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 personcentred 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, and Dignity.







Good Shepherd has served the Greater Hamilton Area since 1961. Through our mission of Charity Unlimited ... Never Stop Loving and our commitment to serve those in need, Good Shepherd has become one of the region's largest health and human services agencies.

Good Shepherd welcomes all people with compassion acceptance and a spirit of generosity creating opportunities for transformation. Hospitality is at the heart of our mission and embodies the values of Responsibility, Availability, Adaptability, Quality and Dignity.

Good Shepherd's programs and services are delivered free of charge and without judgment to anyone in need.



Good Shepherd Faith in people.

Table of Contents

A MESSAGE FROM BROTHER RICHARD	3
WHAT WE DO	. 4
GOOD SHEPHERD SENIOR LEADERSHIP	5
HOUSING	6
Bakhita House	8
Br. Joseph Dooley Apts	9
Dorothy Day Place	
Emmaus Place	.1
Transitional Rehabilitation Housing Program (TRHP)	.1
Granada Place	12
HOMES CHO, Wesley and Buchanan	13
Mathias Place	12
Resident Testimonial	15
McGinty House	16
Regina's Place	17
Residential Congregate Living (Manse and Holmes)	18
Welkom House	19
EMERGENCY SHELTERS	20
Family Centre	22
Martha House	23
Mary's Place	24
Men's Centre	25
Notre Dame House	26
Overflow Beds	27
HOSPICE, PALLIATIVE CARE & SENIORS	28

 Assisted Living for High Risk Seniors.
 Emmanuel House Hospice
 Palliative Care Outreach Team
 Seniors at Risk

HEALTHCARE & THERAPEUTICS	34
Barrett Centre	
Brennan House	37
Health Clinics	
Health on Wheels	
Intensive Case Management	40
Transitional Beds Program	41
SAM Program Administration	42
SAM Program East & Central Locations	43

ADMINISTRATION & OTHER SUPPORTS.....44

Addictions Supportive Housing	46
Administration Offices	47
Creative Works Studio	48
Development Office	49
Homelessness Prevention Program	50
HOMES Program	51
HOMES Mobile Teams	52
Housing and Tenant Services	53
Jeanne Scott Parent & Child Resource Centre	54
Notre Dame House School	55
NPH Toronto/Host Program	56
Personal Support Services	57
Steps To Health Program & Trusteeship	58
Venture Centre	59
Women's Services	60

A MESSAGE FROM THE CHIEF DEVELOPMENT OFFICER

WE NEED YOU NOW, MORE THAN EVER 62

A Message from Brother Richard

Inspired by our founder, St. John of God, Good Shepherd – a ministry of the Hospitaller Order of St. John of God – welcomes people with compassion, acceptance and a spirit of generosity. These are more than words; they guide Good Shepherd as we live our mission of Hospitality. We are called to Never Stop Loving, which means we do everything in our power to reach people in need and keep them comfortable and safe.

All of our work at Good Shepherd is guided by the knowledge that many of our neighbours face extraordinary challenges related to poverty, housing insecurity, physical and mental health challenges, addiction, abuse, social isolation, and discrimination. We are fully committed to walking alongside people at the margins of our community as they struggle to find safety, stability and inclusion.

Good Shepherd is one of the largest community health and human services agencies in Hamilton, with programs in Toronto and Niagara. We continue to grow and evolve because we are dedicated to building transformative responses to existing and emerging gaps and inequities that threaten the health and well-being of individuals and families. This is essential to building healthier, more resilient communities.

I often think about a tenant living in one of our supportive housing programs describing to me the life she lived prior to finding her home at Good Shepherd. She said, "People who are homeless are not just homeless, there are layers behind their circumstances." Her observation is an important reminder that any of us may find ourselves in a time of crisis. Our collective challenge is to see the gifts and potential in every person – not just the problems.

Each day, across Good Shepherd's many programs, we demonstrate our mission of Hospitality in responding to the needs of women, men, children and youth. We are privileged to do this work and honoured by the support we receive from our community that makes this possible.

Thank you.

Brother Richard McPhee, OH Chief Executive Officer



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What We Do

Good Shepherd's experience in delivering services has helped to identify emerging needs - and we have responded with innovative programming. Today, we are one of the Greater Hamilton Area's leading providers of health and human services.



Programs and services we provide:

- Emergency Shelter Services for men, women, youth & families
- Affordable & Supportive Housing
- Mental Health Support
- Counselling & Outreach
- High School Classes for young moms and street-involved youth
- Life Skills
- Job Readiness Training
- **Emergency Food & Clothing Services**
- Trusteeship Program
- Health & Wellness Programs
- Hospice & Palliative Care Services

Who We Help

When you're struggling with problems you can't solve on your own, one of the most important things you need in your life is a helping hand. Fortunately, thousands of people have benefited from the caring staff at Good Shepherd. When people come to us, we provide them with more than just a hot meal and a place to stay, we offer counselling, support, and skills development, along with hope and dignity.



Our programming services help:

- Women and children fleeing violence and abuse
- People struggling with mental health issues
- Street involved homeless youth
- Homeless men, women and families
- People with life limiting illnesses
- Teen parents



Br. Richard MacPhee, OH

Chief Executive

Officer



Deborah Kyrzakos

Director of People & Culture Chief Operating Officer NPH - Toronto

Good Shepherd Senior Leadership





Chief Operating Officer



Jeffrey Rouse

Chief Financial Officer



Colleen Lamond



Cathy Wellwood

Chief Development Officer





Women's Housing

Good Shepherd Br. Joseph Dooley Apts.

Toronto. ON

416-869-3974

320 Hwy 8 Stoney Creek, ON

905-930-7479

Refuge Newcomer Health, Wesley Urban Ministries and Good Shepherd have collaborated to address the emergency housing needs of asylum seekers. Together, we offer comprehensive and supportive environments for asylum seekers and refugee claimants who are within the emergency shelter system in the City of Hamilton.

Good Shepherd Bakhita House offers short-term (up to three months) housing to single women and women-identifying individuals with the primary focus of helping them secure permanent housing. The program provides communal style housing with three meals a day, tailored support services and on-site staff, available seven days a week, during daytime hours.

The program actively monitors and supports women by connecting them to essential services, including healthcare, housing support, employment programs, legal and immigration assistance and educational opportunities. Refuge Newcomer Health continues to provide support to residents for two months after they have moved out.

The referral process for the program is carefully reviewed by Refuge Newcomer Health. Only individuals residing in an emergency shelter system within the City of Hamilton are eligible..

Facilities:

- 10 Bedrooms (6 private and 2 shared)
- Each room has a bed, desk, smart TV, refrigerator, locking cabinet
- Common living area, dining room and kitchen
- Access to a shared computer area
- Shared outdoor patio •

On-Site Support Services:

- Assistance with resumes and job application process
- Guidance through housing search process, viewing, applying and moving into new housing
- Bus tickets and help with transportation

Through Refuge Newcomer Health Navigators, women are connected with the following community services:

- Education and courses in English, • computer literacy, resume writing
- CPR and food safety certifications
- Employment services
- Finding family doctors and accessing health services

The Brother Joseph Dooley Apartments is a dedicated building in the Downtown East of Toronto, supported by the Toronto HOST and ASH program and is also the physical location the Toronto Housing Office and Financial Truste Case Management.

The Brother Joseph Dooley Apartments houses independent adults, living with complex mental health needs and/or substance use related need a history of homelessness/precarious housing. Individuals residing at the Brother Joseph Dooley Apartments also often have other co-morbidities such as medical health needs or aging needs.

Brother Joseph Dooley Apartments housing supports include:

- Rent-geared-to income housing
- Addiction/substance use supports
- Harm reduction education programming
- Access to mental health services
- Food security support and/or referral
- Recreational/therapeutic programming
- Peer support





Housing - Toronto



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The Trustee Case Management Program provides individualized plans of financial support in the areas of rent and bill payment, budgeting and savings. The program assists clients in moving towards greater financial independence and housing stability. Supports could include collection of income, creation of budgets, rent and bill payment assistance, financial literacy skill development and service referrals. This is a voluntary program and individuals may discontinue participation in the program with notice. Individuals or health care providers may self-refer.

- Voluntary financial trustee case management
- Advocacy, case coordination and case management, and referrals
- Staffed seven days weekly with a live-in superintendent
- After-hours crisis support





Housing



Good Shepherd Dorothy Day Place

35 Arkledun Ave. Hamilton. ON

905-528-5877

Dorothy Day Place is a supportive housing program for women (2-Spirit, trans and cis), non-binary and gender diverse people impacted by homelessness. Studio apartments provide permanent housing with on-site flexible supports that promote dignity and autonomy for people who face personal and structural barriers to accessing and maintaining housing.

The program is staffed 24 hours a day. Residents have access to individualized supports (goal planning, referral, advocacy, etc.) geared to enhancing housing stability, health and community engagement. Group programming is also offered on-site and is informed by, and tailored to, the needs of residents.

Good Shepherd Emmaus Place Transitional Rehabilitation Housing Program

35 Aikman Ave.

905-528-3655 ext. 2385

Emmaus Place offers 64 units of HOMES supportive housing exclusively for adults. With a mix of fully accessible units, bachelors, and one-bedroom apartments, the site is designed to meet a wide range of needs. HOMES supports are available on-site 24/7, fostering stability and independence. A variety of services are offered in the community rooms, creating opportunities for engagement and holistic support.

Partnerships:

St. Joseph's Healthcare, Womankind provides addiction attendants 24 hours a day to lead addiction and harm reduction services. In partnership with Good Shepherd, residents are offered opioid prevention planning, harm reduction information and supplies, addiction supports, assessment and referral.

Hamilton Regional Indian Centre works collectively with Good Shepherd to offer culturally relevant supports and services to

Indigenous residents. A formal partnership agreement between Hamilton Regional Indian Centre and Good Shepherd facilitates referrals into Dorothy Day, as well as to build capacity within the frontline team through education and workshops. Currently, 17% of the residents identify as Indigenous.

Shelter Health Network offers a weekly clinic for residents of Dorothy Day Place to access primary medical care on-site.

Housing



905-525-4195

The Transitional Rehabilitation Housing

Program (TRHP) is embedded within Emmaus Place through a specialized partnership with St. Joseph's Healthcare Hamilton. This program empowers individuals transitioning from extended institutional stays to adapt to independent living, providing personalized support for a successful reintegration into the community.



Granada Place is a secure and accessible, 10-bed Assisted Living residence for adults with physical disabilities who require higher levels of assistance to live independently. Clients self direct their care and participate in the development of their plan of care. This location provides frequent scheduled and unscheduled support by Personal Support Workers 24 hours per day. This location is within a Hamilton East Kiwanis Non-Profit Housing location.

Programs & Services:

- Safe, long-term individual bedrooms with communal washrooms •
- Referrals and advocacy for medical, financial, nursing and community services ٠
- Recreational programs and special events weekly ٠
- Access to cultural interpreters ٠
- Access to RPN support on site ٠
- Nutritious meals and snacks in the communal dining-room •

HOMES Community Homes for Opportunity (CHO) HOMES Buchanan Avenue Site

HOMES - CHO is a Ministry of Health-funded program that contracts housing support service to third-party home providers. Formerly known as the Homes for Special Care program, HOMES - CHO subsidizes individuals who qualify for the HOMES program and who may benefit from a congregate living environment.

Third-party providers deliver housing, meal services, and basic support services within these settings. Additionally, tenants receive individualized supports from the HOMES -CHO mobile team, which enhances recovery opportunities and fosters personal growth and stability for individuals living in these facilities.

HOMES Support at Wesley Community Homes

This site is a collaboration between Wesley Community Homes Inc. and the HOMES program, providing supportive housing for individuals meeting the HOMES programs admission criteria. Located in a rent-geared-to-income building, that is managed by Wesley Community Homes Inc. on-site supports are offered 12 hours a day to HOMES residents, fostering stability and promoting recovery within a safe and inclusive environment. Some units are filled in collaboration with the City of Hamilton.





Housing



СНО Wesley

905-528-3655 ext. 2385 905-528-3655 ext. 2385 Buchanan 365-447-0280



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	The Buchanan Avenue site is a homelessness
ces	response program designed for individuals who
n	have experienced long-term homelessness.
S	Referrals for this site are made through the
ne	Niagara Region's By-Name Priority List. This
	25-unit converted hotel is now a program that
	emphasizes individualized care management and
	offers a full range of HOMES supports rooted in
	the principles of Psycho-Social Rehabilitation,
	Housing First, and Harm Reduction. Services
	include 24/7 supportive housing, medication
	reminders, on-site amenities such as laundry, and
	community meals. Residents also benefit from
	recreation programs, accu-detox, and psychiatric
	consultations, fostering holistic recovery.





Good Shepherd Mathias Place

Housing

369 Main St. W. Hamilton, ON

905-528-3655 ext. 2385

Mathias Place is a 27-bed sitting room facility funded by the Ministry of Health. It provides supportive housing with 24/7 staffing, offering a structured and compassionate environment for individuals living with mental health challenges. Residents benefit from integrated food security programs and served meals, fostering stability and nutritional well-being. This model supports individuals in achieving greater independence while addressing their mental health needs through consistent care and community engagement.

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There are a lot of things that suck about living here.

The rooms are small and there is no kitchen. The food has some issues. There is not a lot of privacy, but there is a whole lotta drama, fighting and yelling. It is loud and over stimulating.

There are also things that shouldn't be happening or allowed and things that could/should be done differently. There have been many times over the past year I have hated it here and wished I lived somewhere else.

But the truth is I won't have even made it through the past year, or even this past week if I did.

I've been loved, cared for, supported, encouraged, held, hugged, and inspired by many of the incredible human beings who live and work in this building. On days when I have nothing left, someone reminds me how capable I am. Someone checks in on me when I say I am not okay. Because I am in a place where I am safe to say I am not okay. I am in a safe place and I am safe, and it's never felt like this before. Being safe and supported has allowed me to grow and heal. Having staff to talk with when I'm not okay helps me work through things. Having people who check in on me and want me to do well, makes me want to do well.

I wouldn't be able to go to school if I lived somewhere else. I wouldn't be able to afford to, or I'd have to work and school both full-time. But living here I am able to not work at all while in school. The toxicity of my previous job and trying to balance work, school, and my healing was taking a toll on me and my mental health, so I quit because I am fortunate enough to be able to focus on my school. I am a good student, I study and work really hard, I love what I'm studying and can't wait to be finished and spend my future working in my field. "My Future." I never really felt like I had one of those before, never really gave it any plan or thought, but I do, I plan it, I want it, I think about it, I imagine it, because here, where I am now, is giving me the safety and support to work towards it.

Good Shepherd Resident Testimonial



McGinty House is a 10-bed transitional care facility providing specialized support for individuals transitioning from hospital settings to permanent housing. Referrals are made directly from St. Joseph's Healthcare in Hamilton. This program offers 24/7 on-site staffing and a structured environment tailored to meet the needs of its residents. Many individuals referred to McGinty House are often labeled as un-housable until they receive the comprehensive, wraparound supports of the HOMES McGinty program. These services empower residents to achieve stability, independence, pathways to housing which ultimately leads to a pathway of recovery.

Supportive housing allows them to have a safe and Regina's Place is a transitional housing program for young mothers and their children, who are stable environment while benefiting from services confronted with enormous responsibilities as that improve outcomes for parent and child. they raise their babies. Young moms aged 21 and younger live in one of 15 furnished, subsidized transitional housing apartments.

They receive support, including life skills, goal setting and child development, designed to break barriers for multiple generations. Moms learn to provide a better life for their family.

Programs Include:

- Cooking/community gardening
- Health & nutrition
- Infant bonding and attachment •
- Child development
- Budgeting

- Pre-employment counselling
- Problem solving •
- Public health support •
- Learning, Earning and Parenting •
- Mental health and addiction support



Residential Congregate Living (Manse and Holmes)

Good Shepherd



Housing

Manse Road 416-286-0766

416-286-0767

Good Shepherd Welkom House

147 Mary St. lamilton. ON

Good Shepherd Non-Profit Homes maintains two congregate living sites (one in North York, and the other in Scarborough) in residential neighbourhoods designed for adults living with significant mental health challenges who require a high degree of support and typically have experienced prolonged hospital admissions. This program maintains referral partnerships with Centre for Addiction and Mental Health, Ontario Shores and the Scarborough Health Network.

Manse Road High Support

This home is designed for up to 10 adults living with significant mental health challenges who require a high degree of support and typically have experienced prolonged hospital admissions. Individuals have private room accommodation and share common spaces such as bathrooms, kitchen and living rooms/dens in a home like setting. Residential Support Workers are onsite 24 hours a day and provide assistance in developing skills

to live independently. Personal Support Workers provide assistance with hygiene and other skill development. Once a resident no longer requires a high degree of support, staff assist them in moving to more independent housing.

100 Holmes Moderate to Low Support

This home is designed for up to 10 individuals, 16 years of age or older, living with significant mental health challenges who require a moderate degree of support. Individuals share rooms at this location and share common spaces such as bathrooms, kitchen and living rooms/dens in a home-like setting. Staff are onsite during the day and provide assistance in developing skills to live independently. Once a resident no longer requires a moderate degree of support, staff assist them in moving to more independent housing.

Welkom House offers 33 units of HOMES supportive housing for individuals who have experienced long-stay homelessness. The building features independent apartments with on-site supports available 12 hours a day, fostering a safe and stable environment. Some HOMES units are filled in collaboration with the City of Hamilton utilizing the city's By-Name List. This site places a significant emphasis on harm reduction, offering tailored services to meet residents' needs and promoting pathways to recovery and independence.

Program objectives are achieved through:

- Rent-geared-to income housing
- Addiction/substance use/harm reduction supports
- Mental health counselling and services
- Meals and food security support
- Recreational/therapeutic programming
- Voluntary financial trustee case management
- Advocacy, case coordination and case management, and referrals





Housing





The Family Centre is a housing-focused shelter for families experiencing homelessness in the Greater Hamilton Area. Services are focused on helping families secure housing in a timely manner. Shelter diversion and eviction prevention services are also available to qualifying families.

Facilities:

- Housing staff work with each family to create a housing plan with a 30-day goal
- Staff are on site 24 hours a day to offer ٠ support
- Interpretation services are available for families
- Assistance in resolving outstanding housing issues and housing search
- On-site services from Ontario Works income support
- Services for parents, children and • youth including assistance with school registration and referrals
- Information and education programs • dealing with budgeting, landlord/tenant issues, parenting, etc.

Martha House is a secure and accessible, 40-bed emergency shelter for individuals and their children who are homeless and fleeing violence and abuse. Programs & Services; safe, short-term accommodation in private family-style units, safety planning and emergency transportation to the shelter, if needed, referrals and advocacy for legal, medical, financial, employment, housing and community services.

Programs & Services:

- Safe, short-term accommodation in private family-style units
- Safety planning and emergency transportation to the shelter, if needed
- community services
- Recreational and therapeutic programs for children
- Counselling •
- Access to cultural interpreters





Women & Children Shelter



CRISIS LINE - 905-523-6277

• Referrals and advocacy for legal, medical, financial, employment, housing and



Mary's Place is an emergency shelter for femaleidentified individuals 18 years and older. Mary's Place provides safety, support and emergency accommodation to clients who are dealing with homelessness, poverty, mental illness and/or violence.

Programs & Services:

- Emergency accommodation and safety planning
- Referrals and advocacy for medical, legal and other community services •
- Assistance in establishing permanent housing •
- Recreational and educational daily activities for female-identified residents and women living • in the community

Located at The Good Shepherd Centre, the shelter has been a beacon of hope for thousands of individuals every year.

Services Offered:

- Emergency overnight accommodation for male-identified clients
- Meals and laundry services
- Case management and referrals to community resources

- All services are accessible

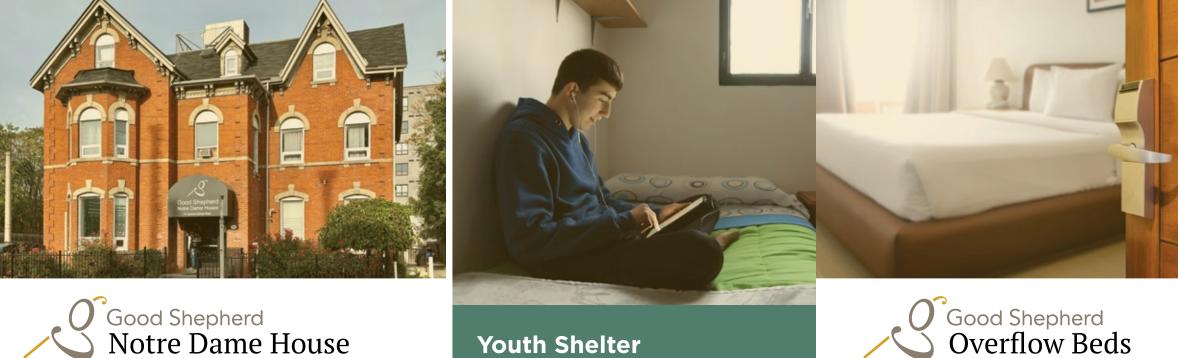




Men's Shelter



• A community hot meal program for anyone in need (Monday-Saturday, 3:30 pm-4:45 pm) • A nurse practitioner is available Mondays and Wednesdays from 8:00 am-4:00 pm • A Shelter Health Network doctor is available on Thursdays from 9:00 am-noon



Youth Shelter

Good Shepherd Overflow Beds

Cathedral, Admiral Inn, & West Ave

14 Cannon St. W. Hamilton, ON

905-308-8090

905-308-9354

Notre Dame House is committed to helping youth who are street-involved or homeless due to family violence, conflict, abuse, neglect, poverty and exposure to mental health and addiction issues. Notre Dame House is a 24-hour emergency shelter providing 21 beds for youth between 16 and 21 years of age. The program adopts a teamoriented strategy with community collaboration to help youth reach their personal goals using a strength-based and client-centred approach.

Community Outreach Services

The Notre Dame Community Resource Centre is a centre for at-risk youth residing within the community who are between 16 and 21 years of age. Youth have access to a number of support services and programs to assist them in remaining housed; diverting them from homelessness and street involvement.

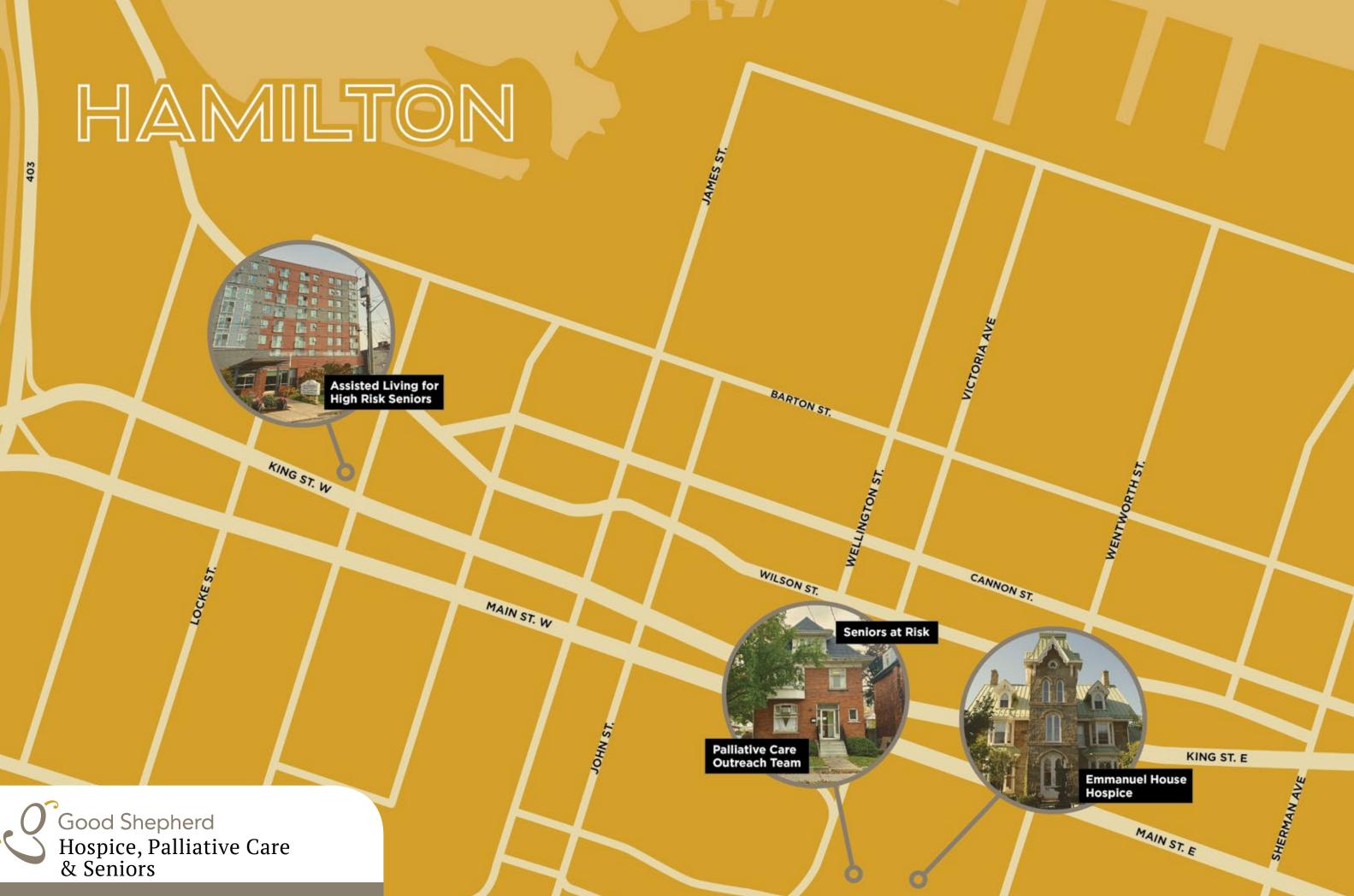
The homelessness crisis often creates situations which overwhelm capacity at Good Shepherd's emergency shelters. To alleviate pressure on the women's and family emergency shelters, "overflow shelters" have been established. When the need arises, due to social or weather factors, for example, the overflow shelters are available to clients who require a safe and warm place to stay.

Program objectives are achieved through:

- 24-hour-a-day intake and admissions
- Meeting all basic needs by providing meals • and snacks, clothing, laundry and hygiene products
- Advocacy and case coordination •
- Recreational/therapeutic programming •
- Access to mental health services and • consulting psychiatry
- Access to a general practitioner and/or nurse practitioner
- Addiction/substance use supports (Alternatives for Youth)
- Withdrawal management assessment and • monitoring (St. Joseph's Healthcare)
- After-care services through our Community Resource Centre



Overflow Shelter





The Assisted Living program aims to promote wellness and improve the health of clients by providing services that enable them, despite their illnesses or conditions, to live in the community with a high degree of independence, and to be integrated into community life as much as possible.

Services Include:

- Personal care, such as bathing •
- Personal support, such as dressing and taking medications •
- Homemaking services, including light housekeeping, laundry, meal preparation •
- Care coordination

Emmanuel House Hospice provides 10 beds in a home-like environment where staff and volunteers provide support to people facing a life-limiting illness and who need comfort and support for themselves and their loved ones. Residents live in dignity and maintain a high quality of life, while they remain close to family and friends.

Our Clinical Experts Include:

- Clinical Navigator helps navigate health and community services required at end life. The navigator provides coordination of community resources to help keep individuals in their homes and their caregivers informed and supported.
- A Palliative Care Physician works with • family physicians, providing home visits, and telephone consultation regarding pain and symptom control prescriptions.

Emmanuel House Hospice is a place to experience their end-of-life journey with dignity and comfort in a place that feels like home. The program is a philosophy of care brought to life through love and respect.

	•	Advanced Practice Nurses work closely
l of		with the team to provide expert
า		assessment and care.
	•	Spiritual/Bereavement Clinician supports
		individuals/loved ones with emotional,
		social, spiritual issues. They offer grief
		counselling and assist with end-of-life

planning.





Good Shepherd Palliative Care Outreach Team

Hospice Palliative Care



82 Stinson St.

Hamilton. ON

82 Stinson St. Hamilton. ON

289-919-1165

905-521-6881

Seniors at Risk, funded by Ontario Health-West, i a collaboration between Good Shepherd Centres the Alzheimer Society of Hamilton and Halton and St. Matthew's House.

289-919-3450

It offers a centralized referral and intake process to facilitate timely interventions and supports for seniors impacted by issues such as dementia, abuse/exploitation, mental and physical health challenges, precarious housing, food insecurity and social isolation.

Services Offered: Case Management

- Timely case coordination and intervention.
- Connecting and collaborating with community agencies.
- Advocacy and education especially those experiencing abuse. Assist with housing & benefits applications. Income tax filing etc.

Dementia and Caregiver Support

• Support to persons living with dementia and their caregivers, so they can live safely in their community. Homelessness Prevention and Intervention

- Provide assistance and support that address housing, hoarding issues and eviction prevention.
- Legal support pertaining to Landlord Tenant Board issues.

• Connecting vulnerable seniors to emergency food and prepared meals. Volunteer Telephone Support

• Interactive programs for mental, social and emotional well-being. These programs are delivered entirely over the telephone by peer volunteers and there is no cost for participants. Virtual Senior Group

- Aims to connect seniors in our community virtually once a month via Zoom. •
- physical, transportation difficulties and other barriers.

Good Shepherd, in partnership with community palliative care providers, offers in-home services to individuals with advanced progressive illnesses, and their families. We provide palliative care that is timely and pertinent to their personal goals of care. The family physician remains the primary health care provider.

Our Clinical Experts Include:

- Clinical Navigator A palliative care nurse who helps navigate health and community services required at end of life. The navigator provides coordination of community resources to help keep individuals in their homes and their caregivers informed and supported.
- Palliative Care Physician works with family physicians, providing home visits, and telephone consultation regarding pain and symptom control prescriptions.
- Advanced Practice Nurses work closely with the team to provide expert assessment and care.
- Spiritual/Bereavement Clinician supports individuals/loved ones with emotional, social, spiritual issues. They offer grief/bereavement counselling and assist with end-oflife planning.



Seniors



289-271-6990

is	Seniors at Risk Supports:
S,	 Older adults in Hamilton (ages 55 +). Older adults that are vulnerable and at risk of abuse, neglect and self-neglect, lonely and isolated without supports, physical health challenges. Older adults living with cognitive impairment/ dementia (with or without diagnosis); caregivers. Older adults from diverse cultural and ethnic backgrounds who are underserved. Older adults that are facing evictions, home safety concerns related to hoarding issues.

• Many older adults in our communities are socially isolated and unable to access in-person program due to



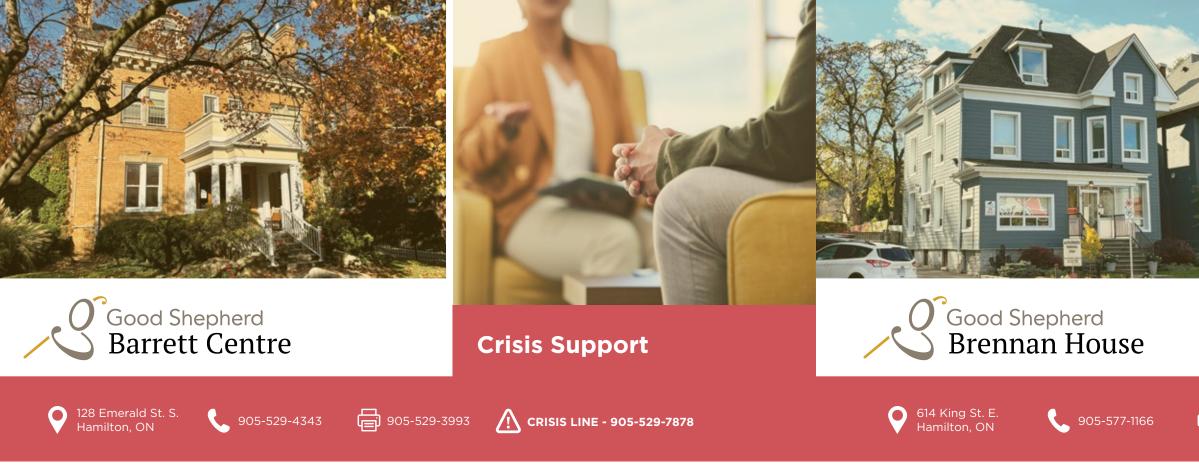
Toronto Healthcare & Therapeutics

Q Intensive Case Management - 250 Consumers Rd. North York

WENTWORTH ST.

SAM East

SHERMAN AVE



Barrett Centre for Crisis Support provides care to people who experience a mental health crisis and do not need to stay in the hospital. Services are available 24 hours a day, every day of the year.

Crisis Telephone Support

Telephone support is always available to assist in finding solutions to a person's crisis. This may be done through immediate and ongoing support or referral information to other pertinent community supports.

Crisis Counselling

A one-time appointment for a one-on-one session with a crisis support staff member will be arranged.

Crisis Stay

Private and semi-private rooms for people who need a short-term stay for crisis support. Those who stay at the Centre have access to crisis workers who are accessible around the clock. The Centre provides a safe atmosphere where clients can lock the doors to their rooms.

Additional Support Services

Peer Support and Harm Reduction Programs are available to all clients.

Brennan House is a warm, home-like atmosphere Working together, staff and youth develop treatfor youth aged 15-18 years with complex mental ment plans to support their integration into the health issues. community. Residents are given responsibility for establishing personal goals, completing their Youth have barrier-free access to a mental health education, undertaking job skill training or finding clinician. Support workers offer coaching to help employment.

manage mental health symptoms and provide 24-hour help with medication management and mental health concerns.

Services Offered:

- 24-hour staff support
- Access to mental health clinician and consulting psychiatrist
- establishing personal goals
- Life and social skills training
- Access to after care



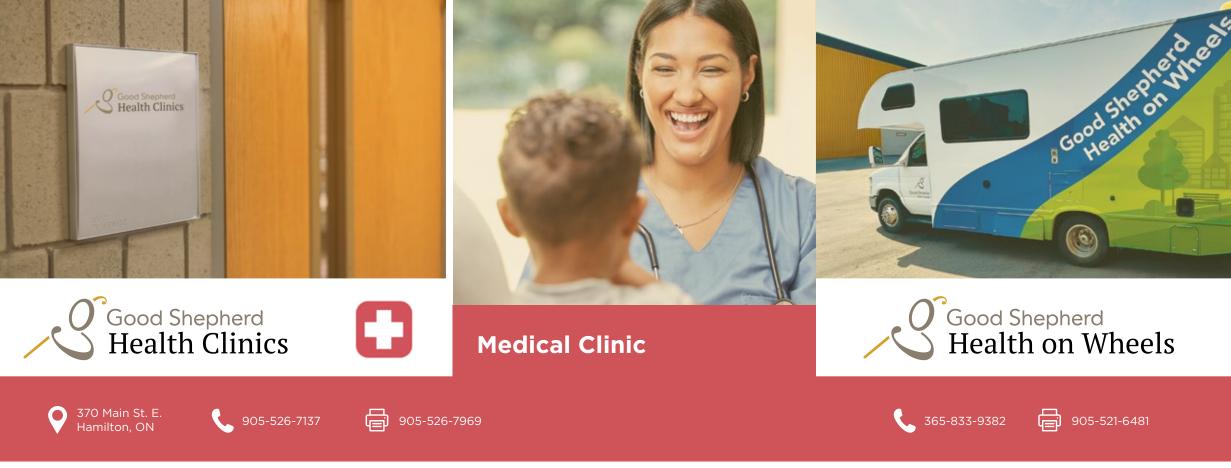


Youth Mental Health Support



• Assignment to a youth support worker to encourage residents' strength and aid in

Access to the Youth Trustee Program helping with financial aid for educational purposes



Good Shepherd Health Clinics are part of the Shelter Health Network (SHN), a team of healthcare providers operating within shelters and community agencies in downtown Hamilton.

SHN was established in 2005 to reach out to a high-risk population who do not have stable housing and who have complex health problems. The primary criteria are that individuals do not have a family doctor, are homeless or at risk of being homeless, and may have difficulty maintaining a relationship with a physician. Patients often face numerous barriers in accessing the traditional health care system:

- Not having health cards nor the ID necessary to obtain one
- Not having a phone or address to receive appointment information
- Feeling stigmatized when they access care.

We bring health care directly to people who face the most barriers in accessing it.

They are served by family physicians, nurse practitioners, registered nurses, psychiatrists, internists, midwives, case managers and social workers work in collaboration to provide health and social services to our clients.

Health on Wheels is a mobile medical clinic providing care in non-traditional settings such as shelters, patient homes, encampments and anywhere help is needed. Health on Wheels drives enhanced collaboration with healthcare and social service partners by integrating mobile service delivery and uses a multi-disciplinary team to engage with individuals who are underserved by traditional healthcare pathways.

Now more than ever, community services, including Good Shepherd, play a key role in addressing complex social issues faced by many communities. Health on Wheels enhances services available to people confronting healthcare barriers at a wide variety of locations in Hamilton.

SHN has 13 clinic sites, including five operated by Good Shepherd:

- The Good Shepherd Centre
- The Good Shepherd Health Clinic Headquarters •
- Notre Dame House ٠
- Women's Services •
- Men's Shelter •



Mobile Medical Clinic

Health on Wheels' mobile clinic capabilities can respond and provide on-the-spot mental health care, medical services, and harm reduction resources outside of traditional healthcare settings.

The multidisciplinary clinical team includes a nurse practitioner, registered nurse, mental health worker, harm reduction services, and the support of the Shelter Health Network. Peer support workers will provide the knowledge and empathy

that come from first-hand experience.



The Intensive Case Management (ICM) program is designed to provide long-term individualized services and mental health supports to individuals who are living with mental health/ addictions challenges in North York and North Scarborough, as well as other areas of Toronto. ICM assists individuals in improving their quality of life, mental and physical health needs, along with helping them maintain their housing, develop essential life skills and building connections. The ICM program provides supports to clients in the community, in their homes, at their appointments, or at our office location.

Program objectives are achieved through:

- Long term mental health case management •
- Addiction/substance use/harm reduction supports ٠
- Access to mental health services and counselling ٠
- Food security support and/or referral
- Recreational/therapeutic programming ٠
- Peer Support
- Voluntary financial trustee case management ٠
- Advocacy, case coordination and referrals

The Transitional Beds Program is for high-risk patients after hospitalization. It is a 10-bed medical discharge program for adults who identify as male. Service is for patients who have complex health issues, mental health diagnoses and/or substance abuse challenges that require an enhanced level of medical and community support. The program is within The Good Shepherd Centre.

Services Provided:

- Improved patient outcomes
- Help with timely hospital discharge
- community support to ensure health outcomes
- provide advocacy, referral, counselling and housing assistance





Discharge Program

905-741-0527

• Short-term care for medical stabilization and recovery from acute illness or a medical condition

• Service to patients who have complex health issues, mental health diagnoses and/or substance abuse challenges that require an enhanced level of medical and community support • Support for medical requirements following hospital discharge, and in-house and

Access to the program team, which includes case management and peer workers, who







905-525-5632 📄 905-525-4149

Adult Day Therapy Program



Good Shepherd SAM Program East & Central Locations

SAM East

194 Gage Ave. S. Hamilton, ON SAM Central 10 Pearl St. N., Unit A Hamilton, ON



STIMULATION - ACTIVATION - MOTIVATION (SAM)

The saying "Use It or Lose It" not only applies to our bodies, but it also applies to our brains. Physical or cognitive challenges are accommodated at SAM with a focus on what a person can do instead of what they *can't* do.

The SAM Adult Day Program is offered at two locations:

SAM Central: Good Shepherd Bishop Tonnos Seniors Building Monday to Friday, 8:00 am-3:00 pm

SAM East: 194 Gage Ave South Monday to Friday, 8:00 am-3:00 pm

10 Pearl St. N., Unit A

Hamilton. ON

The SAM Aphasia Program is offered through SAM East on Mondays and Thursdays, 8:00 am-3:30 pm.

SAM Adult Day Program

SAM is a community-based therapeutic day program providing a structured "day out" for seniors and adults 18 and over. SAM offers a variety of social, recreational, mentally and physically stimulating activities to participants, with the program goals of Stimulation, Activation and Motivation

Services offered through the SAM Adult Day Program:

- Safe SAM STEPS exercise programs
- A hot, full-course meal at noon
- Assistance with personal care needs, including medications
- Transportation assistance
- A registered nurse for health assessments and counselling
- Respite from caregiving responsibilities

*Note: There is a daily program cost. A subsidy may be available for those who qualify.

Services offered through the SAM Aphasia Program:

- assistant, staff and volunteers
- Aphasia-friendly social, recreational and exercise activities
- Aphasia education and partner trainer
- Ongoing access to a social worker

*Note: There is a daily program cost. A subsidy may be available for those who qualify.

Adult Day Therapy Program

SAM East

905-544-4550 **SAM Central** 905-525-1181



SAM East 905-525-4149 SAM Central 905-525-41491

SAM Aphasia Program

Aphasia is a language disorder which affects a person's ability to communicate. It can occur after an injury to the brain, such as a stroke. Our aphasia-friendly day program enables people with aphasia to socialize and feel more connected.

• A variety of physical, social, creative and mentally stimulating activities

Conversation groups run by a speech language pathologist, communicative disorders





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Housing Supports

Good Shepherd Administration Offices

400 King St. W. & 15 Ray St. N.

Hamilton. ON

Coxwell Ave. and Danforth Rd. Toronto. ON

416-203-2711 ext. 3565

The Addiction Support Housing (ASH) program is designed for adults with a history of substance use disorder (addictions), living with complex mental health needs, a history of homelessness, involvement in the criminal justice system, precarious housing or are at risk of experiencing homelessness. Clients of the ASH program receive addiction counselling support, housing support and rent-geared-to income housing. Clients referred to the ASH program often are experiencing other comorbidities such as medical health needs or aging needs. Many ASH clients reside in East York, and others reside in across the city of Toronto that are leased or owned by Good Shepherd. The ASH clients work closely

with an addiction counsellor who visits with them at their homes and in the community to ensure they are provided the necessary supports to aid them to maintain their housing successfully, achieve their self-identified goals and improve their quality of life.

Hosted within the Addiction Supportive Housing team, is the Centre for Addiction and Mental Health (CAMH) Drug Treatment Court transitional housing partnership. In tandem with the CAMH team, the ASH team support clients with their housing needs. Subsidized rents are provided and individuals may reside with this program for up to one year before transitioning to permanent housing.

Program objectives are achieved through:

- Rent-geared-to income housing •
- Addiction/substance use supports
- Harm reduction education programming •
- Food security support and/or referral
- Recreational/therapeutic programming •
- Access to mental health services ٠
- Recovery and lifeskills groups •
- Peer support

- Voluntary financial trustee case management
- Advocacy, case coordination and case management, and referrals
- Staffed seven days weekly
- After hours crisis support

The administration office serves as the central hub for various key functions within the organization. It is home to the leadership team, which oversees strategic direction and decision-making, as well as the human resources department, which manages employee relations, recruitment, and workplace policies. Additionally, the communications team operates from this office, ensuring seamless internal and external messaging, while the finance team handles budgeting, financial planning, and reporting. The information technology team is also based here, supporting the organization's technological infrastructure and ensuring efficient operations across all departments. Together, these teams form the backbone of the organization, driving its mission forward with coordination and expertise.





Administration



Finance: 905-526-1184 R: 905-528-9614



793 Gerrard St E., Lower Level Toronto. ON

416-203-2711 ext. 4255

416-203-2811

Located in Good Shepherd's Liberty Building, the Creative Works Studio provides support to individuals living with mental health and/ or addiction challenges to transform their lives through the power of artistic expression. At Creative Works Studio, each member is treated as an artist first, regardless of their art background. Members are provided with ongoing support and encouragement to reach their highest potential and skill level, through purposeful and inspiring creative art initiatives. There is no cost to access this program.

Activities can include pottery, drawing skills, textiles, ceramics, painting and movement exercises. Individuals or healthcare providers may self-refer. Participants also have opportunities to exhibit artwork at various events. The Creative Works Studio provides service in partnership with a number of shelter programs across the City of Toronto.

Activities May Include:

- Pottery and Ceramics
- Drawing
- Textile Art •
- Painting
- Movement and Dance
- Field trips to local art exhibits, museums and other places of artistic interest
- Recreational/therapeutic programming
- Harm Reduction and Mental Health Support •
- Food security support and/or referral

The Development Department reaches out so **Events** donors, stakeholders and volunteers can help Fundraising events are organized and managed provide vital programs and services and muchby a team of experienced professionals. needed food, clothing and household items to people in our community. Volunteer

Major Gifts

10 Delaware Ave.

Hamilton. ON

Large donations and planned giving gifts are very important to the long-term financial security of Good Shepherd. They ensure that programs will have the resources needed to continue caring for the most vulnerable members in our community.

905-528-6565

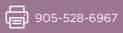
Annual Giving

Regular donations, including monthly gifts, are administered through our annual giving program. Seasonal and special appeals, as well as charitable receipts originate from this program.





Administration



ANGEL LINE - 905-572-6435

We could not do this important work without our dedicated volunteers. On an average day, Good Shepherd serves over 1,000 vulnerable people in our community. Every year, more than 5,000 volunteers assist in the operations of Good Shepherd programs and services.



The Homelessness Prevention Program supports families, women, and youth at imminent risk (within 60 days) of becoming homeless. The Homelessness Prevention team consists of Case Managers and Housing Legal Advocates who provide case management, support and education of The Landlord Tenant Board processes.

Program Supports Include:

- Budgeting
- Community referrals
- Landlord Tenant Board hearing assistance
- Financial assistance
- Up to three months of case management

The HOMES program is a comprehensive supportive housing initiative designed to empower individuals facing mental health and addiction challenges, as well as those with a history of homelessness. Rooted in the principles of Psycho-Social Rehabilitation, Housing First, and Harm Reduction, HOMES offers a range of person-centred services tailored to meet the needs of its residents.

All HOMES tenants have access to supports 24 hours a day, seven days a week, through either on-site services or the after-hours support line.





Housing Supports

Across a variety of sites in Hamilton and Niagara, the HOMES program provides access to housing options, community-based supports, and innovative recovery opportunities. From transitional care facilities to rent-geared-toincome apartments, each site fosters stability, independence, and holistic well-being through wraparound services like 24/7 staffing, food security programs, and mental health resources.

Whether assisting individuals with challenges of activities of daily living, addressing the dynamics of aging in place, navigating financial literacy, or transitioning from institutional care, the HOMES program is committed to creating pathways for recovery, dignity, and community integration.



Good Shepherd HOMES Mobile Teams

Housing Supports

Good Shepherd Housing and Tenant Services

905-525-5188

The HOMES Mobile Teams, funded by the Ministry of Health, provide supportive housing services to individuals who experience mental health and addiction issues and have a history of homelessness. The program includes scattered units throughout Hamilton, all of which are rent-geared-to-income. Multiple Mobile Community Mental Health Teams engage and support HOMES tenants, including one team the works specifically with individuals transitioning from the TRHP program, empowering them to adapt to independent living and reintegrate into the community.

Key services include person-centred case management, access to the HOMES Nurse Practitioner, and participation in a variety of groups offered across all HOMES Hamilton locations. The Mobile Teams play a crucial role in fostering stability and recovery within the community.

Good Shepherd Non-Profit Homes Inc. provides supportive housing in Hamilton. Tenants are typically those with mental or physical disabilities and victims of domestic violence.

Hamilton Housing Sites:

Brennan House **Emmaus Place** Taylor Apartments Aberdeen Avenue Mathias Place **Emmanuel House** John Street North Simcoe Street

Hamilton, ON

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Good Shepherd Square offers rental units at 20% below the average market rental costs.





Housing Supports



905-525-2366





Educational Program





Good Shepherd Jeanne Scott Parent & Child Resource Centre

1475 Barton St. E. Hamilton, ON

905-549-4276

905-549-2090

The Jeanne Scott Parent & Child Resource Centre is where young parents earn a higher education to break the cycle of poverty and better their chances of employment and independence. Child minding is provided for their babies. The Jeanne Scott School is for young parents who live at Regina's Place or in the east end of Hamilton.

In addition to the alternative school, young parents have the opportunity to attend programs based on their personal needs and strengths. These programs help young parents to continue to build life skills and increase parenting abilities.

Notre Dame House School provides an

alternative learning environment, breaking barriers for students who have been affected by homelessness, poverty, family breakdown and mental illness. Students may attend the school for a brief period and then reintegrate into a mainstream high school or they may complete their high school credits and graduate from Notre Dame House School. Good Shepherd hosts an annual graduation ceremony for students who have earned their high school diploma. All community referrals can be forwarded through the Community Resource Centre.

School Services:

- All-day classes including phys-ed
- A choice of courses required by the Ontario Ministry of Education
- Independent Learning Centre

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Hamilton, ON





Good Shepherd Notre Dame House School

Educational Program

905-528-2032

• Opportunities for participation in Co-op Education & Ontario Youth Apprenticeship Program



550 Queen St. E., Suite 315 Toronto. ON

416-203-2711

416-203-2811

The Housing Outreach Support Team (HOST) program is designed for adults with complex mental health needs, a history of homelessness, precarious housing or are at risk of experiencing homelessness. Individuals often have other comorbidities such as medical health needs, aging needs, and/or substance use. Clients of the HOST Program reside in apartments leased or owned by Good Shepherd all across the City of Toronto. HOST clients work closely with a Community Mental Health Worker who will visit with them at their homes and in the community to ensure they are provided with the necessary

supports to aid them in maintaining their housing successfully, reaching their self-identified goals and improve their quality of life. This program celebrates a number of partnerships such as Eshkiniigjik Naandwechigegamig (ENAGB) and the Hong Fook Mental Health Association.

Dedicated Housing Locations include:

- Brother Joseph Dooley Apartments •
- the Liberty Building •
- Vaughan Road Apartments
- Weston Apartments

Program objectives are achieved through:

- Rent-geared-to income housing
- ٠ Addiction/substance use supports
- Harm reduction education programming ٠
- Access to mental health services and counselling
- Food security support and/or referral
- Recreational/therapeutic programming
- Peer support ٠
- Voluntary financial trustee case management
- Advocacy, case coordination and case management, and referrals
- After hours crisis support

Good Shepherd's Personal Support Services/ Community Support Services Agencies is a program designed to assist adults (18+) to rem independent in their home with supports.

10 Pearl St. N., Unit 201

Hamilton. ON

All referrals are made through Ontario Health At Home which are referred through hospital sites, physician offices and professional team members. Clients who require personal support and light housekeeping on a basis of scheduled visits who are eligible through Ontario Health at Home.

Good Shepherd aids the objective of the program service per the Local Health Integration (LIHN) Home and Community Collaborative standards and the Ontario Home Care and **Community Services Act (1994) include:**

- To facilitate as much independence as possible in clients served.
- To provide caregiver relief for family and friends.
- hospital extended stays.
- To reduce Ontario Health at Home waitlists for Personal Support Services.
- Giving clients the dignity and quality of life to thrive in their own environment.

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Healthcare Supports



905-777-0752 905-525-4149

	The program operates seven days a week where certified personal support workers provide in
nain	home essential services between the hours from 7 am to 4 pm.

To assist clients to remain supported in their homes as long as possible which reduces



Steps to Health Program

Steps to Health serves Hamilton, offering a wellness program wrapped in the principles of psycho-social rehabilitation to address the increased risk of metabolic and cardiac disorders among individuals living with mental illness. This program emphasizes empowerment, education, and fun, encouraging healthier lifestyles through exercise programs, diet education, smoking cessation programs and access to healthier food options.

Integrated into HOMES support services, Steps to Health is also available to Hamilton residents who qualify, promoting wellness and recovery across the community.

Trusteeship / Financial Literacy Supports

This HOMES program is available to all HOMES tenants in Hamilton, with limited availability to the Hamilton community. This program is rooted in financial literacy and is designed to address financial barriers faced by individuals who are homeless or precariously housed. These supports address the financial harms of poverty through a harm reduction lens.

Money Management coaches assist participants in addressing credit concerns, supporting timely bill payments, and helping individuals achieve personal financial goals. HOMES offers digital literacy resources and training to help clients successfully navigate the world of online shopping. Referrals are made internally through the HOMES program, ensuring targeted and effective support for those in need.

The Good Shepherd Venture Centre and Marketplace is modelled after a traditional grocery store where emergency food and clothing are easily accessible for clients. Unlike most emergency food programs, visitors choose what they want from our Marketplace. With the help of staff and volunteers, they push a grocery cart and shop the aisles for food, clothing and personal items.



30 Pearl St. N. Hamilton, ON

905-523-8766

3766 🔄 905-523-0914

/!\ CRISIS LINE - 905-572-6435

We strive to provide a place of sanctuary, safety and support for women (cis/trans/2-Spirit) and their children dealing with abuse, violence, homelessness, poverty and mental illness. We are privileged to offer programs that give hope and restore dignity.

Community Support Programs & Services:

- Violence Against Women Counselling -Specialized counselling services for women and children in individual and group sessions.
- Learning Effective Anti-Violence In Families
 Early intervention group for children ages
 4-16 who have been exposed to violence.
- Wellness Program A variety of recreational, therapeutic and educational activities for women.
- Family Court Support Worker Assists women who have experienced abuse and are involved with or preparing to enter the Family Court process.
- Legal Advocate Assistance for women (cis/ trans/2-Spirit) with any legal issues.

Housing:

- Martha House Martha House is a secure and accessible, 40-bed emergency shelter for women (cis/trans/2-Spirit) and their children who are homeless and fleeing violence and abuse.
- Mary's Place Mary's Place is a 25-bed emergency shelter for cis/trans/2-Spirit and non-binary individuals 18 years and older. Mary's Place provides safety, support and emergency accommodations to women dealing with homelessness, poverty, mental health issues and/ or violence.
- Dorothy Day Place: Dorothy Day Place offers 73 permanent supportive housing units for women (cis/trans/2-Spirit) and non-binary individuals.
- Second Stage Housing Second Stage Housing Services offer furnished, affordable housing to single women and women with children for up to two years. A range of programs and supports are geared to creating greater physical, emotional and financial stability in the aftermath of violence and abuse.
- Transitional Housing & Support Transitional housing & Support Workers will assist women and their children in accessing services required to establish violence and abuse-free lives.

A Message from the Chief Development Officer

I am astonished at how our supporters continue to step up to give back to our community and dedicate themselves to Good Shepherd's mission to Never Stop Loving.

Despite valiant efforts by health and social service agencies such as Good Shepherd, members of our community who face barriers on a daily basis continue to experience setbacks. As a result, Good Shepherd has seen an increased need for funding to maintain our services.

Providing assistance to marginalized people comes with challenges so we must work to ensure clients can continue to receive the support they require. I extend my heartfelt thanks to those who continue to help us build hope and restore dignity to our neighbours in need.

Good Shepherd is fortunate to have thousands of volunteers and donors who for many years have left an indelible mark on our organization and the clients we serve. Thank you to our generous community partners and donors for continuing to share your blessings and bring hope to the people who need it.

When you give to Good Shepherd's programs, you are providing hope and optimism, which is a true expression of Good Shepherd's value of Hospitality.

We're grateful and blessed by your continued support for the people who need it most.



Cathy Wellwood Chief Development Officer





We need you now, more than ever.

Your gift today, no matter the amount, will make a difference in the lives of the thousands of men, women and children across Hamilton who turn to Good Shepherd in their time of need. We appreciate any gift because with your help, we can continue to offer solutions that generate hope and real change, while improving the health of our community.



To learn more about our donation options or to donate today, please scan the code above or call 905-572-6435.

Thank you.

Charitable Registration Numbers: Good Shepherd Centres: 13063 6798 RR0001 Good Shepherd Non-Profit Homes: 12911 4377 RR0001

What it means to have Faith in People

It means seeing the whole person. It means hearing the warmth and humanity in their voices - not just despair.

We see potential and promise.

For those we serve at Good Shepherd, our faith in people means all of this. It also means helping people discover their faith in themselves.



Good Shepherd