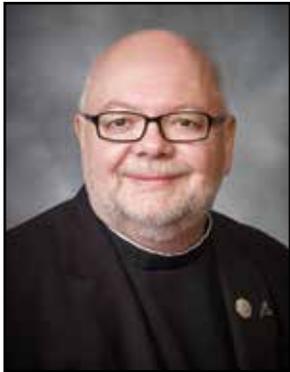


LOOKING BACK



MOVING FORWARD

GOOD SHEPHERD
REPORT TO THE COMMUNITY
2019-20



MOVING FORWARD TO A HEALTHIER, RESILIENT AND JUST SOCIETY

This report covers the 12 months spanning from April 1, 2019 to March 31, 2020. The beginning of this year looked vastly different from the end.

We are now navigating our way out of a global pandemic, knowing that things could change again overnight. We're adapting to a new normal in how we run our programs and services but also in how we give our lives new meaning. In this report we look back to celebrate our achievements as we move forward on plans to become a more healthy, resilient and just society, in the face of new challenges.

In these pages, we've highlighted the individualized music intervention program for seniors and trauma informed wellness programming for women and children fleeing violence and abuse. You'll also read testimonials from families who experienced the heartbreaking loss of a loved one but were embraced in the loving care of Emmanuel House Hospice.

Thank you for believing in the work we do and for your commitment to helping Good Shepherd during this unexpected and extremely challenging time. We are proud to celebrate these achievements because of you.

Stay safe and healthy.

Yours in hospitality,

Brother Richard MacPhee, OH
Chief Executive Officer

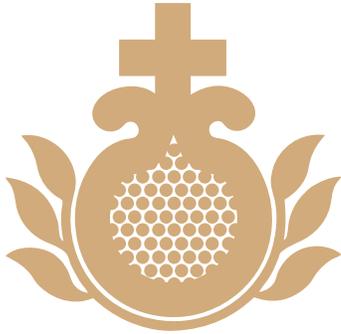
Edward Dunn
President, Board of Directors

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

The Little Brothers of the Good Shepherd in Hamilton, members of the religious congregation founded by Brother Mathias Barrett, fused with the Hospitaller Order of St. John of God in 2015. Their ministry continues through the Hospitaller Brothers of St. John of God – Province of the Good Shepherd in North America.

Good Shepherd Centres' 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.

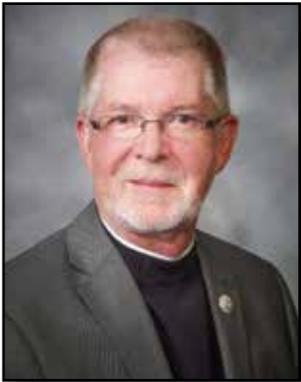
All money donated to Good Shepherd Centres stays within our organization to benefit vulnerable families and individuals locally.



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

Good Shepherd's mission of hospitality is derived from our founder, St. John of God, who was known to call out, "Brothers and Sisters, do good to yourselves by doing good to others."



Today, that same message is lived through the Brothers of the Hospitaller Order of St. John of God, Province of the Good Shepherd in North America, as well as through our co-workers and volunteers. During these recent trying times and fearful days of the pandemic, our co-workers have

faithfully and courageously provided safety, security and health care to those needing help.

We are proud of the good 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 reside.

We are profoundly grateful for your support, which makes our work possible.

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



ADAPTING TO A NEW NORMAL

Typically, The Good Shepherd Centre kitchen staff make meals for up to 600 people a day and serve a seated meal in a spacious dining room at the Good Shepherd Centre on weekday afternoons. When the coronavirus began spreading and distancing rules were implemented, a new process needed to be put in place.

“It was March 11 when we got the call that everything was changing,” says Matthew Bruzas, lead hand at the Good Shepherd Centre kitchen. “I told everyone that we would keep going because we have too many people who rely on us.”

The dining room is closed but community lunches are handed out in prepared packages that contain nutritious meals. At Easter, staff handed out a lunch with turkey or ham, potato salad, corn, coleslaw and dinner rolls.

The community was very supportive right from the start of the pandemic. Small businesses and corporations were particularly generous despite the fact that they are also reeling from the effects of the pandemic.

“When the pandemic first started, I think we had every restaurant in the city come to us with their food. We could barely get anything else into our fridge,” says Mathew, astounded by the continuing displays of generosity.

Because of your support, both financial and through donations of food and supplies, the meal program and the Marketplace Emergency Food program have been able to continue, with some modifications, through this challenging time.





MUSIC INTERVENTION FOR SENIORS

Many people with developmental disabilities and/or mood disorders have limited ability to successfully attend social programs and activities.

Good Shepherd's SAM (Stimulate-Activate-Motivate) day program offers therapeutic social, recreational, physical and cognitive-stimulating activities to seniors and adults with disabilities. The SAM Program is an adult day program which offers a structured "day out" for seniors and adults who are unable to participate in their usual social and recreational activities. SAM Program sites offer a variety of recreational, social, physical and mentally-stimulating activities to participants with program goals of Stimulation, Activation and Motivation.

A new, donor-funded program uses music intervention to assist in managing distressing thoughts and emotions and manage challenging behaviours so that clients can participate in social activities. Recent studies report that familiar music may facilitate attention, reward and motivation, which in turn makes it more possible to manage emotional distress in Alzheimer's disease.

With your support, the program has enough MP3 players to create individualized playlists for clients. A part-time nurse on staff is certified in Music & Memory, a program widely used in long term care facilities in the United States, which is now being adopted in Canada.

"This year we secured a grant to fund the Music & Memory certification of multiple staff and volunteers to run the program across three sites," says Trish Balardo, director of Seniors Programs. "We feel very fortunate to be able to offer this program and we look forward to seeing how it improves emotional and social functioning for our clients."



BRAVE STEPS TO A HEALTHY LIFE



In June, Good Shepherd celebrated the academic accomplishments of marginalized youth who attended Notre Dame House School and the Jeanne Scott Parent & Child Resource Centre.

Six students received their high school diplomas, leading them to opportunities for post-secondary education and employment.

"High school, for me, wasn't the best experience," says Blair during her valedictorian speech. "It was not until I started coming to Jeanne Scott that my motivation and self-worth were restored."



Good Shepherd's two alternative learning classrooms help break down barriers to post-secondary education and employment caused by homelessness, poverty, family breakdown and mental illness. At the graduation and accomplishment ceremony, students are presented with bursaries from generous funders and community partners that will help them establish a healthy and independent life in the community.

"Without this program I would not have completed high school, had childcare for my daughter or had a plan for post-secondary school," says Blair.





TRAUMA-INFORMED WELLNESS

Good Shepherd is proud to partner with various organizations in the city to provide trauma-sensitive wellness programming to women who have experienced violence and abuse.

Since 2015, Health Together Yoga has partnered with local women's agencies to offer trauma-sensitive yoga. With your help, Good Shepherd hosts this program on-site and has been able to extend services to reach as many women as possible.

"Not only are we able to provide this service to women-identified survivors of trauma who we see in our shelters," says Tessa Mcfadzean, director of Good Shepherd Women's Services. "We can now offer the programming to all women in the community who are actively seeking assistance."

Good Shepherd Women's Services promotes yoga and other wellness programming such as Tai Chi and Mindful Movement and Breathe, through social media and through a community calendar.

"Agencies in the Hamilton community continue to report an increased demand for residential and counselling supports for women who have experienced violence, abuse and trauma," says Tessa. "We're fortunate in our position as many other organizations are struggling to be able to offer this type of wellness programming."





MORE THAN A HOSPICE

Emmanuel House Hospice provides quality of life, family wellness and a chance to continue to live with dignity for those who are facing the most difficult and emotionally charged time in their lives.

The hospice offers 24-hour nursing care, including pain and symptom management for people with a life-limiting illness. We offer spiritual care and support to residents and their loved ones, unique to their needs.

“Our spirituality is a significant part of who we are as human beings, especially when someone is nearing end of life,” says Linda Nash, Emmanuel House’s spiritual care coordinator.

In early spring, we interviewed staff and family members whose loved ones spent their final days at Emmanuel House to learn more about their experience.

Sharon experienced the loss of both her mother and her best friend at Emmanuel House and praised the quality care provided by the nurses and personal support workers.

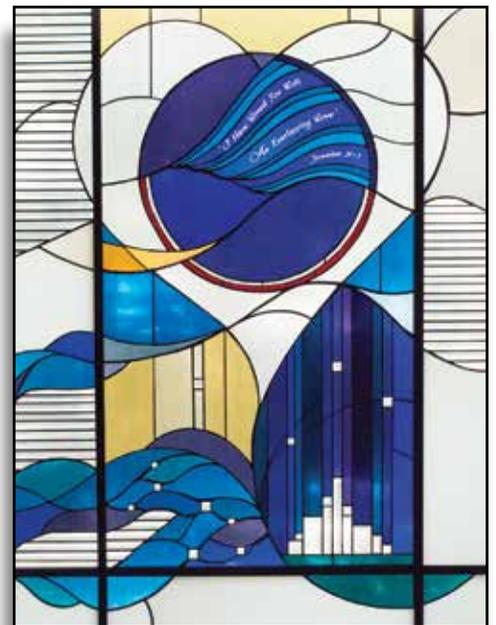
“I can’t tell you how it makes me feel to know that my mom was in a place with such love, care and support during her final days,” said Sharon.

Nancy’s father had recently passed away and she spoke about how her family benefited from the care offered at the hospice.

“We were invited to participate in their meditation hour and that was very calming and spiritual for us,” Nancy said.

Emmanuel House has two comfortable living rooms and two tower rooms with windows that provide a panoramic view of the grounds. Meals are prepared by talented volunteers and staff in the large kitchen.

Visit goodshepherdcentres.ca/services/Emmanuel to take a virtual tour of the hospice and to watch full interviews with families and staff.





SPREADING JOY DURING THE HOLIDAYS

Sponsor our Families is a program that matches donors directly with people in need during the Holidays. Donors "sponsor" an individual or a family by purchasing gifts that brings them joy at Christmas and throughout the year.

Last year, gifts were distributed to 200 women, 100 seniors, 200 youth and 70 families across all Good Shepherd programs – more than ever before.

"We experienced an overwhelming amount of support last Christmas and it made such a difference to our clients," says Ruth Maudsley, Sponsor Our Families coordinator.

Ruth works with program staff to collect wishlists from clients. Some of the most requested items are pajamas, socks, winter jackets, books, school supplies, toiletries and toys for young children.

One of our senior clients who has severe physical limitations was feeling isolated and unable to communicate with his family abroad. He asked for a tablet or some type of technology so he could easily connect with his family at Christmas. One of our long-time sponsors went above and beyond and purchased an iPad for him.

"It was a display of pure kindness," says Ruth. "And to top it off, a volunteer offered to help him set it up and teach him how to use it."

Sponsor our Families is popular among social groups and work colleagues who come together to sponsor an individual or a family. If you are interested in learning more about Sponsor Our Families please email Ruth at rmaudsley@gsch.ca.



A MESSAGE FROM THE CHIEF DEVELOPMENT OFFICER



"It is when you give of yourself that you truly give."
– Kahlil Gibran

Good Shepherd is fortunate to have thousands of volunteers and donors who for many years have left an indelible mark on our organization and the clients we serve. It is important that we share information about how your generous contributions make an impact on the work that we do.

Because of your support, Good Shepherd was able to make advancements in individualized therapy programs for seniors and celebrated the academic achievements of marginalized youth – the future of our resilient community.

As many of you have experienced, the ongoing uncertainty of the pandemic has forced us to change plans. We have had to re-imagine how to fundraise in this new normal. I want to take this opportunity to thank you for your continued support during a very challenging time.

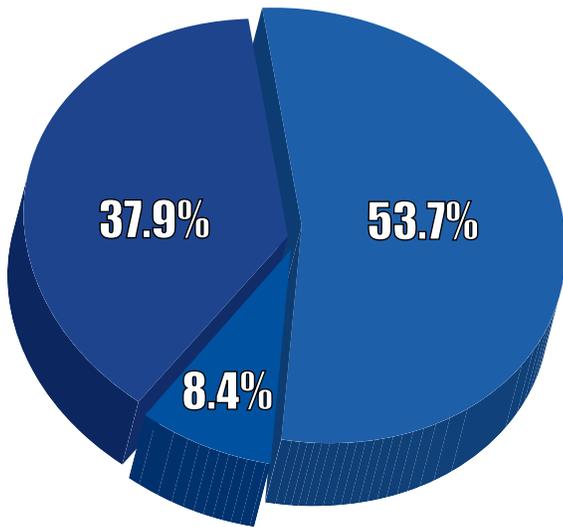
Our programs depend on the generosity of people like you – our friends, partners and donors. Thank you for believing in our work and please stay safe.

God Bless,

A handwritten signature in black ink, appearing to read 'Cathy Wellwood'. The signature is stylized and cursive, with a large initial 'C'.

Cathy Wellwood
Chief Development Officer





YOUR INVESTMENT IN US

53.7% – GOVERNMENT (FEDERAL, PROVINCIAL, MUNICIPAL)

Annual base funding for shelter operations

One-time grants for Homelessness Prevention Initiatives

Annualized base funding for health programs from
HNHB Local Health Integration Network and

Ontario Ministry of Children, Community and Social Services

37.9% – DONATIONS (CASH, STOCKS, IN-KIND)

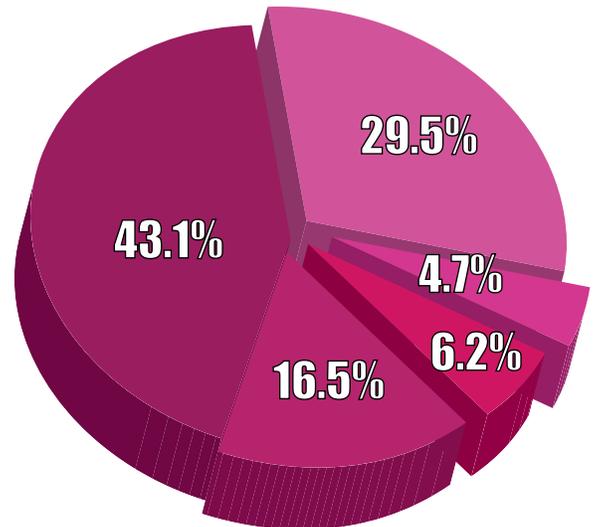
Financial gifts (cash, stocks) to Good Shepherd
to support programs and services

Donations in the form of goods and/or services

8.4% – FEES AND OTHER REVENUES

Rent revenues

Miscellaneous client service fees



COMMUNITY BENEFITS

How we used your investment

29.5% – HOMELESSNESS PREVENTION

Counselling Services • Community Outreach Services
Second Stage Services • Shelter Diversion Programs

43.1% – EMERGENCY SERVICES

Shelters
Food & Clothing • Hot Meal Programs

16.5% – HEALTH PROGRAMS

SAM Adult Day Program • SAM Aphasia Program
Assisted Living • Seniors Community Support
Hospice Care • Community Palliative Care
Transitional Beds Program • Hospital to Home Program

6.2% – CHILDREN AND YOUTH MENTAL HEALTH

Brennan House • Youth Substance Use
Non-residential Mental Health Support

4.7% – CAPITAL AND MISCELLANEOUS

Amortization • Financing Costs • Designated Projects

A SNAPSHOT OF 2019-2020

EMERGENCY SHELTERS

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

Mary's Place Women's Shelter: **112%***

Martha House Women's Shelter: **108%****

Family Centre Emergency Shelter: **94%**

The Good Shepherd Centre Men's Shelter: **94%**

Notre Dame House Youth Shelter: **50%**

* Women were turned away from Mary's Place on 2,543 occasions because our beds were full.

** Women and children were turned away from Martha House on 3,148 occasions because our beds were full.

Our dedicated volunteers logged a total of **68,282 hours** throughout all Good Shepherd programs.

Good Shepherd's **Christmas Marketplace**, located at the Venture Centre, served **2,228 households**, representing **5,461 adults and children**.

2,103 community members were treated to a delicious Holiday dinner at our annual Christmas Wonderland in the Hamilton Convention Centre. Our guests consumed **499 kilograms** of turkey.

Our two alternative education classrooms – at Notre Dame House School and the Jeanne Scott Parent & Child Resource Centre – hosted **45 students** and **23 students**, respectively. Two students from Notre Dame and five from Jeanne Scott earned their diplomas.

GOOD SHEPHERD CENTRES BOARD OF DIRECTORS, 2019-2020



EDWARD DUNN
PRESIDENT



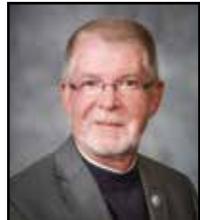
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VICE PRESIDENT



TONY ITALIANO
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KYLA KUMAR



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GOOD SHEPHERD CENTRES SENIOR LEADERSHIP



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OFFICER



SAM CINO
CHIEF OF
CORPORATE
STRATEGY & HR

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