



Good Shepherd
Faith in people.

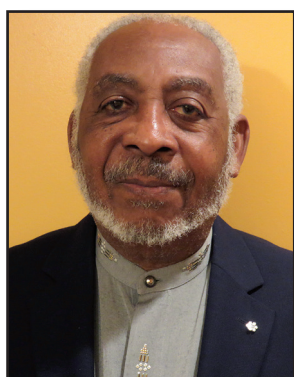


GOOD SHEPHERD
REPORT TO THE COMMUNITY
2023-24



RECOVERING AND REBUILDING AFTER COVID-19

Homelessness hit crisis levels this year, as the City of Hamilton declared homelessness a state of emergency in April 2023. At Good Shepherd, we targeted our focus on providing critical support to the community's most vulnerable population. In this report, you will read about innovative services like Health on Wheels, a retrofitted RV that provides on-the-spot medical and mental health care, as well as harm reduction and peer services outside of traditional healthcare settings, in public spaces, encampments and wherever care is needed.



You'll also learn about the collaboration between Good Shepherd Centres, the Alzheimer Society of Hamilton and Halton and St. Matthew's House. This Seniors at Risk in Hamilton collaborative supports seniors impacted by a variety of issues such as dementia, abuse/exploitation, health challenges, precarious housing, food insecurity and social isolation.

Thanks to your support, Good Shepherd continues to provide food, shelter, health care and relief for people who are struggling in our community. We could not do this important work without your kindness and compassion.

We are grateful for your loyal support and we are proud to be given the honour to keep delivering on our mission.

Yours in hospitality,



Brother Richard MacPhee, OH
Chief Executive Officer
Good Shepherd

Gary Warner
President,
Good Shepherd Centres
Board of Directors

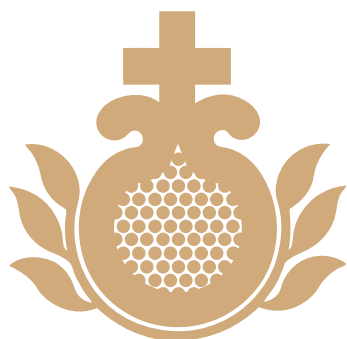
Winnie Doyle
President,
Good Shepherd
Non-Profit Homes
Board of Directors

HOSPITALLER ORDER OF ST. JOHN OF GOD PROVINCE OF THE GOOD SHEPHERD IN NORTH AMERICA

The Hospitaller Order of St. John of God is a religious order of the Catholic Church. The Hospitaller Brothers lead Good Shepherd in Hamilton and Toronto through the Hospitaller Brothers of St. John of God – Province of the Good Shepherd in North America.

Good Shepherd's commitment to our mission of *Never Stop Loving* and our dedication to people in need have helped our organization grow to become one of the largest providers of health and human services in the Greater Hamilton Area. The combined services of Good Shepherd Centres and Good Shepherd Non-Profit Homes Inc. include emergency food and clothing; hot meals; emergency shelters for men, youth, families, women and children; transitional housing and education for homeless and street-involved youth; senior support services; hospice palliative care; community mental health programs; and supportive housing.

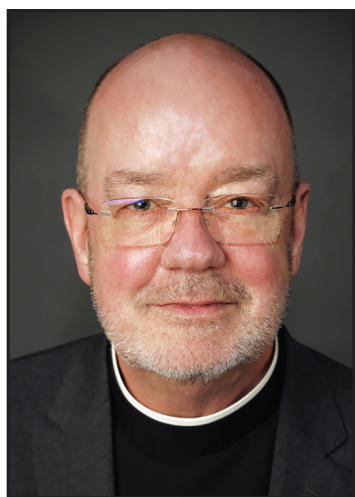
All money donated to Good Shepherd Centres stays within our organization to benefit vulnerable families and individuals locally.



*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

I extend my heartfelt congratulations to Good Shepherd, Hamilton and Toronto for its generous response to the needs of



those who turn to them in times of hardship or crisis.

Over the course of 63 years Good Shepherd has remained rooted in Christ's healing ministry and has stood as a beacon of hope to the sick, poor, and homeless people among us.

Behind every great organization there are wonderful co-workers, whether paid employees, volunteers or generous donors who help keep the doors open and the spirit of Hospitality alive. Thank you for your unwavering service to our brothers and sisters. Your dedication, support, and commitment to the people we serve is deeply appreciated.

Thank you.

David Lynch OH

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

A MESSAGE FROM THE CHIEF DEVELOPMENT OFFICER

Over this last year, with your support, Good Shepherd has been able to provide the comfort of a meal, a safe place to sleep, vital health care services, and hope for a fresh start for people who are struggling with the challenges of poverty and homelessness.

Our services depend on the generosity of our friends, partners and donors and we are deeply grateful for the support we receive from the community. Because of you, as outlined in this report, Good Shepherd continues to introduce new programs and initiatives that respond to the needs of our community.



Through your ongoing financial donations, sponsorship and attendance at Good Shepherd events, as well as participation in food drives and community initiatives, you make a real impact. Every day, we see how these acts of compassion, both big and small, add up to make lives better.

Thank you for believing in our work and continuing to contribute to programs that strengthen our community.

God Bless,

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

Cathy Wellwood
Chief Development Officer





SUPPORTIVE HOUSING IN NIAGARA

Good Shepherd Non-Profit Homes provides safe, permanent housing with supports designed to meet the needs of people who experience homelessness, who are living with mental health challenges and addiction. With more than 800 affordable and supportive housing tenants throughout Hamilton and Toronto, Good Shepherd Non-Profit Homes embarked on an initiative to expand its supportive housing services into the Niagara region. Utilizing a former Niagara Falls motel, this new endeavour provides essential housing and addiction support to individuals who have experienced homelessness and face concurrent mental health challenges.

In its first few months, Good Shepherd prioritized creating a safe community environment for current residents and the surrounding neighbourhood. The team at the Buchanan site is using a robust Harm Reduction strategy to ensure that residents receive the necessary support to manage substance use and other challenges effectively. This approach enhances safety and fosters a supportive atmosphere conducive to recovery and stability.

"I'm proud that our efforts in Niagara have garnered recognition from both local government and emergency services, who have reported a significant reduction in emergency services required at the Buchanan site since we assumed service delivery," says John Lee, director of Good Shepherd's HOMES program. "This collaborative recognition underscores the importance of community partnerships in addressing homelessness and enhancing public safety."

Through this expansion, Good Shepherd demonstrates leadership in providing compassionate care and supportive housing solutions. By leveraging community support, Good Shepherd aims to make a meaningful difference in the lives of individuals facing homelessness and related challenges in the Niagara region and beyond.





EMPOWERING LIVES FOR A FRESH START

Toronto HOST Program

The Good Shepherd Non-Profit Homes HOST program in Toronto is designed for adults living with mental health needs, who have a history of homelessness or are at risk of homelessness. Clients of HOST reside in leased apartments scattered across the City of Toronto. Community mental health workers offer support to clients in their apartments and community.

In the story below, JL shares his experience as a client and tenant of Good Shepherd's HOST Program.

JL's Story

came to Canada when I was very young and was sent to live with relatives. I dropped out of school in Grade 10 and sold ice cream as a teenager in the community for extra money.

When I turned 19 I took a leap of faith and moved to Toronto on my own to find better employment.

I faced many barriers within a few weeks and ended up living in a local shelter with no ID and no income. I was stuck in the homelessness system for years.

While in the shelter system, I experienced events that took a toll on my mental health. I was put on medications that helped but once I found permanent housing and was living independently I stopped taking what was prescribed. I was stuck in a state of psychosis until the staff at Good Shepherd stepped in and supported me. They never gave up on me.

Last year, I experienced a life-changing event that ended up positively impacting my personal life. I was hospitalized for over two weeks and placed back on a medication that works well. I am extremely thankful for Good Shepherd. Even after I started doing better they continued to support me. I now have the identification I need to volunteer and participate in community events. Volunteering has helped me gain daily life skills and learn how to cook and bake. I look forward to setting goals and achieving the things I've set out for myself. With the support from Good Shepherd, I no longer feel judged and I put the past behind me.

I'd like to take this opportunity to thank everyone at this amazing organization. I hope many others have the same positive outcome as I have experienced.





Good Shepherd's mobile health clinic, Health on Wheels, has hit the road. The clinic provides on-the-spot medical and mental health care, harm reduction, and peer support services outside of conventional healthcare settings, wherever care is needed. Additionally,

The clinical team includes a nurse practitioner, registered nurse, mental health worker, peer support worker, harm reduction services, and the support of the Shelter Health Network doctors. Health on Wheels responds to the critical health concerns of people who face significant barriers to accessing healthcare through emergency shelters, drop-ins, patient homes, encampments and a variety of locations in the community.

The project is funded, in part, by the Government of Canada's Community Services Recovery Fund.

"We're grateful for the support of the Government of Canada and their partners, Employment and Social Development Canada, United Way Centraide Canada and United Way Halton and Hamilton," says Brother Richard MacPhee, Good Shepherd's chief executive officer. "Health on Wheels will improve the health and wellness of our community by reducing barriers and offering holistic supports for people who are underserved by traditional care settings."

As the team got some experience serving the community, it was evident that being able to hand out food and basic supplies would assist in the delivery of care. The team hands out healthy lunches, three days a week while providing services.

"It has helped promote rapport building and allows for more on-the-spot support, as folks are often without food and without the ability to get to a meal service," says Emily Dakers, Good Shepherd's director of early intervention health and wellness centres.

In 2023, Health on Wheels served 447 patients and handed out more than 700 free lunches. Harm reduction education and supplies were provided to over 300 community members.

In addition to the mobile health clinic, Good Shepherd opened an overnight warming centre for men, Two-Spirit, transgender and non-binary people, as part of the City of Hamilton's Winter Response Strategy.

"The feedback from the city's client satisfaction survey was extremely positive and the men who accessed the program are incredibly grateful," says Program Director Mike Troskot. "I believe this program has saved lives this winter."

Between January and April, the warming centre offered refuge to approximately 3,300 individuals over a span of 81 cold nights. The full staff team distributed over 2,600 personal items and winter supplies like coats and outerwear.





SENIORS AT RISK IN HAMILTON COLLABORATIVE

Hamilton has an aging population and Good Shepherd is seeing an increased number of seniors who need intervention, supports and resources in order to live their best lives in our community.

Good Shepherd Centres, the Alzheimer Society of Hamilton and Halton and St. Matthew's House collaborated to fill the gap left by the closure of Catholic Family Services (CFS) and, in May 2023, transitioned all existing clients from CFS seniors programs into the partner agencies' services.

In consultation with Ontario Health West, Good Shepherd, the Alzheimer Society and St. Matthew's began a program called Seniors at Risk in Hamilton. It includes 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. The program also supports seniors from diverse cultural and ethnic backgrounds who are underserved and those that are facing evictions and home safety concerns related to hoarding issues. The program offers services for seniors from communities that are traditionally underserved.

"We have transformed the way our agencies work together, leveraged the integration of processes, reduced barriers to services, and streamlined referral pathways," said Brother Richard MacPhee, chief executive officer of Good Shepherd. "This collaboration helps to ensure equity in access to services, local system transformation, and it supports the professional growth of our staff to better meet the needs of these populations."

This year, the Seniors at Risk in Hamilton collaborative received over 400 referrals from a mix and emergency and hospital-based services, community support service agencies, City Housing Hamilton and through other Good Shepherd programs.



**GOOD SHEPHERD CENTRES
GOOD SHEPHERD NON-PROFIT HOMES INC.
HAMILTON & TORONTO**
INDIVIDUALS ASSISTED IN 2023

SENIORS PROGRAMS

ASSISTED LIVING FOR HIGH RISK SENIORS: 35 UNIQUE INDIVIDUALS
COMMUNITY SUPPORT SERVICES: 118 UNIQUE INDIVIDUALS
SAM ADULT DAY PROGRAM: 242 UNIQUE PARTICIPANTS

BARRETT CENTRE FOR CRISIS SUPPORT

BARRETT CENTRE: 4,035 CLIENTS, INCLUDING CRISIS CALLS

FAMILY CENTRE

EMERGENCY SHELTERS
UNIQUE HOUSEHOLDS: 84
UNIQUE INDIVIDUALS: 366

FAMILIES FIRST DIVERSION PROGRAM

UNIQUE HOUSEHOLDS: 211
UNIQUE INDIVIDUALS: 717

REACHING HOME

UNIQUE HOUSEHOLDS: 571
UNIQUE INDIVIDUALS: 1,464

THE GOOD SHEPHERD CENTRE (MEN'S SHELTER)

UNIQUE RESIDENTS: 1,393
MEAL PROGRAM: 104,147 MEALS SERVED

VENTURE CENTRE MARKETPLACE: 90,627 UNIQUE INDIVIDUALS

HOSPICE & PALLIATIVE CARE SERVICES

EMMANUEL HOUSE HOSPICE: 86 RESIDENTS
EMMANUEL HOUSE PALLIATIVE CARE OUTREACH TEAM: 981 UNIQUE CLIENTS

GOOD SHEPHERD TENANT & HOUSING SERVICES

TENANTS: 846



NON-PROFIT HOMES – TORONTO

HOST: 19 INDIVIDUALS

HOST MOBILE: 200 INDIVIDUALS

MANSE ROAD HIGH SUPPORT: 13 INDIVIDUALS

ADDICTIONS SUPPORT HOUSING (ASH): 49 INDIVIDUALS

TRUSTEESHIP PROGRAM: 121 INDIVIDUALS

CREATIVE WORKS STUDIO: 80 INDIVIDUALS

BAYVIEW HOUSING: 9 INDIVIDUALS

BAYVIEW INTENSIVE CASE MANAGEMENT: 71 INDIVIDUALS

HOUSING WITH ON-SITE, MOBILE & ENGAGEMENT SERVICES (HOMES)

ONSITE CLIENTS: 211

MOBILE CLIENTS: 258

STEPS TO HEALTH: 169 INDIVIDUALS

TRUSTEESHIP PROGRAM: 134 INDIVIDUALS

WOMEN'S SERVICES

MARTHA HOUSE: 36 ADULTS; 54 CHILDREN

MARY'S PLACE: 167 UNIQUE CLIENTS

COMMUNITY SERVICES FOR WOMEN & CHILDREN: 280 CLIENTS

DOROTHY DAY PLACE: 73 TENANTS

YOUTH SERVICES

NOTRE DAME YOUTH SHELTER: 133 YOUTH

NOTRE DAME HOUSE MEAL PROGRAM: 19,608 MEALS

NOTRE DAME HOUSE COMMUNITY OUTREACH: 222 INDIVIDUALS

NOTRE DAME HOUSE SCHOOL: 58 STUDENTS

NOTRE DAME HOUSE SUBSTANCE USE ASSESSMENTS: 5,199 YOUTH

BRENNAN HOUSE: 16 INDIVIDUALS

BRENNAN HOUSE AFTER CARE TRANSITIONAL SUPPORT: 7 YOUTH

YOUTH SERVICES TRUSTEE PROGRAM: 86 INDIVIDUALS

YOUTH SERVICES MENTAL HEALTH PROGRAM: 183 INDIVIDUALS

JEANNE SCOTT PARENT & CHILD RESOURCE CENTRE:

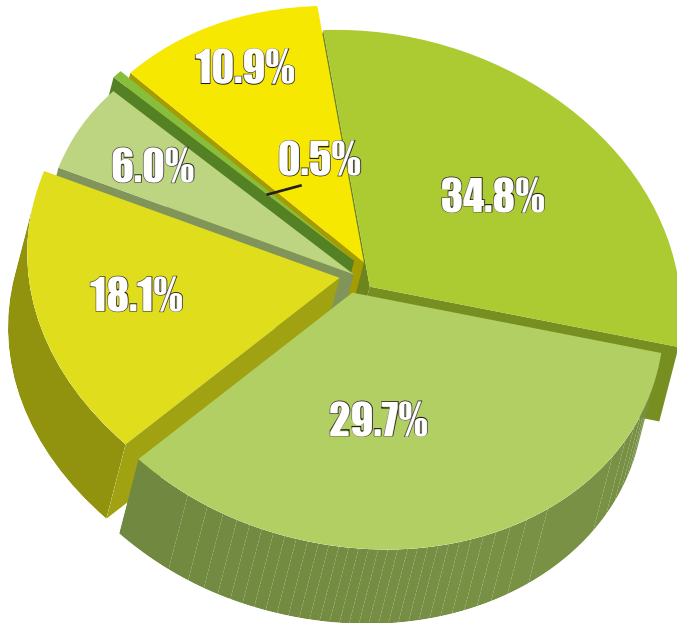
33 PARENTS & 26 CHILDREN

REGINA'S PLACE: 21 PARENTS & 18 CHILDREN

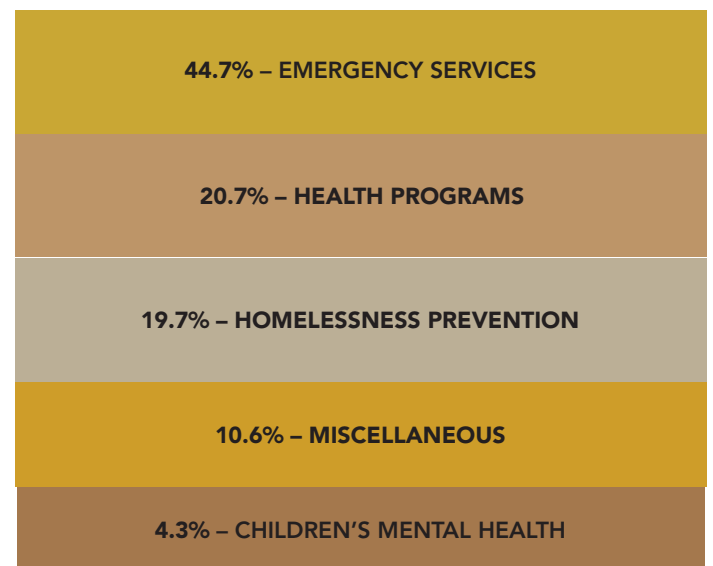
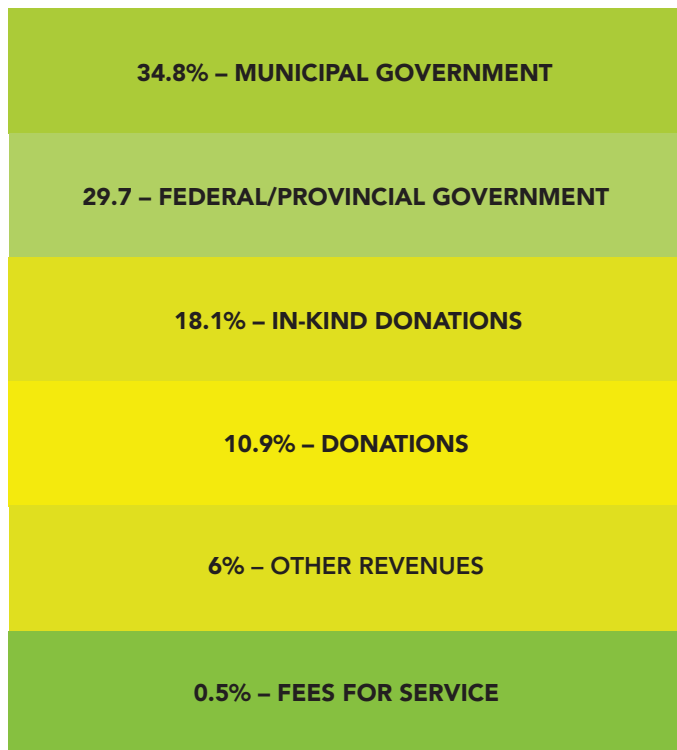
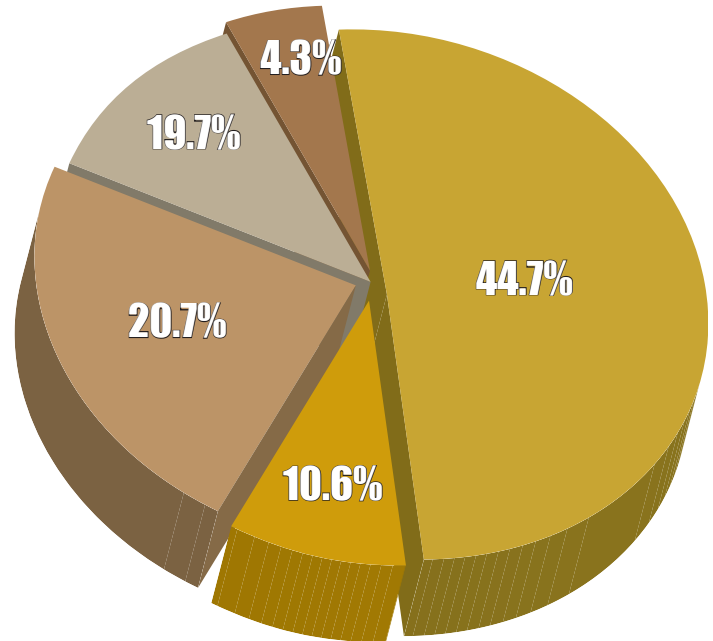


GOOD SHEPHERD CENTRES OUR COMMUNITY PRESENCE

YOUR INVESTMENT IN US



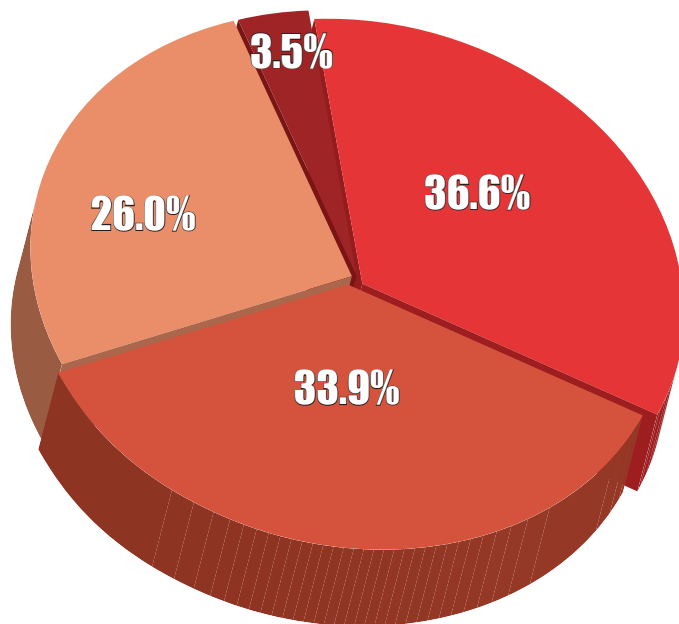
HOW THE COMMUNITY BENEFITS



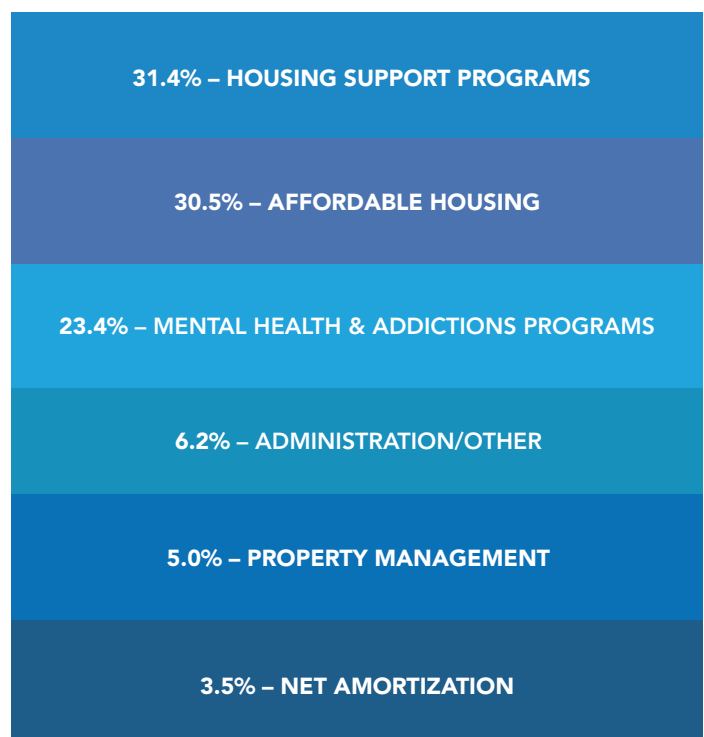
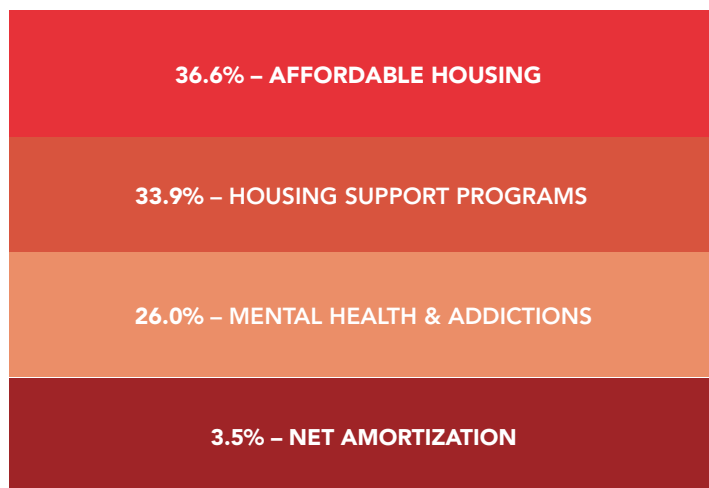
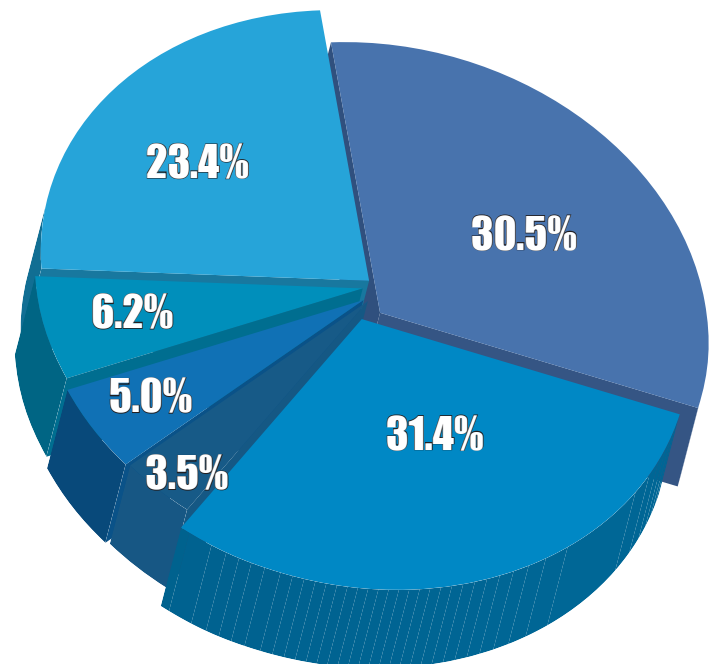
GOOD SHEPHERD NON-PROFIT HOMES INC.

OUR COMMUNITY PRESENCE

YOUR INVESTMENT IN US



HOW THE COMMUNITY BENEFITS





Good Shepherd
Faith in people.

GOOD SHEPHERD SENIOR LEADERSHIP



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MACPHEE, OH
CHIEF EXECUTIVE
OFFICER



KATHERINE
KALINOWSKI
CHIEF OPERATING
OFFICER



SAM CINO
CHIEF OF
CORPORATE
STRATEGY & HR



COLLEEN LAMOND
CHIEF OPERATING
OFFICER
NPH – TORONTO



CATHY WELLWOOD
CHIEF
DEVELOPMENT
OFFICER

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Good Shepherd
Faith in people.

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