnerships with book stores who make generous contributions. Only

57 percent of Marketplace clients speak English and Kathy often encourages donors to give books written in Arabic, French and Turkish.

"One man was shopping with two of his children in the Marketplace," says Kathy. "His teenage son saw the dictionary and gave it to his father who spoke very little English. He had the happiest expression on his face when he realized what it was. That's why we do this."



# A MESSAGE FROM THE CHIEF DEVELOPMENT OFFICER

Your donations help advance services that are vital to the health and well-being of our community.

Because of your support, Good Shepherd was able to invest in emergency services for people living in the shadow of poverty, mental illness and domestic violence and abuse. We are committed to developing homelessness prevention strategies that keep families together in their homes, instead of on the streets. We have made significant enhancements to our mental health programs and we help women and children find safety from violence and abuse.



This report has been designed around what our donors value the most – insight into how your investment has been put to use. We have experienced a significant increase in donations that were designated to specific projects. This is vital for projects and programs that are not supported by government funding and are extremely important to our clients.

If you would like more information on how your donation is making a difference, please arrange a tour of our programs. Contact us at 905.528.6565 to arrange a time to meet.

As always, thank you for your ongoing support. We couldn't do this important work without you.

God Bless,

A handwritten signature in black ink, appearing to read 'Cathy', written in a cursive style.

Cathy Wellwood  
Chief Development Officer





## YOUR INVESTMENT IN US

**30.5% – MUNICIPAL GOVERNMENT (CITY OF HAMILTON)**  
Annual base funding for shelter operations  
One-time grant funding for Homelessness Prevention Initiatives

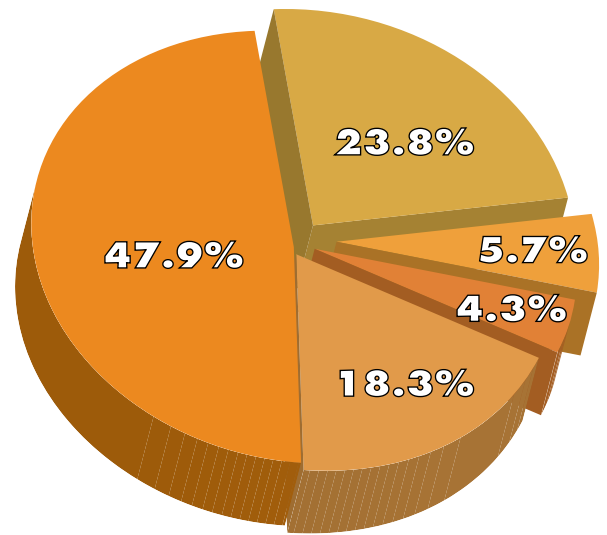
**1.6% – FEES FOR SERVICE**  
Revenue from purchased services  
largely from community organizations  
Rent revenues • Miscellaneous client service fees

**26.5% – FEDERAL/PROVINCIAL GOVERNMENT**  
Annualized base funding for health programs  
from HNNB Local Health Integration Network  
Ontario Ministry of Community and Social Services  
Ontario Ministry of Children and Youth Services

**16.5% – DONATIONS**  
Financial gifts (cash, stocks) to Good Shepherd  
to support programs and services

**10.3% – CAPITAL & MISCELLANEOUS**  
Amortized revenue related to capital donations & miscellaneous

**14.6% – IN-KIND DONATIONS**  
Donations in the form of goods and/or services



## COMMUNITY BENEFITS

*How we used  
your investment*

**23.8% – HOMELESSNESS PREVENTION**  
Counselling Services • Community Outreach Services  
Shelter Diversion Programs

**5.7% – CAPITAL & MISCELLANEOUS**  
Amortization • Financing Costs • Designated Projects

**4.3% – CHILDREN'S MENTAL HEALTH**  
Brennan House

**18.3% – HEALTH PROGRAMS**  
SAM Adult Day Program  
Assisted Living • Seniors Community Support  
Youth Substance Use • Non-residential Mental Health Support  
Hospice Care • Palliative Care Nursing Support

**47.9% – EMERGENCY SERVICES**  
Shelters • Food & Clothing  
Hot Meal Program

## A SNAPSHOT OF 2017-18

### EMERGENCY SHELTERS

The average monthly occupancy rate  
for our emergency shelters:

- Notre Dame House: **66%**
- Men's Centre: **89%**
- Martha House: **111%**
- Mary's Place: **104%**
- Family Centre: **103.2%**

\* Women and children turned away on 2,782 occasions because our beds were full.

\*\* Women were turned away on 2,658 occasions because our beds were full.

**2,200** households received Christmas food,  
representing **5,336** adults and children.

**14** students earned their high school graduation diplomas

**80,651** people were helped by Emergency Food & Clothing Services at the Venture Centre's Marketplace.

**52,311** hot meals were served Monday to Saturday at The Good Shepherd Centre.

**32** women and **58** children began to re-establish their lives in the community through Good Shepherd's Second Stage Housing.

## CONTACT US

### GENERAL INQUIRIES

905.528.9109

### DONATIONS

905.572.6435

(905.57.ANGEL)

### FAX

905.528.6967

### MAILING ADDRESS

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400 King Street West, PO Box 1003  
Hamilton ON L8N 3R1

[goodshepherdcentres.ca](http://goodshepherdcentres.ca)

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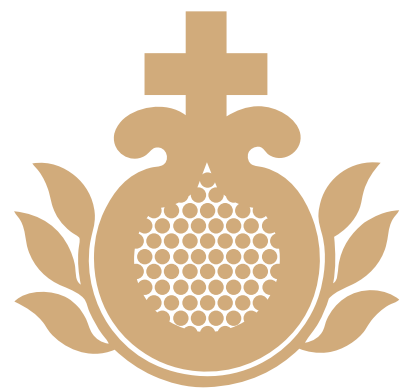
[youtube.com/goodshepherdhamilton](https://youtube.com/goodshepherdhamilton)

### Charitable Registration Number

13063 6798 RR0001



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