

SEE THE CHANGE

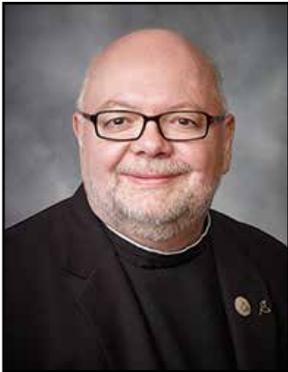


Good Shepherd
Faith in people.

GOOD SHEPHERD

REPORT TO THE COMMUNITY

2018-19



THE BUILDING BLOCKS FOR A HEALTHIER COMMUNITY

The fundamental values that were given to us by the Hospitaller Order's founder, St. John of God, shape our organization and provide a deep connection to our clients, colleagues and community partners.

That connection is what allows our programs to contribute in such meaningful ways.

In this Community Report you'll read about the positive steps that

you've helped make for health, human and social services in Hamilton.

Good Shepherd programs and services inspire real change. In this report we've highlighted stories that provide real examples of how your donations make an impact on the lives of the people we serve. You will read about inspiring

youth who are working hard to build a bright future. You'll hear about families getting back on their feet. You'll learn more about our public education programs designed to raise awareness and reduce stereotypes in our community. You'll read about our focus on the well-being of seniors and the care we provide for people on their end of life journey.

Thank you for believing in the work we do and for your commitment to helping Good Shepherd build healthy and resilient communities. We celebrate these achievements because of you.

Brother Richard MacPhee, OH
Chief Executive Officer

Gary Beveridge
President, Board of Directors

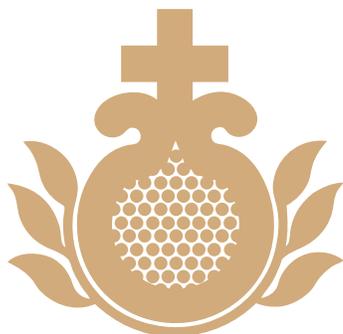
2018-2019 BOARD OF DIRECTORS

OFFICERS

Gary BeveridgePresident
Ed Dunn Vice President
Tony Italiano Treasurer
Br. Richard MacPhee, OH Chief Executive Officer
Sam Cino Secretary (Non-Board Member)

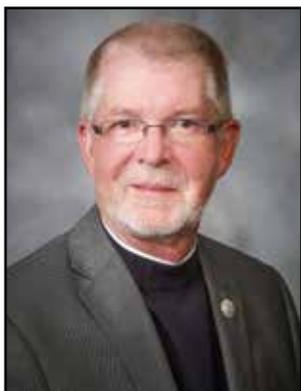
DIRECTORS

Jackie Bajus
Patricia Leonard
Nicole Chutko
Br. David Lynch, OH
Patrick Fletch
Father Tony O'Dell
Shari Guinta
Tina Travale
Br. Justin Howson, OH
Gary Warner



*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



The mission of Good Shepherd in Hamilton is rooted in Catholic teachings and the hospitality of St. John of God. We are committed to the poor and the marginalized and act with compassion and courage.

Each day, the Brothers of the Hospitaller Order of St. John of God, Province of the Good Shepherd in North America,

as well as our co-workers and volunteers, deliver our mission in ordinary gestures that honour the dignity of others, celebrate hospitality toward others and celebrate love and acceptance.

We take pride in the work being done at Good Shepherd in Hamilton and in 52 countries on the five continents where the Hospitaller Brothers of St. John of God perform their good works.

Thank you for joining our efforts to help those in need.

Sincerely in the Spirit of Hospitality,

Brother Justin Howson, OH
Provincial, Hospitaller Order of St. John of God
Province of the Good Shepherd in North America

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



INSPIRING THE NEXT GENERATION

Kendra spent her high school years searching for her identity. She often felt lost and unable to connect socially with her fellow students or participate in school activities.

“My grades have always been good, but I missed out on everything else that came with a high school experience,” says Kendra.

After completing her course work, Kendra felt unmotivated to complete her exams and ultimately decided to drop out of high school. She soon became pregnant with her daughter and sensed that her education and future career would never be a priority again.

“When I dropped out of high school I thought it was the end for me,” says Kendra. “It was not until I started coming to the Jeanne Scott Centre that my motivation and self-worth were restored.”

With your donations, the Jeanne Scott Parent & Child Resource Centre gives young mothers an opportunity to earn their high school diploma while on-site child minding is provided for their babies. In partnership with the Hamilton-Wentworth Catholic District School Board, the young women attend school during the day, barrier free. They are also supported as they apply for post-secondary education.

She thrived at the Jeanne Scott Centre, making friends and sharing experiences with other young moms. Her daughter was also thriving in the child minding program, putting Kendra’s mind at ease.

“For me Jeanne Scott was more than just a school. I made friendships with wonderful ladies that constantly empowered me to reach my full potential,” says Kendra. “I started really trying to graduate ... not only for myself but my daughter.”

Kendra was named class valedictorian and she announced her enrollment in the Personal Support Worker program at Mohawk College.

“Without (the Jeanne Scott Centre) I would not have completed high school, had childcare for my daughter or had a plan for post-secondary school,” says Kendra. “Each and every person (involved) has made this program so much more than just young mom school.”





Promoting Social Wellness for Seniors

Social isolation among seniors is an increasing concern for the community. There are an estimated 12,000 isolated seniors living in the Greater Hamilton area.

With your support, the Stimulate-Activate-Motivate (the SAM Program) offers therapeutic social, recreational, physical and cognitive-stimulating activities to seniors and adults with disabilities who are unable to participate in mainstream social and recreational programs. It also offers out-of-home respite care for many caregivers.

Throughout the year the SAM program hosts monthly dinner and movie nights as well as seasonal entertainment to provide an opportunity for social interaction.

With your support this year, seniors and participants in Good Shepherd's Assisted Living program were invited to a presentation from Norma Shepherd and her Millenary Mobile Museum, a travelling costume exhibit specializing in vintage hats. With more than 2,500 hats in her collection, Norma presented each one with a fascinating story about its origin.

"Our seniors loved hearing the story behind each hat," said Chris Maleta, Program Manager of the Seniors Assisted Living Program. "Some said it reminded them of days gone by."

In the summer, the Assisted Living program joined forces with our Women's Services to host a petting zoo at Good Shepherd Square. The event was open to the public with refreshments set up under the large trees in the courtyard. The clients had a wonderful time, some even invited their grandchildren to join them.

"When seniors have the opportunity to interact with animals, we know it has a positive impact on their quality of life," said Chris. "Getting outside in the nice weather and interacting with their peers is also essential to senior's health and well-being."

Your contributions give seniors the opportunity to enjoy new experiences and participate in programs that create a sense of community.



A Hub for Community Outreach



The Marketplace at the Good Shepherd Venture Centre provides a dignified, self-directed shopping experience to approximately 2,700 households per month. Individuals are assisted by volunteers and use a shopping cart to browse through canned and fresh food items, rather than receiving a pre-packaged box of supplies. With your donations, clients are also able to choose a variety of personal care items, baby products, household items and clothing.

Approximately 75 percent of the Marketplace's clients receive help from Ontario Works or the Ontario Disability Support Program and are paying market rent for their housing. New clients are coming everyday, people who have faced an array of challenges.

"Our goal is to establish the Venture Centre as a hub in the community where multiple issues can be addressed for people in need," says Mark Tenant, Venture Centre supervisor.

In addition to the Marketplace, the Venture Centre hosts activities run by community-based programs and service agencies. A monthly calendar of services is posted on the Good Shepherd website. The most used on-site services include Ontario Works/Ontario Disability Support, Employment Services, cancer screening, nurse practitioner and home management.

The Home Management Program is offered through the City of Hamilton to provide coaching in important aspects of daily living such as budgeting, housing issues, meal planning and parenting. The program is available twice a week and helps about 30 individuals per month at the Venture Centre.

"Monica from the Home Management Program has set the standard for how to connect with people in our program," says Mark. "She is committed to checking in with each client to address their individual needs. It really helps to ensure that no one is left to fall through the cracks."



Raising Awareness, Challenging Stigmas



Good Shepherd Women's Services provides a range of prevention and advocacy programs to women and children who are fleeing violence and abuse, experiencing homelessness, poverty, mental health issues or addiction.



Your donations contribute to programs that not only help the women and children who need support, but also provide training and education within our community.

The goal of the Public Outreach Program is to educate the community on issues including domestic violence, equality and mental health.

"It is imperative to engage in education that promotes preventive work," says Tessa Mcfadzean, director of Women's Services. "We need to challenge the stigma and increase awareness around issues that vulnerable people are facing."

Good Shepherd works with like-minded organizations to plan activities for the year, including workshops, education sessions and awareness events. The Public Outreach Program receives no government funding and relies on the generosity of donors to cover expenses.

Thanks to donor support, Good Shepherd hosted a Black History Month event where Carolyn Rashford, local motivational speaker and coach, spoke to women about self-empowerment. Carolyn immigrated to Canada from Africa and is a sergeant with the Hamilton Police Service. Her talk provided an opportunity for people to hear diverse viewpoints and connected women with shared experiences.

"These events are for everyone from front-line services workers to the general public. They are an investment in our community," says Tessa. "We hope to one day have the means to host larger events so we can be even more proactive."





Keeping Families Housed

Housing costs in Hamilton continue to climb, leaving many single women and families displaced. With your donations, Good Shepherd's Staying Home Program offers eviction prevention supports for women and families in crisis.

"Women and families simply cannot afford to lose their homes, the economic and personal cost is too great," says Grace Baldwin, the Staying Home Program manager.

Eligible women and families are connected with a Community Housing Worker and a Landlord and Tenant Navigator who provide support aimed at preventing housing loss. The goal is to help tenants transition into a new home or maintain their current housing without going into a shelter. The support continues after the clients are housed successfully to manage potential issues while maintaining stability and self-sufficiency.



"Over the last two years we have been able to offer more in-depth services like systems navigation, landlord mediation, income stabilization and utility reconnection," says Grace.

In 2018, the Staying Home Program provided early intervention for 120 households, representing 420 individuals, who were at imminent risk of homelessness.

Jeanette, a single mother living with a brain injury, was unable to find stable housing when the Staying Home Program took her on as a client.

"It's hard to move your family from place to place and never have any security," says Jeanette.

Program staff made sure that Jeannette was aware of her tenant rights and helped her navigate the social housing system. After six months of working with Staying Home, Jeannette obtained affordable housing.

"If it wasn't for Good Shepherd, I don't think I would have gotten through that time in my life."





Spiritual Care & Comfort at End of Life

Emmanuel House Hospice provides care and comfort to people with life-limiting illness and their families. Thanks to donor support, work has been completed on a beautiful and functional outdoor garden space for Emmanuel House residents and their families to enjoy.

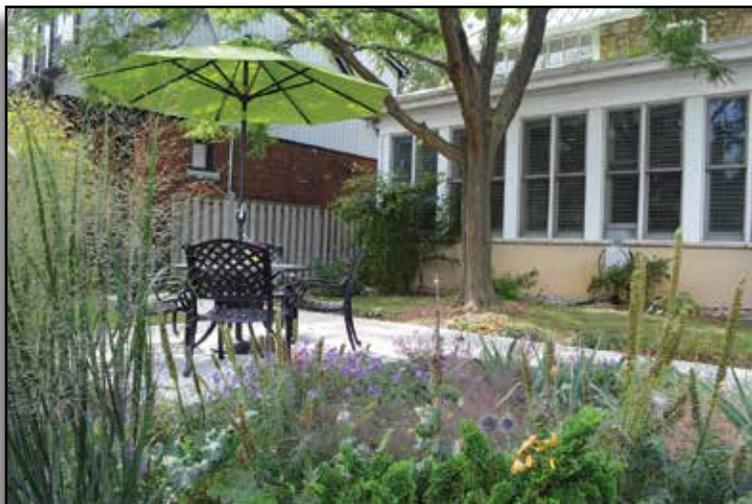
Spiritual care is a significant part in the end-of-life journey. The garden plays a role in spiritual care with its physiological and psychological health benefits.

“Residents come to Emmanuel House hospice to live their remaining days, weeks and sometimes months, with dignity and comfort,” says Linda Nash, spiritual care coordinator at Emmanuel House. “Being able to spend time outside under the trees in the fresh air can shift attitudes, promote relaxation and inspire gratitude in residents, their loved ones and staff as well.”

The garden has helped to stimulate a renewed sense of pride felt amongst neighbours in the diverse Stinson community. The garden was fully funded by a small group of donors; Emmanuel House staff was assisted by a spirited group of volunteers for the planting and seeding.

Over the warm months, residents and staff can participate in a weekly barbecue lunch in the garden. Residents who are able to use a wheelchair or walker can venture outside into the garden with loved ones. The garden also provides a quiet and peaceful place for weekly meditation, one-on-one meetings and musical therapy.

“The normal experience of being outside, eating and visiting, greatly improves the quality of life for our residents and their families,” says Linda. “There is something about being together in the sunshine with the birds singing and the breeze blowing that brings comfort, healing and peace.”



A MESSAGE FROM THE CHIEF DEVELOPMENT OFFICER



Your donations inspire real change!

It's important that we share information in this report that demonstrates how our programming targets the root issues of poverty, homelessness, trauma and illness with a goal of building a healthier and more resilient community now and for future generations to come.

Because of your support, Good Shepherd was able to invest in outreach services that remove barriers for marginalized people helping them to access services related to their health, employment and housing. We have made enhancements to therapeutic programs for seniors – the fastest growing segment of the population in Hamilton.

If you would like more information on how your donation is making a difference, please take a tour of our programs or meet with someone from our team. Contact us at 905.528.6565 to arrange a time to meet.

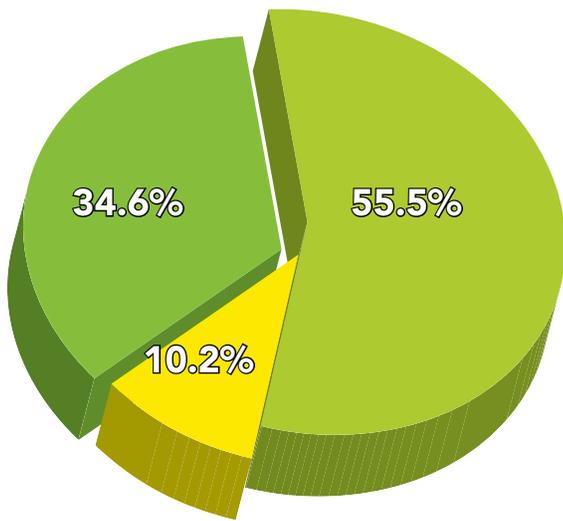
As always, thank you for your ongoing support. We couldn't do this important work without you.

God Bless,

A handwritten signature in black ink that reads "Cathy". The signature is stylized with a large, sweeping initial "C" and a trailing flourish.

Cathy Wellwood
Chief Development Officer



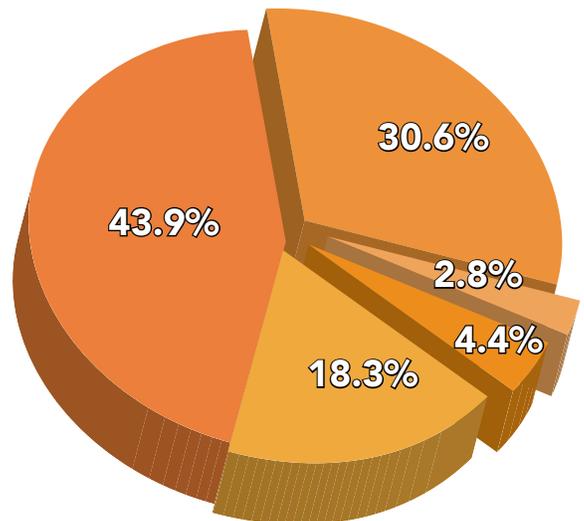


YOUR INVESTMENT IN US

55.5% – GOVERNMENT (FEDERAL, PROVINCIAL, MUNICIPAL)
 Annual base funding for shelter operations
 One-time grant funding for Homelessness Prevention Initiatives
 Annualized base funding for health programs from HNHB Local Health Integration Network
 Ontario Ministry of Children, Community and Social Services

34.6% – DONATIONS (CASH, STOCKS, IN-KIND)
 Financial gifts (cash, stocks) to Good Shepherd to support programs and services
 Donations in the form of goods and/or services

10.2% – FEES AND OTHER REVENUES
 Rent revenues
 Miscellaneous client service fees
 Amortized revenue related to capital donations & miscellaneous



COMMUNITY BENEFITS

How we used your investment

30.6% – HOMELESSNESS PREVENTION
 Counselling Services • Community Outreach Services
 Shelter Diversion Programs

43.9% – EMERGENCY SERVICES
 Shelters • Food & Clothing
 Hot Meal Program

18.3% – HEALTH PROGRAMS
 SAM Adult Day Program
 Assisted Living • Seniors Community Support
 Youth Substance Use • Non-residential Mental Health Support
 Hospice Care • Community Palliative Care

4.4% – CHILDREN AND YOUTH MENTAL HEALTH
 Brennan House

2.8% – CAPITAL & MISCELLANEOUS
 Amortization • Financing Costs • Designated Projects

A LOOK AT 2018-19

EMERGENCY SHELTERS

The average monthly occupancy rates for Good Shepherd's emergency shelters:

Mary's Place Women's Shelter: **109%****

Martha House Women's Shelter: **107%***

Family Centre: **96%**

The Good Shepherd Centre Men's Shelter: **90%**

Notre Dame House Youth Shelter: **46%**

* Women and children were turned away from Martha House on **3,256** occasions because our beds were full.

** Women were turned away from Mary's Place on **3,432** occasions because our beds were full.

2,120 households, representing **4,871 adults and children**, received food, clothing, toys and household items at the Christmas Market.

43 students attended Notre Dame House School and **29** attended the Jeanne Scott Parent & Child Resource Centre despite being street-involved and homeless. **Six students** earned their high school diplomas through the alternative education classes.

An average of **2,518 households (representing 6,737 individuals)** per month were helped by Emergency Food & Clothing Services at the Venture Centre Marketplace.

19 women and **32 children** escaped abuse and re-established their lives in the community through Good Shepherd's transitional housing services.

CONTACT US

GENERAL INQUIRIES

905.528.9109

DONATIONS

905.572.6435

(905.57.ANGEL)

FAX

905.528.6967

MAILING ADDRESS

Good Shepherd Development Office
400 King Street West, PO Box 1003
Hamilton ON L8N 3R1

goodshepherdcentres.ca

facebook.com/goodshepherdhamilton

twitter.com/goodshepherdham

instagram.com/goodshepherdhamilton

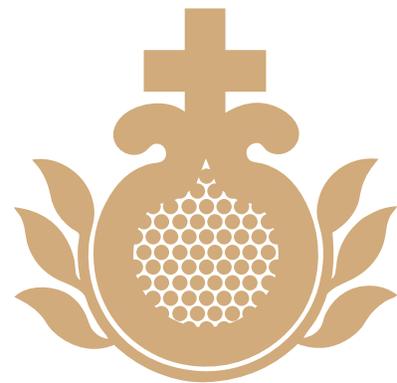
youtube.com/goodshepherdhamilton

Charitable Registration Number

13063 6798 RR0001



Good Shepherd
Faith in people.



Hospitaller Order of Saint John of God
Province of the Good Shepherd in North America

