



Good Shepherd
Faith in people.



GOOD SHEPHERD

REPORT TO THE COMMUNITY

2025-26



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

Over the past year, Good Shepherd has grown and evolved, with a strong focus on expanding transitional and supportive housing to meet the changing needs of our community. These initiatives are essential to building long-term stability, dignity, and well-being for the individuals and families we serve.

In this report, you'll see the impact of your generosity. Your support will help open doors through the new housing complex for men at 135 Mary Street, the new supportive housing units at Granada Place for adults living with chronic health conditions, and Good Shepherd Non-Profit Homes Toronto's acquisition of 100 Tyndall Avenue, a 48-unit affordable housing apartment building in the Parkdale neighbourhood.

You'll also learn how our Seniors program is helping older adults build computer literacy skills, stay safe from online scams, and connect more confidently in an increasingly digital world.

Because of your support, Good Shepherd continues to provide food, shelter, health care, and compassionate relief to those who need it most. Your generosity and kindness make this work possible and remain at the heart of everything we do.

We are deeply grateful for your ongoing support and proud to carry forward this important mission on behalf of the community we are honoured to serve.

Yours in hospitality,

Brother Richard MacPhee, OH
Chief Executive Officer
Good Shepherd

Kyla Kumar
President
Good Shepherd Centres
Board of Directors

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



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

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

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

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



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

As we reflect on the past year, we are reminded that the strength of Good Shepherd's mission is found in people, in every act of kindness, every moment of compassion, and every person who walks alongside those facing hardship.

Across Hamilton, Toronto, and Niagara, Good Shepherd continues to respond to growing and increasingly complex needs with open hearts and open doors. Whether offering shelter, food, health care or supportive housing, the mission remains grounded in the belief that every person deserves to be treated with dignity and respect.



Inspired by Christ's example of service to the vulnerable, Good Shepherd continues to be a beacon of hope for individuals and families seeking stability and belonging. At a time when many are struggling with isolation, poverty, and uncertainty, the presence of compassionate care can be life changing.

This mission is carried forward each day through the remarkable generosity of our community. I offer my heartfelt thanks to the dedicated staff and volunteers whose compassion and perseverance sustain this work, often in quiet and humble ways. I am equally grateful to our donors, event supporters, schools, parishes, businesses, and community groups whose fundraising efforts and acts of service make it possible for Good Shepherd to continue reaching those most in need.

May you be blessed for the care you show to others and for the spirit of hospitality you continue to share so freely.

Sincerely in the Spirit of Hospitality,

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

Good Shepherd's programs and services depend on the generosity of our donors, partners and volunteers and we are deeply grateful for the commitment you have shown this past year.

Because of you, as highlighted throughout this report, Good Shepherd can respond to emerging needs in our community through new and innovative programs and expanded services.

This year, we have been especially inspired by the dedication of our volunteers. Their generosity, kindness, and willingness to give their time and energy have helped sustain our mission every day. Whether serving meals, supporting programs, assisting at events, or simply offering a caring presence, our volunteers make a meaningful difference in the lives of the people we serve.

Through your ongoing financial support, sponsorship and participation in Good Shepherd events, and the many independent food drives, fundraisers, and community initiatives organized on our behalf, you are making a real and lasting impact. Every day, we see how these acts of compassion, both big and small, come together to strengthen our community and improve lives.

Thank you for believing in our work and for continuing to support programs and services that bring hope, dignity, and care to those who need it most.

God Bless,

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

Cathy Wellwood
Chief Development Officer





HELPING SENIORS STAY SAFE ONLINE

Good Shepherd has launched a new computer literacy program aimed at helping seniors confidently navigate the digital world.

Supported by funding from the federal government's New Horizons for Seniors Program, the initiative is designed to improve online safety and help protect seniors from increasingly common internet scams.

"The project helps seniors become more confident in accessing services and government benefits online and communicating virtually with family and friends. It also fosters seniors' volunteerism and mentoring by providing education and preventing financial abuse," said Christine Wong, Good Shepherd's Seniors at Risk Program Manager.

Originally introduced over the summer as training for Mandarin and Cantonese-speaking seniors, the program has since expanded to welcome all participants, offering free access to digital skills education in a supportive environment.

With many government services now primarily available online, the program focuses on helping seniors navigate essential tasks such as completing applications and accessing benefits through computers.

Training sessions run several times a week and cover a range of topics, including email use, search engines, and communication platforms such as WeChat and WhatsApp, along with other social media tools that help participants stay connected with family and friends.

Looking ahead, the program plans to incorporate AI training and information sessions as artificial intelligence becomes more integrated into daily life. The intention is to collaborate with community partners, including Hamilton police, to stay up to date on emerging trends and scams.

As part of the grant, plans are in place to develop a computer café at 10 Pearl St. N., where seniors can receive informal, drop-in support for quick, everyday digital tasks.

"If they're experiencing socio-economic limitations and don't have access to their own devices or software, they can come in to check email, send messages, search for information and volunteers will be available to help," said Claire Kisilnsky, Director of Health Strategy, Seniors, Hospice & Palliative Care.





A NEW PLACE TO CALL HOME

Good Shepherd has repurposed a former retirement residence at 1322 King Street East and is transforming it into a welcoming supportive housing community for adults living with chronic health conditions. Called Granada Place, it reflects Good Shepherd's ongoing commitment to providing compassionate, enhanced care that supports each person's independence, dignity, and personal choice in a safe and comfortable environment.

Granada Place is intended for individuals who are no longer able to live fully independently, but are not yet ready for long-term care. It will provide an important housing option for people who would benefit from additional daily support and a connected community environment, including those for whom traditional retirement living may not be financially accessible.

By offering affordable, supportive housing with access to care and community services, Good Shepherd aims to help residents maintain as much independence as possible while receiving the support they need to live safely and comfortably.

"I am honoured to be a part of the organization so invested into transforming people's lives and upholding the mission through this type of initiative," says Larisa Volman, director of operations for Seniors Support Services.

Designed with accessibility and quality of life at its core, the residence offers private rooms with accessible washrooms, along with the amenities and comforts people are accustomed to in their daily lives. Bright, modern interiors and large windows create an inviting atmosphere, while thoughtfully designed common spaces encourage connection through shared meals, social activities, and community programming.

Granada Place is situated just steps from the natural beauty of Gage Park, one of Hamilton's most beloved urban green spaces, within a welcoming and established neighbourhood. Residents also benefit from proximity to a range of community supports and services, including Good Shepherd's SAM East therapeutic day program. Together, these features foster a vibrant and supportive community where residents can feel connected, valued, and at home.

This new supportive housing community represents another important step in Good Shepherd's mission to provide person-centered care and create spaces where individuals can live with greater stability, wellness, and belonging.





THE GOOD SHEPHERD CENTRE'S NEW CHAPTER

Since 1961, The Good Shepherd Centre at 135 Mary Street has been a place of refuge for people experiencing poverty and homelessness. Within its walls, thousands of individuals have found safety, warmth, and the reassurance that they are not alone. Simple acts of care, like a hot meal, a safe bed or a referral to vital resources, have offered hope during some of life's most difficult moments.

Over the decades, thousands of people have walked through those doors. For many, it marked the beginning of a new path forward that was made possible through the kindness and generosity of supporters like you.

"This building has long been at the heart of our mission," says Good Shepherd CEO Brother Richard MacPhee.

The Centre also holds deep personal meaning for him: it is where he began his journey as a Brother and saw firsthand how compassion and community can change lives. Today, that legacy is shaping an important new chapter for 135 Mary Street.

Homelessness in Hamilton has changed significantly over the years, and the needs of those seeking support have become increasingly complex. Many of the people served by Good Shepherd are living with serious health challenges, mental illness and addiction. The pandemic further highlighted the limitations of traditional shelter models and the urgent need for more supportive, long-term solutions.

The planned housing complex at 135 Mary Street represents a transformational step forward.

While the current Good Shepherd Centre provides emergency shelter for up to 54 men each night, the new development will include 156 supportive housing apartments. Each resident will have their own private room, washroom, and secure space, offering not only safety, but dignity, privacy, and stability.

More than just housing, the building will provide the supports people need to rebuild their lives. With 24/7 staff support, on-site medical services, and access to mental health and addiction care, residents will be supported in developing life skills, improving their health and well-being, and working toward permanent housing and greater independence.

"We want to help people put down roots, so they can begin to heal and work through whatever brought them to homelessness," Brother Richard explains

At the heart of the vision is community. The new space will include communal programming areas, and opportunities for residents and neighbours to connect, build relationships, and support one another in meaningful ways.

This transformative project would not be possible without the support of the provincial and federal governments, the City of Hamilton, and the extraordinary generosity of donors and community partners who believe in creating lasting change.





Good Shepherd Non-Profit Homes-Toronto (GSNPH) proudly announced the acquisition of 100 Tyndall Avenue, a 48-unit apartment building in Toronto's Parkdale community. GSNPH has assumed ownership and operations, marking an important milestone in preserving affordable housing and protecting residents from displacement in a rapidly changing neighbourhood.

"This milestone represents a significant achievement for the organization and reflects the dedication and commitment of the GSNPH team, as well as the many partners who contributed in myriad ways over the past year to bring the project to fruition," says Colleen Lamond, GSNPH-Toronto chief operating officer. "Their collective efforts have ensured long-term housing stability for current and future residents."

The acquisition was made possible through substantial financial support from the City of Toronto, including a \$6.5 million grant through the Multi-Unit Residential Acquisition program. This investment underscores the power of strong partnerships and a shared commitment to advancing housing stability and community inclusion across the city. Additional support from valued partners, including New Market Funds, was instrumental in enabling this project.

As units turn over, GSNPH will transition the building into affordable housing. This approach will allow for the gradual reduction of some existing rents while maintaining tenant stability and ensuring long-term affordability in the Parkdale neighbourhood.

Operational responsibility for the building was given to GSNPH's growing Housing and Property Management team, who oversees the day-to-day building maintenance operations and resident services.

Looking ahead, 100 Tyndall Avenue will provide housing opportunities in partnership with several community organizations, including Good Shepherd Ministries' Veterans Housing Program, Friends of Ruby, Red Door Shelter, and Street Haven at the Crossroads.

These partnerships will help ensure the building fosters a supportive, inclusive environment for residents. Together, GSNPH is helping to ensure that more individuals and families can continue to access safe, stable, and affordable housing in the communities they call home.



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

INDIVIDUALS ASSISTED IN 2025

SENIORS PROGRAMS

ASSISTED LIVING FOR HIGH RISK SENIORS: 143 INDIVIDUALS
COMMUNITY SUPPORT SERVICES: 736 INDIVIDUALS
SAM ADULT DAY PROGRAM: 200 PARTICIPANTS

BARRETT CENTRE FOR CRISIS SUPPORT

BARRETT CENTRE: 3,647 UNIQUE CLIENTS (INCLUDES CRISIS CALLS)
SHELTER HEALTH NETWORK CLINICS: 3,909 UNIQUE INDIVIDUALS

FAMILY CENTRE

EMERGENCY SHELTERS (INCLUDING HOTEL OVERFLOW)
UNIQUE HOUSEHOLDS: 263
UNIQUE INDIVIDUALS: 987

FAMILIES FIRST DIVERSION PROGRAM
UNIQUE HOUSEHOLDS: 81
UNIQUE INDIVIDUALS: 283

THE GOOD SHEPHERD CENTRE (MEN'S SHELTER)

RESIDENTS: 1,306 INDIVIDUALS
MEAL PROGRAM: 100,563 INDIVIDUAL MEALS

EMERGENCY FOOD & CLOTHING

VENTURE CENTRE MARKETPLACE: 113,706 UNIQUE INDIVIDUALS

HOSPICE & PALLIATIVE CARE SERVICES

EMMANUEL HOUSE HOSPICE: 81 RESIDENTS
EMMANUEL HOUSE PALLIATIVE CARE OUTREACH TEAM: 953 CLIENTS

GOOD SHEPHERD TENANT & HOUSING SERVICES

TENANTS: 895 INDIVIDUALS

REACHING HOME

UNIQUE INDIVIDUALS: 1,008
UNIQUE HOUSEHOLDS: 395

NON-PROFIT HOMES – TORONTO

TORONTO HOUSING CLIENTS: 71 INDIVIDUALS
HOST: 20 INDIVIDUALS
HOST MOBILE: 193 INDIVIDUALS
MANSE ROAD HIGH SUPPORT: 10 INDIVIDUALS
ADDICTIONS SUPPORT HOUSING (ASH): 71 INDIVIDUALS
TRUSTEESHIP PROGRAM: 100 INDIVIDUALS
CREATIVE WORKS STUDIO: 109 INDIVIDUALS

BAYVIEW HOUSING: 8 INDIVIDUALS
BAYVIEW INTENSIVE CASE MANAGEMENT: 81 INDIVIDUALS

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

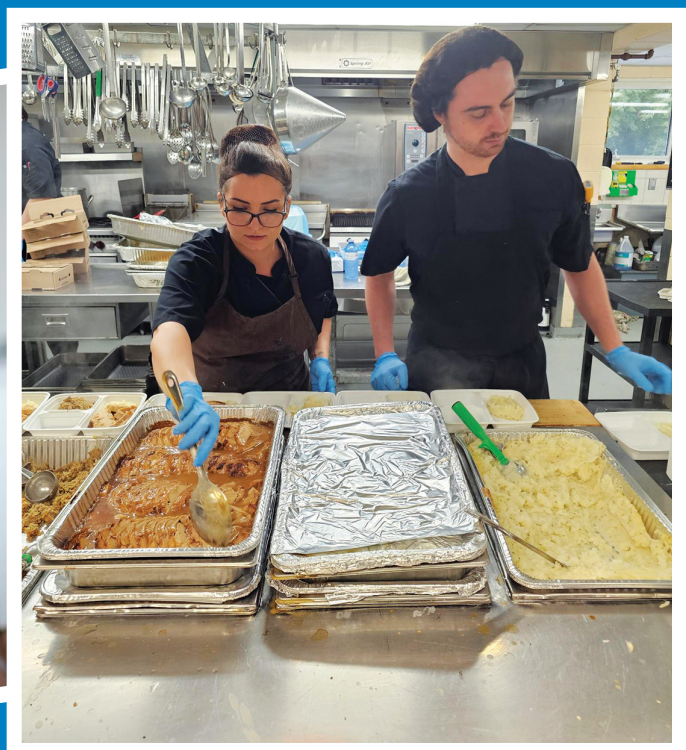
ONSITE CLIENTS: 234 INDIVIDUALS
STEPS TO HEALTH: 130 INDIVIDUALS
MOBILE CLIENTS: 239 INDIVIDUALS
TRUSTEESHIP PROGRAM: 150 INDIVIDUALS

WOMEN'S SERVICES

MARTHA HOUSE (INCLUDING CHILDREN): 813 INDIVIDUALS
MARY'S PLACE: 374 INDIVIDUALS
COMMUNITY SERVICES FOR WOMEN & CHILDREN: 546 INDIVIDUALS
DOROTHY DAY PLACE: 82 INDIVIDUALS

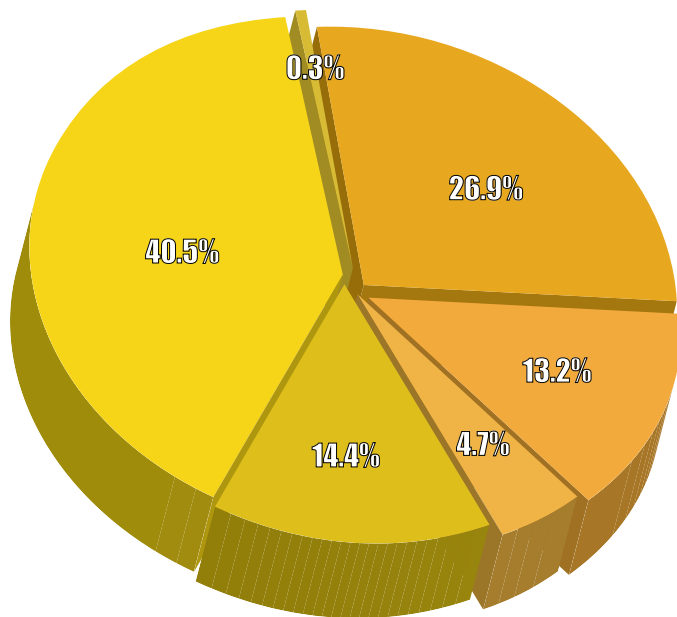
YOUTH SERVICES

NOTRE DAME YOUTH SHELTER: 130 INDIVIDUALS
NOTRE DAME HOUSE MEAL PROGRAM: 21,406 MEALS
NOTRE DAME HOUSE COMMUNITY OUTREACH: 222 INDIVIDUALS
NOTRE DAME HOUSE SCHOOL: 58 REGISTRANTS
NOTRE DAME HOUSE SUBSTANCE USE ASSESSMENTS: 5,568
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



40.5% – MUNICIPAL GOVERNMENT

26.9% – FED/PROV GOVERNMENT

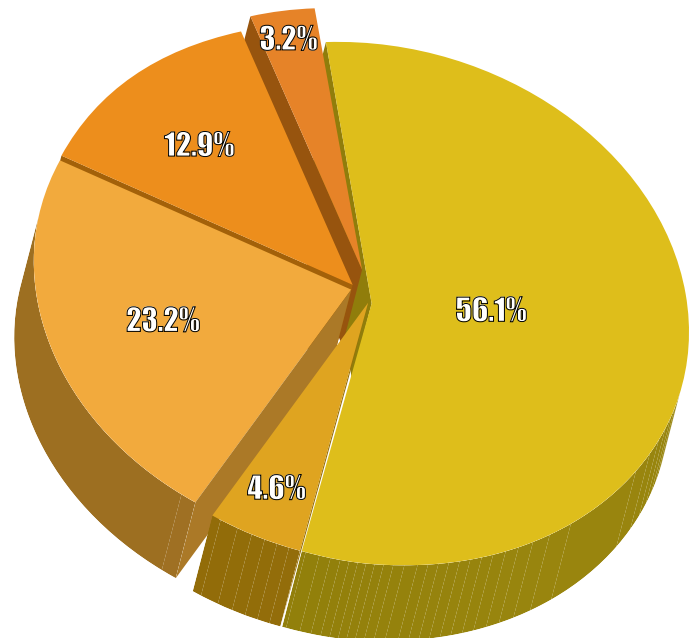
14.4% – IN-KIND DONATIONS

13.2% – DONATIONS

4.7% – OTHER REVENUE

0.3% – FEE FOR SERVICE

HOW THE COMMUNITY BENEFITS



56.1% – EMERGENCY SERVICES

23.2% – HEALTH PROGRAMS

12.9% – HOMELESSNESS PREVENTION

4.6% – CHILDREN'S MENTAL HEALTH

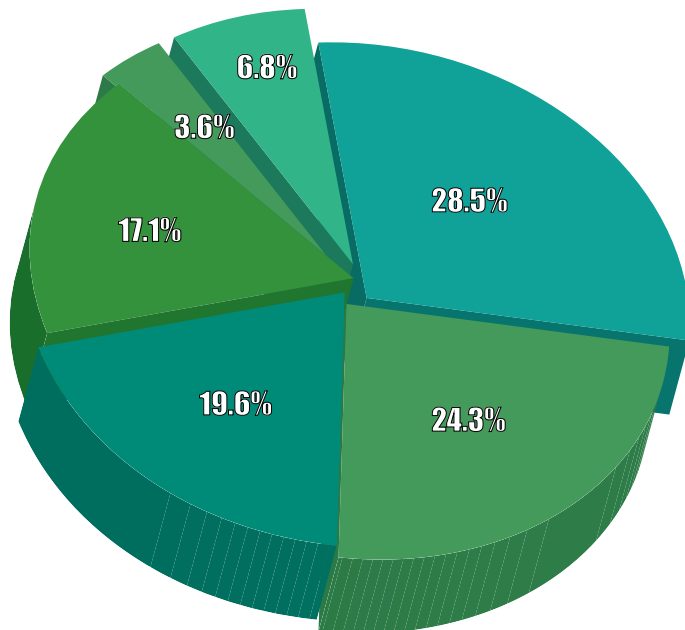
3.2% – MISCELLANEOUS

GOOD SHEPHERD NON-PROFIT HOMES INC.

OUR COMMUNITY PRESENCE

YOUR INVESTMENT IN US

HOW THE COMMUNITY BENEFITS



28.5% – AFFORDABLE HOUSING

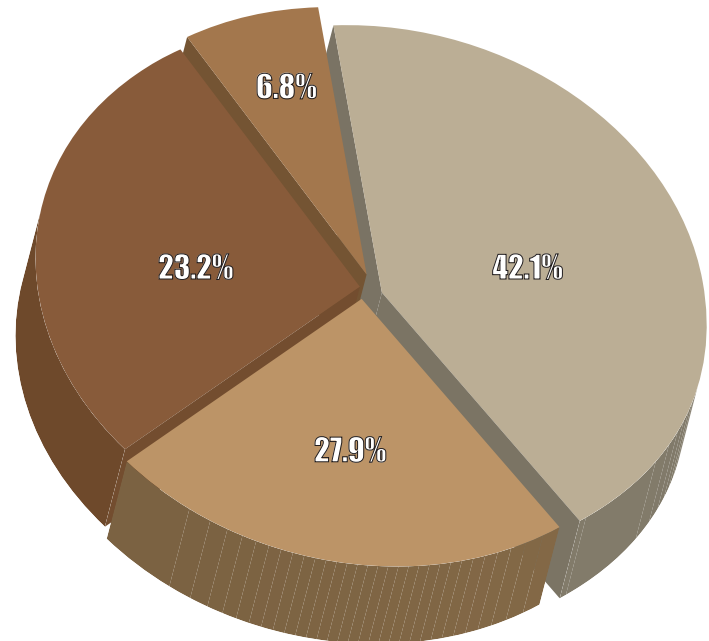
24.3% – HOUSING SUPPORT PROGRAMS

19.6% – MENTAL HEALTH
& ADDICTIONS PROGRAMS

17.1% – ADMIN/OTHER

3.6% – PROPERTY MANAGEMENT

6.8% – NET AMORTIZATION



42.1% – AFFORDABLE HOUSING

27.9% – HOUSING SUPPORT PROGRAMS

23.2% – MENTAL HEALTH &
ADDICTIONS PROGRAMS

6.8% – NET AMORTIZATION



Good Shepherd
Faith in people.

GOOD SHEPHERD SENIOR LEADERSHIP



BR. RICHARD
MACPHEE, OH
CHIEF EXECUTIVE
OFFICER



KATHERINE
KALINOWSKI
CHIEF OPERATING
OFFICER



ADAM HAHN
DIRECTOR OF
PEOPLE & CULTURE



COLLEEN LAMOND
CHIEF OPERATING
OFFICER
NPH – TORONTO



CATHY WELLWOOD
CHIEF
DEVELOPMENT
OFFICER

GOOD SHEPHERD CENTRES BOARD OF DIRECTORS • 2025-2026

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BOB DUNN
VICE PRESIDENT

RACHEL HARRINGTON
TREASURER

GARY WARNER
PAST PRESIDENT

JIM COMMERFORD

ROBERT DUNN

PAT FORD

LYDIA KAPIRIRI

JULIE ANGIOLILLO

ALYSSA LAI

BR. DAVID LYNCH, OH

FR. HANH VAN TRAN

MANISH TREHAN

GOOD SHEPHERD NON-PROFIT HOMES BOARD OF DIRECTORS • 2025-2026

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BR. TERENCE AYLWARD
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JERRY ADEL

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LESLIE GILLIES

NICK D'AMICO

BR. NICHOLAS FORAN

BR. DAVID LYNCH

DRINA OMAZIC

MAUREEN WEATHERSTON

“

Recently, I visited the Good Shepherd Family Centre, sitting with a mother who had just arrived with her three young children. As she watched her kids slowly relax and start to explore their new surroundings, she said something that has stayed with me all day: “The scariest thing was feeling like we were facing this alone. But here, I feel like we’re being held by the whole community.”

It was such a beautiful way to describe how our Good Shepherd community opens its arms to neighbours in their time of need. And it was just one of countless moments of grace, comfort, and dignity you have made possible since the year began.

When compassionate neighbours like you come together, every gift grows into so much more — turning simple acts of kindness into meals, shelter, and care for those who need it most.

Brother Richard MacPhee, OH
CEO, Good Shepherd



Good Shepherd

Faith in people.

CONTACT US

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FAX

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Charitable Registration Number

13063 6798 RR0001