



Good Shepherd
Faith in people.



GOOD SHEPHERD
REPORT TO THE COMMUNITY
2024-25



Good Shepherd is the largest community-based provider of health and human services in the Greater Hamilton/Toronto/Niagara areas. Our work is based on a commitment to restoring hope and dignity to society's most vulnerable members.

Homelessness affects people of all ages and in all communities. Good Shepherd helps to reduce poverty and homelessness by providing food and shelter, advocacy, access to government programs, and education.

Good Shepherd provides services from first breath to final breath. They include emergency food and clothing services; emergency shelter for men, youth, women and children, and families; mental health crisis support; education; transitional and supportive housing programs; senior support; and hospice palliative care.

Programs and services are provided free of charge and without judgment to anyone in need regardless of race, religion, sexual orientation, gender identity, relationship status, disability or addiction issues.





A MESSAGE FROM THE CEO & BOARD CHAIRS

Good Shepherd has deepened its focus on housing, shelter, and peer support, recognizing them as essential building blocks for long-term stability and well-being in the communities we serve.

In this report, you'll see the tangible impact of your generosity. Your support has allowed us to expand our efforts to ensure that individuals experiencing homelessness have access not only to safe, temporary housing, but also to the compassion, encouragement, and guidance of peer support networks that help them move forward with dignity and hope.



You'll also learn about our collaborative work with Refuge Newcomer Health and Wesley Urban Ministries to address the urgent housing needs of asylum seekers and refugee claimants within Hamilton's emergency shelter system. Together, we are creating supportive environments where newcomers can begin to rebuild their lives.

Thanks to you, Good Shepherd continues to provide food, shelter, health care, and vital relief to those who need it most. Your kindness and compassion are the driving force behind everything we do.



We are deeply grateful for your ongoing support and proud to carry out this important mission on behalf of the community we all care so deeply about.

Yours in hospitality,

Brother Richard MacPhee, OH
Chief Executive Officer
Good Shepherd

Gary Warner
Chair,
Good Shepherd Centres

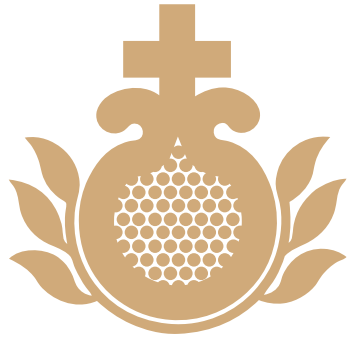
Michael Fenn
Chair, Good Shepherd
Non-Profit Homes Inc.

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 offer my sincere appreciation to Good Shepherd across Hamilton, Toronto and Niagara for their continued commitment to those facing adversity. In moments of crisis, uncertainty, or need, Good Shepherd remains a place where people find not only assistance, but hospitality, dignity, compassion, and care.



For over six decades, this mission, deeply rooted in Christ's call to serve the most vulnerable, has brought light and hope to countless lives.

It is a legacy of love in action.

Such meaningful work is only possible through the hands and hearts of many. From dedicated staff and selfless volunteers to faithful donors, each person involved plays a vital role in sustaining the spirit of Biblical Hospitality that defines Good Shepherd.

Thank you for your devotion to those who are often forgotten. Your generosity and commitment make a profound difference.

Sincerely in the Spirit of Hospitality,

Bro David Lynch OH

Brother David Lynch, OH
Provincial Superior

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

This past year has not been easy. With the rising cost of living and inflation affecting so many, we are especially grateful that you've continued to stand with Good Shepherd. At a time when every dollar counts, your generosity means more than ever.

With your help, we've been able to offer more than just essential services. We've provided meals, safe shelter, critical health care, and the hope of a new beginning for those facing poverty and homelessness. Your support has helped us meet urgent needs while also launching new programs that respond to the evolving challenges in our community.

By giving generously, attending our events, and rallying your communities through food drives and local efforts, you've reminded us what compassion in action truly looks like.

Thank you for believing in this work, and for continuing to walk alongside us as we build a stronger, more caring community together.

God Bless,

A handwritten signature in black ink, appearing to read 'Cathy', enclosed within a large, stylized, handwritten letter 'C'.

Cathy Wellwood
Chief Development Officer





Supporting the Journey to Stable Housing

Hamilton faces a growing crisis in housing affordability and homelessness, one that demands compassion, innovation, and urgent action. Good Shepherd has partnered with the City of Hamilton to help meet the growing need by launching the Barton-Tiffany Temporary Shelter, an emergency shelter service designed to support individuals living in encampments. Launched in February 2025, all 80 vacant spots in the shelter were filled.

This initiative represents more than just a roof overhead. It's building a community, and offering a path to safe, stable housing.

The Barton-Tiffany Shelter is distinctive in its inclusive approach as it welcomes individuals, couples, and people with pets, recognizing that safety and support look different for everyone. Referrals are coordinated by the City of Hamilton's Housing-Focused Street Outreach Team, ensuring the shelter reaches those who need it most.

Residents are offered private, furnished cabins, either single or double occupancy, equipped with beds, a table and chairs, a television, and a fridge. The shelter also provides daily meals and snacks, 24/7 on-site supportive staff, access to washrooms, showers, laundry facilities and community spaces that foster connection amongst residents.

While the shelter is a temporary solution, its impact is designed to be long-term. Residents receive wraparound supports that address the complex challenges of homelessness.

"Our goal is to provide a safe space where residents can reconnect with mental health and substance use supports, life skills programs, and cultural resources that may have been out of reach while living unsheltered or in encampments," says Aaron Deanes, director of the Barton-Tiffany Temporary Shelter. "As residents stabilize and move beyond a state of survival, they begin working towards their permanent housing goals with the support of the Barton-Tiffany team."

While the Barton-Tiffany Temporary Shelter will not solve homelessness, it is a critical part of Hamilton's efforts to address this humanitarian crisis. It offers residents a safe place to regroup and rebuild.





Stability, Support and New Beginnings

In its first year of operation, Good Shepherd's Bakhita House has become a vital resource for single women and women-identifying individuals seeking refuge and stability in Hamilton. Designed as a short-term housing program, Bakhita House focuses on one key goal: helping residents secure permanent, stable housing.

Bakhita House provides communal style living with daily meals, access to essential amenities, and a range of wraparound support services. The home features private bedrooms and shared spaces including a cozy living area, a dining room, kitchen, and an outdoor patio.

"Refugee women arrive carrying the weight of trauma, uncertainty, and isolation, but they don't walk alone for long," says Grace Baldwin, director of Good Shepherd's Family Centre, Reaching Home and Bakhita House programs.

Bakhita House is the result of a collaboration between Good Shepherd, Wesley Urban Ministries, and Refuge Newcomer Health. Together, these organizations are responding to the urgent housing needs of asylum seekers and refugee claimants within the City of Hamilton's emergency shelter system. On-site staff are present seven days a week during daytime hours to assist residents with navigating complex systems and building new foundations.

"From the moment a new resident steps through the door, she's welcomed by others who've walked a similar path, including our two employees who also have lived experience of immigration," says Grace. "Women show each other how to navigate Hamilton's transit system, where to find groceries, clinics, and community spaces. They share meals, stories, and laughter in communal spaces, forming bonds that often last long after they've moved on."

Residents benefit from connections to community services facilitated by Refuge Newcomer Health Navigators, including English classes and computer literacy training, resume-writing workshops, CPR and food safety certification, employment services, access to family doctors and other healthcare providers.

This support doesn't end when someone moves out. Residents receive follow-up support for two additional months after discharge, ensuring a smoother transition into independent living.

In just one year, Bakhita House welcomed 45 unique individuals and 36 of them moved into stable housing, reflecting a 97% success rate upon discharge. The average stay was approximately three months, underlining the effectiveness of the program's time-limited yet intensive support model.

"This space offers more than temporary housing – it's a launchpad for healing, empowerment, and lifelong friendship," says Grace. "It's a model built on dignity, mutual support, and the belief that no woman should have to rebuild her life alone."





'I Love My Home and the Support I Receive'

Bayview House has provided safe, supportive housing since 1984 for adults living with mental health challenges. It joined Good Shepherd Non-Profit Homes Toronto in 2018, and the building was officially purchased by Good Shepherd in 2021.

Today, Bayview House welcomes residents aged 16+ who need moderate support, offering shared living spaces, daily staff assistance, and programs that promote independent living. Services include rent-geared-to-income housing, mental health and addiction support, nutritious meals, recreational and therapeutic activities, financial assistance, and advocacy, all guided by Good Shepherd's values of Responsibility, Availability, Adaptability, Quality, and Dignity.

Vincent Abbott, a dedicated team member for over 20 years, assures, "After 20 years, I am pleased to say that my values are still aligned with the values of Good Shepherd."

Lenghi's Testimonial

My name is Lenghi, and I am a resident of Good Shepherd Non-Profit Homes in Toronto. I was born in Vietnam 50 years ago and came to Canada when I was two years old. I went to Hair Styling College and have worked with some celebrities ... I was diagnosed with schizophrenia at the age of 21 and had several hospitalizations. I lived in a boarding home, and before that, I was homeless. I was beaten up while living on the streets, but I stayed connected with my family during that time.

With the support of my case worker from St. Michael's Hospital, I found my home at Good Shepherd on April 1, 2015. I love my home and the support I receive from Good Shepherd staff. I am doing well, taking my medication as prescribed, and continuing to make progress.

I feel very safe and comfortable at Good Shepherd. My home is in a safe neighbourhood where I can come and go as I please, and I always let others know when I go out. It feels like family. I am grateful for Good Shepherd.

Coleen's Testimonial

My name is Coleen. I was born in 1961. After I graduated from high school, my nerves became bad; it runs on both sides of my family. I was told by a doctor that I had schizophrenia in 1982-83. Things that have helped me cope in life include yoga, herbal teas, and nature. I have had many different jobs, one of my favourites was delivering over 1,000 newspapers.

The other residents at Bayview House are friendly and come from many countries and all walks of life. We get along very well. Good Shepherd staff help us work through conflicts when they come up. We have chores that we do, and through them we develop life skills. I have gained skills like cooking, grocery shopping, budgeting, and cleaning while living here.

I attend my appointments and take my medications. I see my doctor once a month. Our program manager and the Good Shepherd staff are doing a good job. They help us feel safe and comfortable living here.





Empowering Change Through Lived Experience

Peer support workers are an integral part of Good Shepherd's emergency services and outreach programs, helping to bridge the gap between service users and providers through their lived experience and unique perspectives.

Individuals who have navigated similar challenges, whether related to mental health, substance use, or homelessness, bring empathy, credibility, and relatability that can foster trust and connection with clients.

Good Shepherd recognizes that every individual has unique needs, strengths, and experiences. That's why our services are tailored to meet people where they are on their journey toward stability, independence, and well-being. We believe that the voices of those with lived experience are essential to creating truly responsive, people-centered programs, policies, and procedures.

In recognition of this, Good Shepherd proudly supports Lived Experience Advisory Councils (LEAC's) in both Hamilton and Toronto. These councils, each made up of about 10 members, provide a vital platform for individuals with firsthand experience of poverty, homelessness, mental health challenges, and other social barriers to share their insights and contribute meaningfully to program development and service delivery.

"I think this work is so important because it opens pathways to crucial insights," says LEAC coordinator Teresa Caterini.

The input of the Lived Experience Advisory Councils helps ensure that the work remains grounded in real-world experiences and focused on what matters most to the people Good Shepherd serves. Their insights have already contributed to meaningful changes, from improving the accessibility of intake processes to shaping more responsive service models.

"When we build in processes for people with Lived Experience to influence the organization, then not only are we increasing the value and efficacy of the services we offer, but we are chipping away at societal perceptions of whose voices matter," says Teresa.

Some of the LEAC members have a personal history with Good Shepherd – once recipients of its support, they now give back by shaping the very programs that helped change their lives.

"When you bring people together and give them a seat at the table, that's when real change happens. Committing to equity and diversity is about action – it's including people of different backgrounds because everyone has something to offer," says Alan, LEAC Member.

"I've been in need and received service from Good Shepherd when other people were unwilling to help. So, I think this is a great way to give back and to help others by helping to make services better for other people."



GOOD SHEPHERD CENTRES GOOD SHEPHERD NON-PROFIT HOMES INC. HAMILTON & TORONTO

INDIVIDUALS ASSISTED IN 2024

SENIORS PROGRAMS

ASSISTED LIVING FOR HIGH RISK SENIORS: 77 INDIVIDUALS
COMMUNITY SUPPORT SERVICES: 604 INDIVIDUALS
SAM ADULT DAY PROGRAM: 211 PARTICIPANTS

BARRETT CENTRE FOR CRISIS SUPPORT

BARRETT CENTRE: 3,647 UNIQUE CLIENTS (INCLUDES CRISIS CALLS)
SHELTER HEALTH NETWORK CLINICS: 3,653 UNIQUE INDIVIDUALS

FAMILY CENTRE

EMERGENCY SHELTERS (INCLUDING HOTEL OVERFLOW)
UNIQUE HOUSEHOLDS: 159
UNIQUE INDIVIDUALS: 560

FAMILIES FIRST DIVERSION PROGRAM
UNIQUE HOUSEHOLDS: 100
UNIQUE INDIVIDUALS: 340

THE GOOD SHEPHERD CENTRE (MEN'S SHELTER)

RESIDENTS: 1,306 INDIVIDUALS
MEAL PROGRAM: 100,563 INDIVIDUAL MEALS
VENTURE CENTRE MARKETPLACE: 99,648 UNIQUE INDIVIDUALS

HOSPICE & PALLIATIVE CARE SERVICES

EMMANUEL HOUSE HOSPICE: 93 RESIDENTS
EMMANUEL HOUSE PALLIATIVE CARE OUTREACH TEAM: 985 CLIENTS

GOOD SHEPHERD TENANT & HOUSING SERVICES

TENANTS: 908 INDIVIDUALS

REACHING HOME

UNIQUE INDIVIDUALS: 1,152
UNIQUE HOUSEHOLDS: 534

NON-PROFIT HOMES – TORONTO

TORONTO HOUSING CLIENTS: 60 INDIVIDUALS
HOST: 21 INDIVIDUALS
HOST MOBILE: 201 INDIVIDUALS
MANSE ROAD HIGH SUPPORT: 11 INDIVIDUALS
ADDICTIONS SUPPORT HOUSING (ASH): 67 INDIVIDUALS
TRUSTEESHIP PROGRAM: 116 INDIVIDUALS
CREATIVE WORKS STUDIO: 83 INDIVIDUALS
BAYVIEW HOUSING: 9 INDIVIDUALS
BAYVIEW INTENSIVE CASE MANAGEMENT: 70 INDIVIDUALS



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

ONSITE CLIENTS: 221 INDIVIDUALS
STEPS TO HEALTH: 136 INDIVIDUALS
MOBILE CLIENTS: 241 INDIVIDUALS
TRUSTEESHIP PROGRAM: 125 INDIVIDUALS

WOMEN'S SERVICES

MARTHA HOUSE (INCLUDING CHILDREN): 1,481 INDIVIDUALS
MARY'S PLACE: 294 INDIVIDUALS
COMMUNITY SERVICES FOR WOMEN & CHILDREN: 287 INDIVIDUALS
DOROTHY DAY PLACE: 82 INDIVIDUALS

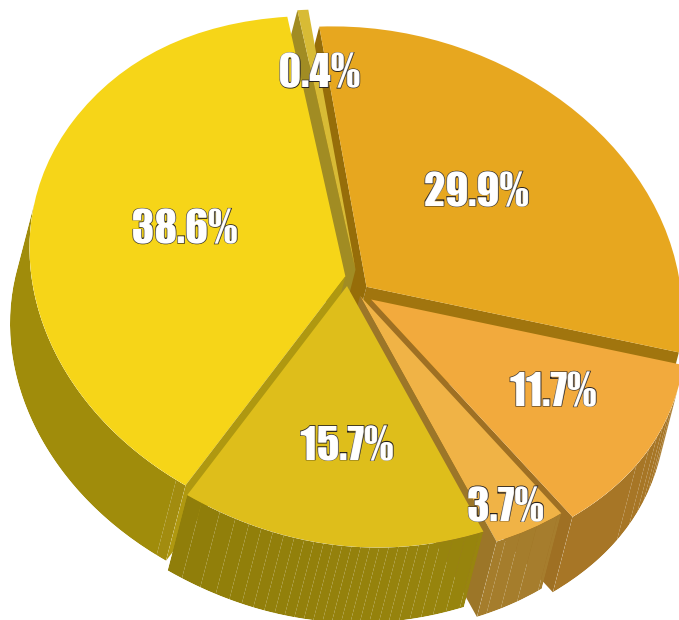
YOUTH SERVICES

NOTRE DAME YOUTH SHELTER: 133 INDIVIDUALS
NOTRE DAME HOUSE MEAL PROGRAM: 19,608 MEALS
NOTRE DAME HOUSE COMMUNITY OUTREACH: 222 INDIVIDUALS
NOTRE DAME HOUSE SCHOOL: 58 REGISTRANTS
NOTRE DAME HOUSE SUBSTANCE USE ASSESSMENTS: 5,199
BRENNAN HOUSE: 16 INDIVIDUALS
BRENNAN HOUSE AFTER CARE TRANSITIONAL SUPPORT: 7 INDIVIDUALS
YOUTH SERVICES TRUSTEE PROGRAM: 86 INDIVIDUALS
YOUTH SERVICES MENTAL HEALTH PROGRAM: 183 INDIVIDUALS
JEANNE SCOTT PARENT & CHILD RESOURCE CENTRE: 19 PARENTS & 15 CHILDREN
REGINA'S PLACE: 17 PARENTS & 20 CHILDREN

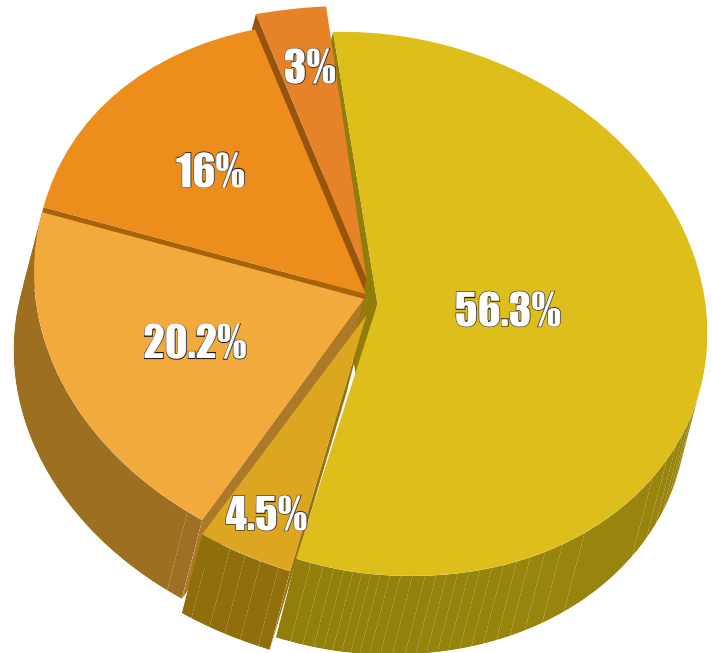


GOOD SHEPHERD CENTRES OUR COMMUNITY PRESENCE

YOUR INVESTMENT IN US



HOW THE COMMUNITY BENEFITS



38.6% – MUNICIPAL GOVERNMENT

29.9% – FED/PROV GOVERNMENT

15.7% – IN-KIND DONATIONS

11.7% – DONATIONS

3.7% – OTHER REVENUE

0.4% – FEE FOR SERVICE

56.3% – EMERGENCY SERVICES

20.2% – HEALTH PROGRAMS

16% – HOMELESSNESS PREVENTION

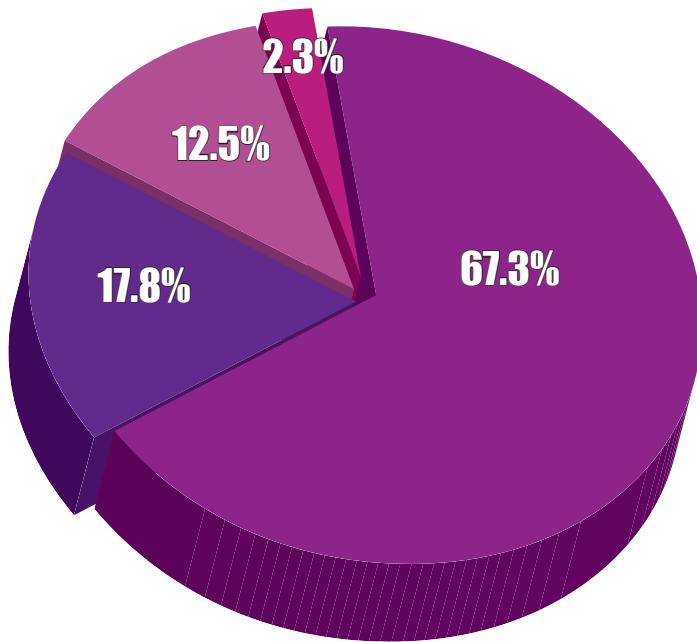
4.5% – CHILDREN'S MENTAL HEALTH

3% – MISCELLANEOUS

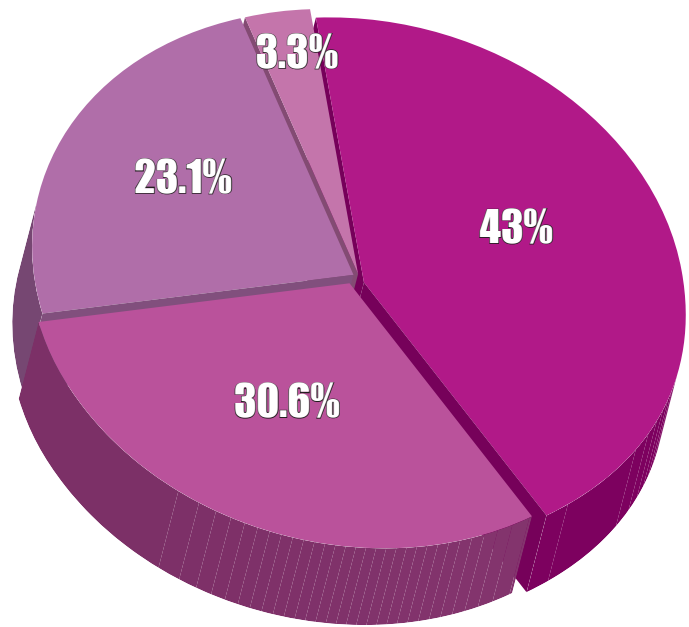
GOOD SHEPHERD NON-PROFIT HOMES INC.

OUR COMMUNITY PRESENCE

YOUR INVESTMENT IN US



HOW THE COMMUNITY BENEFITS



67.3% – GOVERNMENT
(FEDERAL, PROVINCIAL, MUNICIPAL)

17.8% – RENT

12.5% – FEES FOR SERVICES/OTHER

2.3% – DONATIONS

43% – AFFORDABLE HOUSING

30.6% – HOUSING SUPPORT PROGRAMS

23.1% – MENTAL HEALTH
& ADDICTIONS PROGRAMS

3.3% – NET AMORTIZATION



Good Shepherd
Faith in people.

GOOD SHEPHERD SENIOR LEADERSHIP



BR. RICHARD
MACPHEE, OH
CHIEF EXECUTIVE
OFFICER



KATHERINE
KALINOWSKI
CHIEF OPERATING
OFFICER



DEBORAH
KYRZAKOS
DIRECTOR OF
PEOPLE & CULTURE



COLLEEN LAMOND
CHIEF OPERATING
OFFICER
NPH – TORONTO



CATHY WELLWOOD
CHIEF
DEVELOPMENT
OFFICER

GOOD SHEPHERD CENTRES BOARD OF DIRECTORS • 2024-2025

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PRESIDENT/CHAIR

KYLA KUMAR
VICE PRESIDENT

TONY ITALIANO
TREASURER

JACKIE BAJUS
PAST PRESIDENT

JIM COMMERFORD

ROBERT DUNN

PAT FORD

LYDIA KAPIRIRI

ALYSSA LAI

BR. DAVID LYNCH, OH

FR. HANH VAN TRAN

MANISH TREHAN

GOOD SHEPHERD NON-PROFIT HOMES BOARD OF DIRECTORS • 2024-2025

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PRESIDENT/CHAIR

BR. TERENCE AYLWARD
VICE PRESIDENT/VICE CHAIR

GARY BEVERIDGE
TREASURER

WINNIE DOYLE
PAST PRESIDENT

JERRY ADEL

SHARI GUINTA

STEVE DiMANNO

LESLIE GILLIES

BR. NICHOLAS FORAN

BR. DAVID LYNCH

DRINA OMAZIC

MAUREEN WEATHERSTON



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

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

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

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

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

I wouldn't be able to go to school if I lived somewhere else. I wouldn't be able to afford to, or I'd have to work and school both full-time. But living here I am able to not work at all while in school. The toxicity of my previous job and trying to balance work, school, and my healing was taking a toll on me and my mental health, so I quit because I am fortunate enough to be able to focus on my school. I am a good student, I study and work really hard, I love what I'm studying and can't wait to be finished and spend my future working in my field.

"My Future." I never really felt like I had one of those before, never really gave it any plan or thought, but I do, I plan it, I want it, I think about it, I imagine it, because here, where I am now, is giving me the safety and support to work towards it.

Dorothy Day Place
Resident Testimonial



Good Shepherd

Faith in people.

CONTACT US

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