

# Good Shepherd Program Overview

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# Good Shepherd Barrett Centre

## Program Information/Scope of Services



### Program information:

- Population served: all individuals ages 16+ experiencing crisis, including male, female, and gender-diverse individuals. Individuals with mobility needs are encouraged to tour prior to accessing due to some limitations within the building.
- Setting: 16 bed Residential, non-medical setting. Located adjacent to downtown and accessible by public transit. Program has some mobility supports including automatic doors and an elevator.
- Service provision: Both the Crisis Line and Residential programs at Barrett Centre operate 24/7, 365 days a year.
- Payers and funding sources: Barrett Centre is funded primarily by the Ministry of Health and Long-Term Care.
- Fees: There are no fees related to accessing service.
- Referrals: Individuals may self-refer via the crisis line, or service providers can complete a form and fax to the program at 905-529-3993 for review.
- Services offered: BCCS is a crisis service that provides crisis assessment, intervention and stabilization. Services are provided through the following methods:
  - Telephone Crisis Assessment/Intervention: Individuals needing crisis support can access the 24/7 crisis line. This will be the initial point of contact for assessment, intervention, and planning. Self-referrals to the Crisis Stabilization Bed program can be completed through this modality.
  - Consultation (“Information and Referral”): Telephone consultation, information, and referral services are available 24/7 through the crisis line. This can be accessed by service providers, family members, and clients who need support to navigate systems or require information. Service providers may call to inquire re: suitability of a client for a Crisis Stabilization bed.
  - Face-to-Face: Scheduled face-to-face support can be done if the client is assessed as in higher need than the crisis line can provide. These services are generally booked same day, and based on staff availability.
  - Short-term Crisis Stabilization bed: These beds are offered when it is assessed that the individual’s crisis is disruptive to the extent that their environment is no longer able to support them. These services can be accessed as transition to return to community from hospital or detention, or on a self-referral basis. During their stay, guests will have one hour daily with staff to work towards their mental health goals which could include crisis management, referrals, and safety planning.

Short-term Crisis Beds also includes the “Safe Bed” program which are 6 beds designated specifically for police, MCRRT, COAST Mobile, and the Social Navigator Program to refer to.

### Program Philosophy:

BCCS operates using strengths-based and trauma-informed perspectives with awareness that all individuals have strengths and are resourceful. We are guided by the following principles:

- Crisis is temporary in nature and is an opportunity for positive change,
- Not all persons have the same needs or capacity. BCCS therefore embraces individualized service delivery and strives to meet each person where they are at, which include client-lead intervention plans

## **Good Shepherd Barrett Centre**

### **Program Information/Scope of Services**



- Recognize the importance and the relevance of environment and the impact it has on individuals' functioning,
- Individuals own their information and we respect confidentiality,
- Communication is essential to a helping relationship. All communication will be delivered in an honest, open, direct and respectful manner and in words that have meaning to the recipient,
- All staff will share in efforts to assist individuals with their recovery,
- Recovery planning begins with the initial contact,
- Staff are always encouraged to seek assistance with decision making as needed, however are empowered to make decisions as a team,
- Any individual who is looking for assistance, should be provided with effective guidance and support. In the situation where an individual may not be appropriate for use of Barrett Centre Services, staff are to support the individual in exploring alternative services/resources which may be more appropriate for current needs. Whenever possible, a warm handover should be completed by contacting the resource and linking them with the individual,
- Harm reduction and anti-oppressive frameworks inform all of our work.

#### **Program Goals:**

Barrett Centre strives to be flexible and adaptive, and provides services in a manner that promotes independence and a fuller life experience.

- Promote the safety and stability of individuals experiencing a mental health or emotional crisis.
- Minimize the psychiatric distress or deterioration of individuals with a mental illness.
- Assist individuals experiencing a mental health or emotional crisis to obtain ongoing care and treatment in the community.
- Prevent the need for treatment in a more intensive and restrictive environment.
- Provide diversion from unnecessary Emergency Room visits, hospitalization, and provide transition from psychiatric hospitalization and incarceration for those with mental health concerns.

**Reviewed:** March 17, 2025

**Program Information**

- (1) Mission, Vision Values: The Good Shepherd Centre seeks to provide a beacon of hope as well as sustenance, and spiritual healing for all. Respectful of life, as a Catholic organization we commit ourselves to respond to our brothers and sisters in need with Hospitality, Responsibility, Availability, Adaptability, Quality and Dignity.
- (2) Expected results or outcomes of services: To be reintegrated into the community with successful skills to cope with mental health stressors
- (3) Services availability, including possible wait time for services: wait list is an average of 3 to 6 months
- (4) Options for persons served to direct their service design and delivery: service provided is client centred, and reassessed at agreed upon intervals.
- (5) Organizational certifications, if any, and if applicable to services: Youth support worker staff are college or university graduates of the Social Services Program, Child and Youth Worker program etc.

**Scope of Services**

- (1) Population served: gender neutral youth aged 15 to 17
- (2) Settings: 8 bed mental health treatment program. Two floors 5 bedrooms on the first dorm floor with a shared 6 piece bathroom and 4 bedrooms on the top floor with a shared 3 piece bathroom
- (3) Hours of Services: 24 hours a day.
- (4) Days of services: 365 days a year.
- (5) Frequency of services: 6 month program
- (6) payer sources: Ministry of Health
- (7) fees: none
- (8) referral sources: Lynwood Charlton Centre, youth aged 15 to 17 years old seeking out of home mental health treatment services
- (9) the specific services offered, including whether the services are provided directly or by referral: mental health treatment provided by on site mental health clinician and consulting psychiatrist, case management, family mediation, school support, daily DBT based programming and life skills, crisis support, food and shelter, referral for community resources such as drug use counselling etc.

# Good Shepherd Emmanuel House Hospice

## Program Information/Scope of Services



### Program Information:

As a program of Good Shepherd Centres, the heart of our work is rooted in Hospitality embodied in the values of Responsibility, Availability, Adaptability, Quality and Dignity.

Emmanuel House Hospice also embraces the Canadian Hospice Palliative Care Associations' values for hospice palliative care:

- Provide relief from pain and other distressing symptoms through understanding what may be causing it and with knowledge and an understanding of the causes and treatments
- Affirm life and regard dying as part of the natural process of living
- recognize the importance of a person's physical and mental health, emphasizing our need to provide various supports to both the individual and their family.
- Neither hasten death nor prolong life
- Integrate the psychological and spiritual aspects of resident care, while recognizing the importance of a person's physical and mental health, emphasizing our need to provide various supports to both the individual and their family
- Offer a support system to help residents live as independently and actively as possible until death
- Offer a support system for loved ones during the resident's illness and throughout their own bereavement
- Enhance quality of life which may also positively influence the course of illness

"Hospice is not a place of care, but a philosophy of care". Emmanuel House provides a home-like environment where staff and volunteers are committed to Good Shepherd's mission: "Never Stop Loving". Care and support is given to resident, their family and friends throughout the journey.

### Program Objectives:

- To provide palliative care to persons 18 years and older who have a serious life limiting illness and are facing end of life regardless of age, gender, culture, nationality, creed, sexual identity, sexual orientation, disability or diagnosis
- Because we are part of Good Shepherd Centres, we have a special focus on caring for the most marginalized and vulnerable
- To view the resident and their family as one unit of care
- To focus care and service provided on improving quality of life as defined by the resident, with major emphasis on pain management and symptom control
- To have an interdisciplinary team of highly qualified, specially trained professionals and volunteers working together to meet the physiological, psychological, cultural, social, and spiritual needs of residents and their loved ones facing end of life and bereavement
- To offer spiritual support in a way that honours and affirms the unique expression of each resident, providing opportunities for growth and a deepening sense of spiritual connection

### Scope of Services:

- (1) Population served: all adults, aged 18 years of age and over, with a diagnosis of a serious, life limiting illness, facing the end of life.
- (2) Setting: 10 private rooms, including private bathrooms
- (3) Hours of Services: 24 hours a day
- (4) Days of services: 365 days a year
- (5) Frequency of services: continuous, based on client need
- (6) Payer sources: Ministry of Housing, Ministry of Health, Ontario Health
- (7) Referral sources: Primary Care providers, Palliative Care Outreach Team, Palliative Care physicians, hospitals, Ontario Health atHome, other community-based providers.

# **Good Shepherd Families First Shelter Diversion Program Information/Scope of Services**



## **Program Information**

- (1) Individuals supported through the Family Centre programs face challenging circumstances. We are guided by Good Shepherd Centres Mission Values of Availability, Responsibility, Quality, Adaptability and Dignity. It is the belief of Good Shepherd Centres Hamilton, that each and every client, employee, student and volunteer is entitled to an environment which does not compromise human dignity. Racism and oppression in any form will not be tolerated. All system, policies and practices shall promote barrier-free access to client, services, as well as employment and student placement or volunteer opportunities. The Families First Program is committed to providing a safe, welcoming, inclusive environment to all who come to us in need. The commitment is to work together to help each family at risk of housing loss or experiencing homelessness to maintain or secure stable, sustainable housing.
- (2) Expected results or outcomes of services: To assist families in securing, safe sustainable housing in the community, or to maintain current housing through mediation, and advocacy.
- (3) Services availability, including possible wait time for services: Timely guidance and support is provided to families and couples to assist in their efforts to achieve housing stability. No wait list for service.
- (4) All services provided to families and couples are person directed. Feedback is sought via client satisfaction surveys and individual meetings.
- (5) Organizational certifications, if any, and if applicable to services: All staff have college and/or university degrees in a related social service field as well as experience in providing housing related support.

## **Scope of Services**

- (1) Population served: families and couples at immediate risk of homelessness
- (2) Settings: The Families First team work from an outreach model. Meetings can be held in the community, in client homes and the office that is located within the Family Centre.
- (3) Hours of Services: Two Housing Stability Workers work two shifts 7 days a week (9-5 and 1-9). In their absence all Family Support Workers are trained on a shelter diversion assessment tool that is used every time a family calls for shelter space.
- (4) Days of services: 365 days a year.
- (5) Frequency of services: continuous, based on client needs.
- (6) Payer sources: Homelessness Prevention Program funding and donated dollars
- (7) Fees: none
- (8) Referral sources: self, community partners
- (9) Specific services offered: advocacy, referrals, and assistance with housing search, apartment viewings, and accompaniment to lease signings, budgeting support, and discharge planning.

### **Program Information**

- (1) Individuals supported through the Family Centre programs face challenging circumstances. We are guided by Good Shepherd Centres Mission Values of Availability, Responsibility, Quality, Adaptability and Dignity. It is the belief of Good Shepherd Centres Hamilton, that each and every client, employee, student and volunteer is entitled to an environment which does not compromise human dignity. Racism and oppression in any form will not be tolerated. All system, policies and practices shall promote barrier-free access to client services, as well as employment and student placement or volunteer opportunities. The Family Centre is committed to providing a safe, welcoming, home-like environment to all who come to us in need. The shelter is committed to work together to help each family achieve permanent housing and greater stability.
- (2) Expected results or outcomes of services: To assist families to exit shelter by securing, safe sustainable housing in the community.
- (3) Services availability, including possible wait time for services: Timely guidance and support is provided to families and couples to assist in their efforts to achieve housing stability. When the shelter is full, there may be a wait time for service. Overflow shelter spaces are available for those families in immediate need.
- (4) All services provided to families and couples are person directed. Feedback is sought via client satisfaction surveys, residents meetings and individual meetings.
- (5) Organizational certifications, if any, and if applicable to services: All staff have college and/or university degrees in related social services field as well as experience in housing related support.

### **Scope of Services**

- (1) Population served: families and couples experiencing homelessness
- (2) Settings: Emergency Shelter which is funded for 80 beds but which has a capacity of 104 beds. Bachelor, 1, 2, 3, bedroom self-contained units available on 2 floors, all units are fully furnished including kitchen, televisions and phone lines. Laundry rooms are located on each floor.
- (3) Hours of Services: 24 hours a day.
- (4) Days of services: 365 days a year.
- (5) Frequency of services: continuous, based on client needs.
- (6) Payer sources: Homelessness Prevention Program Funding and donated dollars
- (7) Fees: none
- (8) Referral sources: self, community partners
- (9) Specific services offered: food cards, shelter, clothing, advocacy, referrals, and assistance with housing search, apartment viewings, and accompaniment to lease signings, budgeting support, and discharge planning.

## Good Shepherd Non-Profit Homes Toronto

### Program Information/Scope of Services



#### Scope of Services

Good Shepherd Non-Profit Homes Inc. (GSNPH) was established by the Little Brothers of the Good Shepherd (now Hospitaller Order of St. John of God) in 1989 to provide supportive housing in Toronto and Hamilton for homeless persons living with mental health and substance use-related needs. With a strong commitment to social justice, GSNPH in Toronto continues to provide permanent supportive housing as well as community-based programs.

#### Currently our Toronto housing consists of:

**338 units of housing with 61 owned by GSNPH.** 277 units of housing are leased by GSNPH from private landlords across the City of Toronto in a range of dedicated buildings and scattered site apartments.

Up to 56 of these are for persons with mental health needs and substance use disorder, 10 are high support for persons deemed Alternative Level of Care (persons who may have spent several years in a psychiatric institution), and 10 beds in a low to medium support group home. The remainder are for persons who are precariously housed and living with mental health needs and other concurrent needs. 70 units of housing are dedicated to partnership agreements with CAMH's Drug Treatment Court, Native Canadian Centre of Toronto's ENAGB, Hong Fook Mental Health Association, Vita Community Living Services, Good Shepherd Ministries' Veterans Homelessness Program, and other partner agencies.

Funding is primarily provided by Ontario Health for the operations of programs and the Ontario Ministry of Health and Long-Term Care and the City of Toronto for rent supplements. Rental supplements allow clients to pay only the shelter portion of their Ontario Works (OW) or Ontario Disability Support Plan (ODSP) and GSNPH tops up the rent to the market value. Most tenants have a lease under the jurisdiction of the *Ontario Residential Tenancies Act*, while the remainder hold an alternative occupancy agreement. Additionally, all tenants sign and agree to a support service agreement with GSNPH and/or partner agency. Funding is also received from CAMH as part of that particular partnership agreement.

We offer a range of housing and support options: High Support 24/7, Medium Support 7 days /week and Flexible Support 7 days/week with after hours on-call.

We offer supportive housing for adults (18+), both individuals and families of all genders and structure.

#### Services Offered at Good Shepherd Non-Profit Homes Toronto:

- Support from Community Mental Health Workers and Addictions Counsellors in the following areas:
  - ✓ Direct Skills Teaching
  - ✓ Supportive Counselling
  - ✓ Liaison and referral to other community resources
  - ✓ Individual functional and resource assessments – ongoing support to reach unmet needs/goals
  - ✓ Social/Recreational events
  - ✓ Crisis Prevention/Intervention
  - ✓ Advocacy
  - ✓ After hours crisis response (live person)
  - ✓ Harm Reduction support
- Property Management
- Access to the GSNPH Trusteeship program



## **Good Shepherd Non-Profit Homes Toronto**

### **Program Information/Scope of Services**



- Access to the Creative Works Studio program
- Access to STOP Smoking Cessation Program

#### **HOUSING PROGRAMS**

##### **Mental Health Supportive Housing (HOST)**

The HOST program is designed for adults with complex mental health needs, a history of homelessness, precarious housing or are at risk of experiencing homelessness. They often have other comorbidities such as medical health needs, ageing needs, substance use, etc. Clients of the HOST Program reside in apartments leased by Good Shepherd. These apartments are scattered across the City of Toronto in buildings that are dedicated for Good Shepherd or other scattered apartments leased in various apartment buildings. The 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 and improve their quality of life.

A 24hr on call is available and caseloads are managed at a 1:17 +/- ratio.

Includes: Brother Joseph Dooley Apartments, Liberty Building, Weston Rd, and Vaughan Rd locations where staff maintain office hours.

##### **Addiction Supportive Housing (ASH)**

The ASH program is designed for adults with a history of substance use disorder (addictions), complex mental health needs, a history of homelessness, involvement in the criminal justice system, precarious housing or are at risk of experiencing homelessness. They often have other comorbidities such as medical health needs, ageing needs, etc. Clients reside in apartments leased by Good Shepherd. Many ASH clients reside in East York, while others reside in other apartments across the city of Toronto. The ASH clients work closely with an Addiction Counsellor who will visit 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 and improve their quality of life.

The Ontario Health qualifications for this program are that an individual must meet each of the criteria:

- Must have a severe and active substance use challenge (not nicotine or gambling only)
- Must be homeless or marginally housed
- Must be a High Intensity health care service user

A 24hr on call is available and caseloads are managed at a 1:8 +/- ratio.

##### **Transitional Housing CAMH Drug Treatment Court**

Hosted within the Addiction Supportive Housing team, is the CAMH Drug Treatment Court transitional housing partnership. In tandem with the CAMH team, the Addiction Supportive Housing team support up to 8 clients with their housing needs. Subsidized rents are provided and individuals may reside within this program for up to 12 months before transitioning to permanent housing.

##### **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

## **Good Shepherd Non-Profit Homes Toronto**

### **Program Information/Scope of Services**



private room accommodation and share common spaces such as bathrooms, kitchen and living rooms/dens in a home like setting. Staff are onsite 24 hours a day and provide assistance in developing skills to live independently. 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.

#### **Veterans Homelessness Program**

This new project which started in 2024 is a partnership with Good Shepherd Ministries. It provides up to 58 units of transitional housing over 4 years to Canadian veterans experiencing homelessness, with Good Shepherd Ministries providing case management and support. GSNPH offers property management only for these tenants.

### **COMMUNITY PROGRAMS**

#### **Creative Works Studio**

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 health care providers may self-refer.

#### **Trustee Case Management**

The Trustee Case Management Program provides individualized plans of financial support in the areas of rent and bill payment, budgeting and savings to people living with mental health and/or substance use challenges. 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 to participate in the program with notice. Individuals or health care providers may self-refer. This program is funded by the Ministry of Community and Social Services. Referrals to this program come internally and from community partners.

#### **Intensive Case Management**

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

## Good Shepherd Non-Profit Homes Toronto

### Program Information/Scope of Services



North York. 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. Referrals to the program are accepted from **The Access Point**. Individuals or health care providers may self-refer.

Referrals to programs are also accepted from partnerships with local hospitals or other partnership agreements.

#### Our Toronto Partners in the Community:

- **Hong Fook Mental Health Association:** 10 units of housing with leases prepared in English, Cantonese, Mandarin, Korean and Vietnamese. This partnership makes culturally competent supportive housing feasible to those who would otherwise not be able to live successfully in the community.
- **Native Canadian Centre of Toronto:** 24/7 Support for 10 Indigenous youth experiencing homelessness and living with mental health or substance use.
- **CommuniCare Health (formerly Regeneration Community Services):** 5 units for Step Up (24/7 support for clients moving from Long Term Psychiatric Hospitalizations to High Support Housing in the community) and 3 units at our Vaughan Rd. site.
- **VITA Community Living Services:** supports 11 tenants living at our Vaughan Rd site and operates an office and community space in the building.
- **Good Shepherd Ministries:** This partnership allows for the provision of preferred access, ongoing communication, shared training and expertise and maintenance of housing and office space within Good Shepherd Non-Profit Homes. GSM is also our partner in the Veterans Homelessness Program, providing case management to veterans living in GSNPH apartment units.
- **Toronto Public Health, The Works:** provides harm reduction training and supplies.
- **Anishnawbe Health Toronto:** provides an outside venue and participants for Creative Works Studio programming.
- **Homes First:** another partnership that provides an outside venue and participants for the Creative Works Studio.
- **LOFT Community Services:** occupies office space at Weston Road.
- **Scarborough Health Network:** in collaboration with Manse Road Group Home to enhance community placements for discharged patients from Scarborough Health Network, and clients supported in the community by the Scarborough ACTT Program, in an effort to reduce length of hospital stay, support successful reintegration of patients into the community, and to prevent rehospitalization
- **Ontario Shores (Psychiatric Hospital):** Complex long term hospitalized client placement at Manse Road High Support Program.
- **CAMH ALC Matching Table:** This partnership allows for tenants to transition from long term hospitalizations to the community at Manse Road High Support Program.
- **CAMH Drug Treatment Court (DTC):** GSNPH provides supportive housing services to 8 persons enrolled in the CAMH DTC program. Clients of the CAMH DTC are involved in the criminal system as a result of their mental health issues and substance use and receive voluntary, court-monitored treatment and social service support

## Good Shepherd Non-Profit Homes Toronto

### Program Information/Scope of Services



- **Dr Ilan Nachim:** Dr. Nachim provides clinical supervision and educational sessionals for each team of GSNPH on a rotational basis.
- **FOCUS Toronto:** Facilitated by the City of Toronto, Toronto Police and the United Way, this focus table leveraging the skills and resources of diverse community partners, the initiative is able to respond to situations of Acutely Elevated Risk (AER) using multiple approaches — providing the community with the best possible interventions to respond to safety risks for at risk individuals.
- **Memberships within:** Ontario Non-Profit Housing Association (ONPHA); Toronto Mental Health and Addiction Supportive Housing Network (TMASHN); Addictions and Mental Health Ontario (AMHO); Toronto Alliance to End Homelessness (TAEH); various Ontario Health Networks across the GTA; City of Toronto Shelter and Housing Advisory Committee

**Referrals and System Pressures:** All referrals for Supportive Housing and Case Management in Toronto are received and processed through the centralized ***the Access Point***. This is a requirement of Ontario Health (the funder).

Revised: 17 March 2025

### **Program Information**

- (1) The HOMES program strives to create equity for psychiatric survivors wishing to live in the city of Hamilton and the Niagara Region. We do this by providing permanent supportive housing to individuals who experience mental health issues (inclusive of substance use challenges) & are experiencing homelessness or at risk of being homeless. These individuals aged 16 – 65 have struggled due to stigma, symptom management, oppression and a wide variety of barriers to independent living. Due to the current national crisis of homelessness and the stigma of mental illness, the HOMES program currently supports a number of seniors aging in place beyond the age of 65 years old. Guided by the principles of psycho-social rehabilitation the HOMES program engages our clients in a self-directed journey of recovery. The HOMES program offers a wide variety of individualized supports to our tenants to assist them on this recovery journey that is founded on the belief that housing is a human right for all.
- (2) **Expected results or outcomes of services:** permanent stable affordable housing, decreased number of hospitalizations, decreased legal involvement, reduced emergency room visits, community acceptance and community integration.
- (3) **Service availability, including possible wait time for services:** The HOMES program is permanent supportive housing. Wait times are difficult to address due to the permanent nature of the supports we provided. If a person is on our wait list, they can expect to wait up to 5 years for a vacancy to become available in the HOMES program. Our wait-list is not first-come first served; when a vacancy becomes available that resource is triaged by priority as outlined in our policies and procedures.
- (4) **Options for persons served to direct their service design and delivery:** service provided is client centred, and reassessed at agreed upon intervals using the Ministry mandated Ontario Common Assessment of Need tool (OCAN).
- (5) **Organizational certifications, if any, and if applicable to services:** Staff come from multi-disciplinary backgrounds, staff have SSW, BA, Addictions Counsellors, nurses, nurse practitioners etc. A key component to our service provision is the availability of Peer Support professionals that are an integrated component of the psycho-social rehabilitative supports. We also have three consulting psychiatrists available for tenants and staff of the program.

### **Scope of Services**

- (1) Population served: Psychiatric Survivors aged 16- 65
- (2) HOMES supportive housing settings: 3 on-site buildings in Hamilton, Ontario: Mathias House, Emmaus Place, and Wesley Community Homes; scattered units across Hamilton Ontario. One on-site building in Niagara Falls.
- (3) HOMES- Community Homes for Opportunity settings: HOMES is a transfer payment organization for 5 third party operated facilities consisting of approximately 88 congregate beds. Additional psycho-social supports are provided to residents in these congregate care settings by a HOMES support team.
- (4) McGinty House - McGinty House is a 10 – bed transitional alternative to hospital. This program was born out of the need to create hospital bed-space during the COVID – Pandemic. It serves individuals who struggle with mental health and substance use while experiencing systemic barriers to health care and social services. People served by McGinty have often been labelled as un-house-able. McGinty staff provide supports to these individuals addressing these barriers in a 24 hour supportive setting and works with them to find suitable housing where there was none before.

## **Good Shepherd HOMES Program Program Information/Scope of Services**



- (5) Hours of Services: 24 hours a day
- (6) Days of services: 365 days a year
- (7) Frequency of services: continuous, based on client need
- (8) payer sources: Ontario Health, Region of Niagara Funding through Federal Homelessness Initiatives & Ministry of Health and Long Term Care (MOH)
- (9) fees: some program fees based on program and recreational activities
- (10) referral sources: anyone in the community
- (11) the specific services offered, including whether the services are provided directly or by referral: HOMES tenants have a wide range of optional services available to them when they become a HOMES tenant the services include (but aren't limited to): food security, psycho-social rehabilitation, harm reduction, & social-recreation. Most of these services are available without referral. HOMES also operates several groups and services that are marketed to the larger psychiatric survivor community. HOMES tenants receive priority referrals for the following services including: Steps to Health, Smoking Cessation, psychiatric consultation, and Dual Recovery Anonymous.

Last Revision Date: July 24, 2025

**Program Information**

- (1) Mission, Vision Values: The Good Shepherd Centre seeks to provide a beacon of hope (a symbol of shelter) as well as sustenance, and spiritual healing for men. Respectful of life, as a Catholic organization we commit ourselves to respond to our brothers in need with Hospitality, Responsibility, Availability, Adaptability, Quality and Dignity.
- (2) Expected results or outcomes of services: To assist men in relocating into suitable accommodation's in the community, and helping them obtain needed services such as, income, health care, identification, and other needs.
- (3) Services availability, including possible wait time for services: there is no wait time for service, it is provided from the moment a person accesses the shelter.
- (4) Options for persons served to direct their service design and delivery: service provided is client centred, and reassessed at agreed upon intervals.
- (5) Organizational certifications, if any, and if applicable to services: Shelter Support. Staff are college graduates of the Social Services Program.

**Scope of Services**

- (1) Population served: men 18 and older.
- (2) Settings: Men's Shelter capacity is 54 beds. Four dormitories in the basement for a total of 29 beds, and 4 dormitories on the 3<sup>rd</sup> floor with 25 beds.
- (3) Early Intervention Program is a specific concentrated program responsible for (i.e. obtaining permanent housing, family/landlord reconciliation, etc.). The Early Intervention Worker ensures that the support provided is person-centred, aiming at educating individuals on the choices available to them for their own care, protection and support.
- (4) Diversion Program is a specific concentrated program responsible for clients current connections with existing housing options. Diversion is not saying no to shelter but exploring and vetting all options and providing resources if one is deemed suitable.
- (5) The "Transitional Bed Program" continues to operate on the third floor and it includes 10 beds that are funded by the "Local Health Integration Network. "The aim of this program is to divert individuals who are homeless or precariously housed from the emergency rooms, by providing acute medical care in a non-hospital setting. Referrals are from the Hospitals only.
- (6) The kitchen program continues to practice health & safety covid protocols by staggering the times of the 3 daily meals and the "community meal" continues with the issuance of meals "take out" style, which takes place outside of the building.
- (7) Hours of Services: 24 hours a day.
- (8) Days of services: 365 days a year.
- (9) Frequency of services: continuous, based on client needs.

## **Good Shepherd Men's Centre Program Information/Scope of Services**



(10)payer sources: City of Hamilton

(11)fees: none

(12)referral sources: anyone in the community

(13)the specific services offered, including whether the services are provided directly or by referral: food, shelter, clothing, assistance with housing search, primary medical care are provided directly. All others are provided by community resources, some of which visit the shelter weekly.

Last Revision Date: January, 2025



### **Program Information**

- (1) Mission, Vision Values: We inspire youth to dream, hope and achieve. We strengthen community by believing that no youth stands alone. **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.
- (2) Expected results or outcomes of services: Once the immediate need has been met and crisis temporarily overcome, staff assist the youth in developing and implementing a plan of support and housing plan to get youth to move from shelter to independent living. Youth who might be at risk of homelessness are engaged in a one stop hub of resources and supports or in the community. Any services activated after the initial contact are depending on youth needs, wants, and presentation.
- (1) Services availability, including possible wait time for services: there is no wait time for service, it is provided from the moment an individual access the shelter or the community resource centre.
- (2) Options for persons served to direct their service design and delivery: service provided is client centred, and reassessed at agreed upon intervals. Youth choose what services to activate within the hub or in the community
- (3) Organizational certifications, if any, and if applicable to services: Shelter Support Staff are college graduates of the Social Services Program or the Child and Youth Worker program. Clinicians have bachelor of social work or equivalent certification or higher

### **Scope of Services**

- (1) Population served: gender neutral between the age of 16 years old and 21 years old
- (2) Settings: 21 bed emergency shelter, plus 5 beds that are used by the Youth Substance Use Program two floors Hours of Services: 24 hours a day. A dining room with capacity of 40
- (3) Days of services: 365 days a year.
- (4) Frequency of services: continuous, based on client needs.
- (5) payer sources: City of Hamilton LINH, Making the shift, Homelessness Partnering Strategy
- (6) fees: none
- (7) referral sources: anyone in the community
- (8) The specific services offered, including whether the services are provided directly or by referral: food, shelter, clothing, assistance with housing search, replacement of identification, primary medical care are provided directly. Mental health supports, access to consulting Psychiatrist, addictions counselling, moderate withdrawal management, family mediation, early intervention, community connection and homelessness prevention are by referral within the shelter environment.

All others are provided by community resources, some of which visit the shelter weekly.

# **Good Shepherd Reaching Home Division**

## **Homelessness Prevention**

### **Program Information/Scope of Services**



#### **Program Information**

- (1) Individuals supported through the Reaching Home division face challenging circumstances. We are guided by Good Shepherd Centres Mission Values of Availability, Responsibility, Quality, Adaptability and Dignity. It is the belief of Good Shepherd Centres Hamilton, that each and every client, employee, student and volunteer is entitled to an environment which does not compromise human dignity. Racism and oppression in any form will not be tolerated. All system, policies and practices shall promote barrier-free access to client, services, as well as employment and student placement or volunteer opportunities. The Reaching Home – Homelessness Prevention Program is committed to providing timely support, advocacy and guidance for women, youth and families facing challenges to housing stability.
- (2) Expected results or outcomes of services: To assist women, youth, couples, non-binary persons and families facing eviction or challenges to housing stability through case management, advocacy and mediation supports for up to 3 months.
- (3) Services availability, including possible wait time for services: There is no wait list for the program.
- (4) Options for persons serviced to direct their service design and delivery: All services provided to youth, women, non-binary persons, couples and families are person directed. Feedback is sought via client satisfaction surveys and clients complete a participation agreement in the program outlining their right to meet with the Program Manager throughout involvement with the program.
- (5) Organizational certifications, if any, and if applicable to services: All staff have college and/or university degrees in a related social service field as well as experience in providing housing related supports.

#### **Scope of Services**

- (1) Population served: adult single women, couples, youth, non-binary persons and families at imminent risk of homelessness (within 60 days of homelessness)
- (2) Settings: Reaching Home – Homelessness Prevention program works on an outreach model. Meetings can be held in the community, in client's homes and at the office located within the Good Shepherd Family Centre.
- (3) Hours of Services: Monday – Friday, primarily between 9 a.m. – 5 p.m.
- (4) Days of services: Monday - Friday.
- (5) Frequency of services: Continuous, based on client needs, up to 3 months.
- (6) Payer sources: Reaching Home
- (7) Fees: none
- (8) Referral sources: Anyone in the community. Self-referrals are also welcome.
- (9) The specific services offered, including whether the services are provided directly or by referral: Clients have an individualized housing stability plan created which includes direct services to prevent eviction such as landlord mediation, advocacy, addressing maintenance and pest infestation concerns, financial assessments, and connection to community resources. Accompaniment to the Landlord and Tenant Board can also be provided. Connection to appropriate community supports and indirect referrals are provided.

Last Revision Date: January 21, 2025

# **Good Shepherd Reaching Home Division**

## **Intensive Case Management**

### **Program Information/Scope of Services**



#### **Program Information**

- (1) Individuals supported through the Reaching Home division face challenging circumstances. We are guided by Good Shepherd Centres Mission Values of Availability, Responsibility, Quality, Adaptability and Dignity. It is the belief of Good Shepherd Centres Hamilton, that each and every client, employee, student and volunteer is entitled to an environment which does not compromise human dignity. Racism and oppression in any form will not be tolerated. All system, policies and practices shall promote barrier-free access to client, services, as well as employment and student placement or volunteer opportunities. The Reaching Home – Intensive Case Management Program is committed to providing timely support in securing permanent housing, case management, advocacy and referrals to chronically homeless female-identified and non-binary adults, youth, couples and families with high acuity as determined by the SPDAT within the Hamilton's Coordinated Access System, By-Name Priority List.
- (2) Expected results or outcomes of services: the program will impose no housing readiness requirements and will work to obtain permanent housing within 30 days of client intake into the program.
- (3) Services availability, including possible wait time for services: There is no wait list for the program. Case load limits may result in a brief wait time.
- (4) Options for persons serviced to direct their service design and delivery: All services provided to female identified and non-binary adults, youth, couples and families are person directed. Feedback is sought via client satisfaction surveys and clients complete a participation agreement in the program outlining their right to meet with the Program Manager throughout involvement with the program.
- (5) Organizational certifications, if any, and if applicable to services: All staff have college and/or university degrees in a related social service field as well as experience in providing housing related supports.

#### **Scope of Services**

- (1) Population served: female-identified and non-binary adults, couples, youth and families experiencing chronic homelessness
- (2) Settings: Reaching Home – ICM program works from an outreach model of service delivery Meetings can be held in the community, in client's homes and at the office located within the Good Shepherd Family Centre.
- (3) Hours of Services: Monday – Friday, primarily between 9 a.m. – 7 p.m.
- (4) Days of services: Monday - Friday.
- (5) Frequency of services: the program aims to provide housed clients 18 months of services, not exceeding 24 months.
- (6) Payer sources: Reaching Home
- (7) Fees: none
- (8) Referral sources: By Name Priority list
- (9) The specific services offered, including whether the services are provided directly or by referral: Services are to promote housing stability with case management services, supporting clients to create formal and informal mainstream support networks. Clients will receive support with navigating and mediating landlord/tenant relationships, creative problem-solving and increased understanding of tenant rights and responsibilities.

**Good Shepherd Reaching Home Division**  
**Rapid Re-Housing Team**  
**Program Information/Scope of Services**



**Program Information**

- (1) Individuals supported through the Reaching Home division face challenging circumstances. We are guided by Good Shepherd Centres Mission Values of Availability, Responsibility, Quality, Adaptability and Dignity. It is the belief of Good Shepherd Centres Hamilton, that each and every client, employee, student and volunteer is entitled to an environment which does not compromise human dignity. Racism and oppression in any form will not be tolerated. All system, policies and practices shall promote barrier-free access to client, services, as well as employment and student placement or volunteer opportunities. The Reaching Home – Rapid Rehousing team is committed to providing time-limited case management support to homeless female-identified and non-binary adults and families for the purpose of accessing permanent housing and housing stability. Self-identified female or non-binary adults who are homeless for a minimum of 2 months and have a mid-acuity according to SPDAT (4-7 VI-SPDAT) and families who are homeless and have mid-acuity according to SPDAT (4-8.)
- (2) Expected results or outcomes of services: the program will impose no housing readiness requirements and will work to obtain permanent housing and housing stability.
- (3) Services availability, including possible wait time for services: There is no wait list for the program. Case load limits may result in a brief wait time for service.
- (4) Options for persons serviced to direct their service design and delivery: All services provided to female identified and non-binary adults, couples and families are person directed. Feedback is sought via client satisfaction surveys and clients complete a participation agreement in the program outlining their right to meet with the Program Manager throughout involvement with the program.
- (5) Organizational certifications, if any, and if applicable to services: All staff have college and/or university degrees in a related social service field as well as experience in providing housing related supports.

**Scope of Services**

- (1) Population served: female-identified and non-binary adults, couples, and families experiencing homelessness.
- (2) Settings: Reaching Home – RRH program works from an outreach model of service delivery. Meetings can be held in the community, shelter, overflow hotels, in client's homes and at the office located within the Good Shepherd Family Centre.
- (3) Hours of Services: Monday – Friday, primarily between 9 a.m. – 7 p.m., some weekends
- (4) Days of services: Monday – Friday, some weekends.
- (5) Frequency of services: The project aims to provided housed clients 6 to 9 months of services, not exceeding 9 months.
- (6) Payer sources: Reaching Home
- (7) Fees: none
- (8) Referral sources: City of Hamilton and the By Name Priority list
- (9) The specific services offered, including whether the services are provided directly or by referral: Services are to promote housing stability with case management services, supporting clients to create formal and informal mainstream support networks. Clients will receive support with navigating and mediating landlord/tenant relationships, creative problem-solving and increased understanding of tenant rights and responsibilities.

## **Good Shepherd Regina's Place**

### **Program Information/Scope of Services**



#### **Program Information**

- (1) Mission, Vision Values: Good Shepherd, Regina's Place strives to break the cycle of poverty for more than one generation by educating and empowering young families. Respectful of life, as a Catholic organization we commit ourselves to respond to our brothers and sisters in need with Hospitality, Responsibility, Availability, Adaptability, Quality and Dignity.
- (2) Expected results or outcomes of services: To provide supportive transitional housing accommodations for young parents and their children, a high school education program, child minding services and transition supports to independant living. To support young parents in learning life skills, parenting skills, child attachment and healthy child development.
- (3) Service availability including possible wait time for services: There are fourteen units available for young parents and their children. Program Participants can stay for up to two years. During times when there is are no available units, a waitlist is in place.
- (4) Options for persons served to direct their service design and delivery: Services provided are client centered. Case management meetings are scheduled at an agreed upon time with the program participant.
- (5) Organizational certifications, if any, and applicable services: Staff are graduates of the Child and Youth Care or Social Service Worker College and Early Childhood Educator Programs.

#### **Scope of Services**

- (1) Population served: Young parents 22 years of age and under and their children.
- (2) Settings: 14 one-bedroom apartment units. One program area with kitchen and staff office. Child care centre and high school education classroom.
- (3) Hours of Service: 24 hours a day.
- (4) Days of service: 365 days a year.
- (5) Frequency of services: continuous based on program participant needs.
- (6) Payer Sources: The City of Hamilton (LEAP)
- (7) Fees: Program Fee is calculated at 30 percent of the Program Participant's monthly income.
- (8) Referral Sources: Community Agencies, Families, and self-referrals.
- (9) The specific services offered, including whether the services are provided directly or by referral: housing, education, childcare, mental health clinician, parenting, child development programs, early literacy programs, navigation, life skills programs, substance use counselling, legal advice, employment search, medical services, advocacy, appointment attendance, food, clothing, and baby and children supplies. Transition supports include apartment searching, attending viewings with young parent, what to look for during a viewing, budgeting, available benefits, setting up accounts, community resources and Landlord Tenant Board information. Program Participants have the opportunity to continue receiving services after discharge with FN and/or ELS (Family Navigator/Early Literacy Specialist) through our Community Outreach. Some services are provided by referral.

**Last Revision Date:** February 7, 2025

# Good Shepherd Seniors Programs

## Program Information/Scope of Services



### Program Information

- (1) **Mission, Vision, Values:** By working as a team, the Seniors' Program teams assist high risk seniors to remain as safe and independent as possible within the community setting by providing both scheduled and unscheduled care and for Day Program participants social, recreation and physical fitness programs.
- (2) Respectful of life, as a Catholic organization we commit ourselves to respond to the persons we serve with Hospitality, Responsibility, Availability, Adaptability, Quality and Dignity.

### (3) Expected results or outcomes of services:

- To deliver a person-centred care in a manner that facilitates as much independence as possible in all clients served and assists clients to remain living in their homes as long as possible
- To reduce incidences of Emergency Room (ER) Visits and Hospital and Long Term Care (LTC) admissions in clients as able
- To enhance quality of life by implementing leading practices and evidence-informed models of care

### (4) Services availability, including possible wait time for services:

- a. **Personal Support Services (PSS)** currently has a small waiting list which is being addressed by increasing the program capacity. Those identified as higher care needs in PSS currently will be referred to the Assisted Living Program case load if within the service areas geography.
  - b. **Assisted Living (AL):** The Pearl street hub currently has no wait list for services. Clients referred by Home and Community Care Support and Services are processed through intake promptly and added to scheduled services. An additional program community hub has been established at 194 Gage and this service is available to clients within this geographical hub.
  - c. **SAM Adult Day Programs (SAM)** including **Aphasia Program:** currently there is a small waiting list for the Central SAM Adult Day Program location. East location has vacancies and staff have engaged in local marketing of the program in order to promote participation.
  - d. **Alternate Level of Care Units/ Assisted Living Expansion beds (ALCU):** this partnership with our local hospitals to support high risk seniors facing social and economic determinates to housing facilitates 8 dedicated units at our Pearl Street location. Presently all 8 units have been filled.
  - e. **Granada Place** - this is a new service that Good Shepherd began operating in September, 2024.
  - f. PSW supports at **Dorothy Day Place** – there is currently no wait list.
- (5) **Options for persons served to direct their service design and delivery:** service provided is client centred, and reassessed as needed if there is a change in client status, at the client request or if there is a significant change in condition. Plans of care are developed with the client in all programs and significant others to the person are also involved at the client's request. The AL and PSS programs are presently undertaking a reformat of their Service Plans of Care and are having the client sign off on the care plan, the client maintains a copy in their home for their reference and record.

Day Program clients select their day(s) of participation based on their needs and goals, **care** plans are incorporated into the daily attendance record and highlight special needs, wishes considerations and safety interventions staff need to be aware of.



# Good Shepherd Seniors Programs

## Program Information/Scope of Services



- (6) **Organizational certifications, if any, and if applicable to services:** Job descriptions outline the requirements for employment for all positions. Certificates of completion are required on hire for PSW, Social Service Workers, Social Workers, Occupational Therapists, Physiotherapists, Registered Practical Nurses and Registered Nurses. Regulated workers (RN, RPN, OT, PT, SW, SSW) must also be in good standing with their Regulatory Body as outlined on hire. In addition, other Standard certifications for staff include:
- I. Gentle Persuasive Approaches (GPA) in Dementia Care and/or Non-Violent Crisis Intervention (NVCI)
  - II. First Aid/CPR
  - III. Food Handlers Safety
  - IV. Lifts and Transfer Techniques

### Scope of Services

- (1) **Population served:** Seniors who are at high risk of admission to Long Term Care facilities and/or hospital. Seniors who are socially isolated. Seniors who have communication challenges resulting from aphasia. Adults with physical disabilities who require higher level of care (Granada Place). Women and gender diverse persons impacted by homelessness (Dorothy Day).

(2) **Setting:**

**Assisted Living and Personal Support Services:** services are provided to clients by Personal Support Workers within their home. Some clients reside in Good Shepherd Bishop Tonnos Seniors Apartments where the program office is located. Other clients live outside the building within our designated geographical catchment areas within the City of Hamilton.

A second community hub opened in the Gage Park community area in May 2024.

The Seniors Program office is located on the main floor of the Good Shepherd Bishop Tonnos Seniors building at 10 Pearl Street. The office acts as a home base for program staff between client service visits.

- (3) The **SAM Adult Day Programs** are offered in two locations in the City of Hamilton, 10 Pearl Street adjacent the PSS and AL Program and in the East end of Hamilton at 194 Gage Street. In addition, the Program provides services to persons who experience aphasia.

(4) **Hours of Services and Days of Services:**

Assisted Living – seven days a week 24 hours a day (non-emergency care)

Personal Support Services – seven days a week from 0700 to 1500 hours

SAM Adult Day Program- Monday to Friday from 0930 to 1430 hours

- (5) **Frequency of services:** Client service is dependent upon client status, care needs and service needs for all programs.

- (6) **Payer Sources:** All PSS and AL program funding is provided by the Ministry of Health and Long-Term Care (MOHLTC) through the Ontario at Home. Adult Day Program participants pay a daily fee to cover program costs and meal service, cost is \$20 per day. Members may also qualify for Subsidy through the city of Hamilton to offset program costs. Staff support the client to apply for subsidy where required at the intake meeting.

## Good Shepherd Seniors Programs

### Program Information/Scope of Services



- (7) **Fees:** None for AL/PSS. ALCU clients pay a pro-rated rental fee calculated based on their income. Day Program clients pay \$20 per program day, subsidized clients pay \$5 per program day
- (8) **Referral Sources:** Ontario at Home for AL and PSS clients. Hamilton Health Sciences and St. Joseph's Healthcare for the Alternate Level of Care units and for the Day Program, clients may be self referred (direct referral) or via the HCCSS/ attending physician or other health care provider.
- (9) **Granada Place** -located at 71 Sanford Avenue North in Hamilton, 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 scheduled and unscheduled support by Personal Support Workers 24 hours per day. This location is operated within a Hamilton East Kiwanis Non-Profit Housing location.
- (10) **Dorothy Day Place** is a supportive housing program for women and gender diverse persons impacted by homelessness. The Seniors Program provides PSW support to clients residing in Dorothy Day Place with the aim to promote dignity and autonomy for people who face personal and structural barriers to accessing and maintaining housing.

#### Specific Services Offered include:

##### Assisted Living and Alternate Level of Care Units

- I. Scheduled personal support services including dressing, personal hygiene, assisting with mobility and other routine activities of daily living including assistance with light meal preparation
- II. Scheduled homemaking services of light housekeeping tasks
- III. Assistance with instrumental activities of daily living such as grocery assistance and accompaniment to appointments as program resources allow
- IV. Provision of unscheduled care for urgent unexpected care needs that may arise
- V. Medication reminders and monitoring
- VI. Wellness Checks in person or by phone
- VII. Access to regular social/recreational activities to promote positive well-being
- VIII. Care coordination services through Program Manager including referral to other health and community services as required

##### Personal Support Services

- i. Scheduled personal support services including dressing, personal hygiene, assisting with mobility and other routine activities of daily living including assistance with meals
- ii. Scheduled homemaking services including light housekeeping tasks
- iii. Medication monitoring
- iv. Care coordination services through Program Manager and Program Supervisor including referral to other health and community services as required



# **Good Shepherd Seniors Programs**

## **Program Information/Scope of Services**



### **Seniors Day Program**

- i. A variety of therapeutic physical, social, creative and mentally stimulating program activities adapted to participants' abilities
- ii. Safe senior-friendly exercise programs
- iii. A noon meal
- iv. Assistance with personal care needs including toileting and medication reminders
- v. Transportation assistance
- vi. Nurse for health assessment and health teaching
- vii. Referral to health professionals and community agencies and/or programs for additional supports
- viii. Respite care for caregivers

### **Aphasia Program**

- i. Conversation groups run by a speech-language pathologist
- ii. Communicative disorders assistant, social worker, trained staff and volunteers
- iii. Aphasia-friendly social, recreational, and exercise activities; support for caregivers
- iv. Social worker and speech language pathologist access

**Last Review Date:** September 24, 2025

## Good Shepherd Women's Services Program Information/Scope of Services



### Program Information/Scope of Services

- (1) **Martha House:** Emergency VAW shelter for women and their dependents. Services include: crisis line, case management, 15 apartment-style accommodation with a total of 40 beds; Child and Youth supports; referrals and advocacy; meals provisions provided
  - **Population Served:** Women and their dependents leaving violence, abuse, homelessness
  - **Setting:** Residential Program
  - **Hours of Service:** 24 hrs a day
  - **Days of Service:** open 365 days a year
  - **Frequency of Services:** Continuous
  - **Payer Sources:** N/A
  - **Fees:** free
  
- (2) **Mary's Place:** Emergency homeless shelter for adult women; single and double occupancy rooms with private washroom with shower; all meals provided; case management and housing search support
  - **Population Served:** Adult women (cis, trans, 2-Spirit) and non-binary individuals who are homeless or fleeing violence
  - **Setting:** Residential Program
  - **Hours of Service:** 24 hrs a day
  - **Days of Service:** open 365 days a year
  - **Frequency of Services:** Continuous
  - **Payer Sources:** N/A
  - **Fees:** free
  
- (3) **West Avenue:** Emergency homeless shelter for adult women (cis, trans, 2-spirit) and non-binary individuals; shared rooms with private washroom with shower per shared unit; all meals provided; case management and housing search support
  - **Population Served:** Adult women (cis, trans, 2-Spirit) and non-binary individuals who are homeless or fleeing violence
  - **Setting:** Residential Program
  - **Hours of Service:** 24 hrs a day
  - **Days of Service:** open 365 days a year
  - **Frequency of Services:** Continuous
  - **Payer Sources:** N/A
  - **Fees:** free

- (4) **Second Stage Housing:** Transitional housing for women and women-headed households who have left an intimate-partner violence home and seek supports to reestablish themselves violence-free. Transitional Support Worker provides weekly contact and monthly in-home visits to assist with case management goals.
- **Population Served:** Women and Women-headed households who have left domestic violence, abuse
  - **Setting:** Scattered units: apartments, townhouses, detached homes
  - **Hours of Service:** Support services 9-5, some evenings
  - **Days of Service:** Monday-Friday, some weekends
  - **Frequency of Services:** up to 24 months
  - **Payer Sources:** N/A
  - **Fees:** Monthly program fee based on RGI scales
- (5) **Transitional Housing Support Program:** Team of Transitional Support Workers provide safety planning, case management, housing supports to women and their children. They help women transition from unsafe households, temporary housing and shelter into permanent or transitional housing.
- **Population Served:** Women who have experienced intimate-partner violence and seek support in reestablishing themselves violence-free in the community
  - **Setting:** Office, In-home supports
  - **Hours of Service:** 9-5pm, some evenings
  - **Days of Service:** Monday-Friday, some weekends
  - **Frequency of Services:** Average 6 months, extended as needed
  - **Payer Sources:** N/A
  - **Fees:** Free
- (6) **LEAF/Child Witness:** Children who have witnessed intimate-partner violence are provided with individual counselling and/or group counselling sessions. Groups are offered three times a year, are 10-week closed group sessions. Support group offered to mothers and female-caregivers to provide information and support as they help their child heal after abuse.
- **Population Served:** For children who witness or are otherwise impacted by intimate-partner violence. Women or female caregivers are provided support and information on how to assist the child who has witnessed abuse
  - **Setting:** Office
  - **Hours of Service:** 9-5, some evenings
  - **Days of Service:** Monday-Friday, some weekends
  - **Frequency of Services:** Three 10-week group counselling sessions offered yearly, on-going individual counselling
  - **Payer Sources:** N/A
  - **Fees:** Free

- (7) **Legal Advocate:** Women who have experienced abuse can receive support with securing a lawyer, accompaniments to lawyer appointments and to court. Legal advocates are not lawyers; they provide support and safety planning for women navigating legal issues and court processes.
- **Population Served:** Adult women who have experienced violence and need support navigating various courts (Family Court, Criminal Court, Immigration)
  - **Setting:** Office, Community Accompaniments
  - **Hours of Service:** 9-5, some evenings
  - **Days of Service:** Monday-Friday, some weekends
  - **Frequency of Services:** Continuous supports throughout court process
  - **Payer Sources:** N/A
  - **Fees:** Free
- (8) **Family Court Support Worker:** Services guaranteed in French and English.
- **Population Served:** For women who have experienced abuse and seek support with Family Court procedures and other legal issues. Open to Francophone women who seek support with various court procedures.
  - **Setting:** Office, Community Accompaniments
  - **Hours of Service:** 9-5, some evenings
  - **Days of Service:** Monday-Friday, some weekends
  - **Frequency of Services:** Continuous supports throughout court process
  - **Payer Sources:** N/A
  - **Fees:** Free
- (9) **VAW Counselling:** Supportive, stabilizing counselling services for women who have experienced various forms of gender-based violence. Education on woman abuse, safety planning supports provided.
- **Population Served:** For women who have experienced gender-based violence of various forms.
  - **Setting:** Office
  - **Hours of Service:** 9-5, some evenings
  - **Days of Service:** Monday-Friday, some weekends
  - **Frequency of Services:** Ongoing supports as needed
  - **Payer Sources:** N/A
  - **Fees:** Free

## Good Shepherd Women's Services Program Information/Scope of Services



(10) **Wellness:** Provide therapeutic, recreational and social programs for women who seek support in developing or maintaining balanced, healthy lives in the community. Particular focus for women exiting shelter or exiting an abusive household and reestablishing themselves in the community.

- **Population Served:** For women who seek support in developing and maintaining balanced, healthy lives in the community
- **Setting:** Office, Community
- **Hours of Service:** 9-5, some evenings
- **Days of Service:** Monday-Friday, some weekends
- **Frequency of Services:** Ongoing supports as needed
- **Payer Sources:** N/A
- **Fees:** Free

(11) **Dorothy Day Place:** Supportive housing program for Cis women, Trans and non-binary individuals in the Hamilton community. Program participants will have access to a multi-disciplinary team of employees who are skilled in harm reduction and trauma-informed care. Provision of meals is provided.

- **Population Served:** Cis women, Trans and non-binary individuals seeking permanent supportive housing.
- **Setting:** Residential Supportive Housing
- **Hours of Service:** 24 hours
- **Days of Service:** 365 days a year
- **Frequency of Services:** Continuous
- **Payer Sources:** N/A
- **Fees:** Free

**Last Revision Date:** March 2025

# **Good Shepherd Youth Services Mental Health Program**

## **Program Information/Scope of Services**



### **Program Information**

- (1) **Mission, Vision Values:** The Good Shepherd Centre seeks to provide a beacon of hope (a symbol of shelter) as well as sustenance, and spiritual healing for all. Respectful of life, as a Catholic organization we commit ourselves to respond to our brothers in need with Hospitality, Responsibility, Availability, Adaptability, Quality and Dignity.
- (2) **Expected results or outcomes of services:** Through the creation of a strong therapeutic relationship, provide mental health services that support youth to understand and ameliorate the impacts of mental health and opportunity to heal from the effects of trauma.
- (3) **Services availability, including possible wait time for services:** The Mental Health Program does not currently have wait times. A referral is completed by a young person, family member, or service provider, and a clinician is assigned the referral and reaches out directly to the young person to connect and begin service.
- (4) **Options for persons served to direct their service design and delivery:** All mental health services operate from a trauma-informed, client-centred perspective.
- (5) **Organizational certifications, if any, and if applicable to services:** Mental health clinicians have a social work degree, psychotherapy degree, or a graduate degree in counselling and are registered with the applicable regulatory body (e.g., Ontario College of Social Workers and Social Service Workers). Peer support workers will possess or will pursue upon hire certified peer support training.

### **Scope of Services**

- (1) **Population served:** Youth aged 16 to 22 years, as well as their connected caregivers/family when applicable and at the Youth's discretion. Young parents up to the age of 29 years who are connected to Regina's Place and/or the Ujima Project.
- (2) **Settings:** Staff are based out of 204 Park Street and Brennan House. Staff will also support youth within a variety of settings including, Notre Dame House, Regina's Place, Brennan House ACTS, etc. Clinicians are also mobile and can work with young people in the community spaces they feel comfortable within.
- (3) **Includes youth who are accessing:** Notre Dame Shelter, Community Resource Centre, housing programs of the Street Youth Planning Collaborative, Regina's Place, Jeanne Scott Centre, Ujima Project, Brennan House, Brennan House ACTS.
- (4) **Hours of Services:** 8-hour days between the hours of 8-6pm. Clinicians also flex time to meet youth needs and program needs (e.g., staff meetings, trainings, etc.)
- (5) **Days of services:** Monday to Friday
- (6) **Frequency of services:** Dependant on youth needs, typically support appointments are weekly or bi-weekly
- (7) **payer sources:** Ministry of Health (MOH Children and Youth )
- (8) **fees:** none
- (9) **referral sources:** self, family members, internal Good Shepherd staff, or community partners
- (10) **The specific services offered, including whether the services are provided directly or by referral:** the program accepts internal referrals from other Good Shepherd programs as well as external referrals from community partners. Services offered include: assessment, psycho-education, individual sessions, family mediation, and advocacy and coordination with other mental health service providers. Referrals can be made to other community resources as needed. Youth may receive psychiatric and/or psychological assessments through consulting psychiatrist/psychologist. The mental health team also offers education, coaching and consultation to the programs within Good Shepherd Youth Services and extends invitations to community partners