



## 2025 GOOD SHEPHERD MINISTRIES

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# ANNUAL REPORT





# LAND ACKNOWLEDGEMENT

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Good Shepherd Ministries recognizes that our work takes place on the traditional lands of several First Nations. This territory has long been home to the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee, and the Wendat peoples, and it continues to be a gathering place for many First Nations, Inuit, and Métis communities today.

We honour the enduring presence, histories, and ongoing contributions of Indigenous Peoples, and we acknowledge their stewardship of this land since time immemorial. As we carry out our mission of service, we commit to strengthening relationships rooted in respect, learning, and reconciliation.



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# ABOUT US

Good Shepherd Ministries was founded in 1963 to provide services to homeless and destitute men. Since its inception, Good Shepherd has worked to deliver quality programs and services that help people access not only basic essentials such as food, shelter, and clothing, but also longer-term solutions to homelessness, including addictions counselling, housing, and medical care.

Good Shepherd prides itself on meeting people where they are and recognizing the inherent goodness of each person. This approach leads to individualized care offered with respect and dignity.

Following in the footsteps of its founder St. John of God, Good Shepherd believes...

**“Do good for yourself by doing good for others.”**





## OUR MISSION

To be present to the homeless and most neglected members of our community. To offer a broad range of compassionate programs and services to enhance the quality of life while inspiring hope and promoting human dignity.

## OUR VISION

To alleviate the effects of poverty while striving to eliminate chronic homelessness within our community.

## OUR VALUES

- HOSPITALITY
- QUALITY
- RESPECT
- RESPONSIBILITY
- SPIRITUALITY



# MESSAGE FROM THE EXECUTIVE DIRECTOR

2025 was a year of profound growth and transformation for Good Shepherd Ministries. We made significant strides in our 2023–2028 Strategic Plan, expanding programs and strengthening partnerships with government and community stakeholders.

While food insecurity and barriers to ending chronic homelessness persist, we continue to adapt thanks to our dedicated team, Board of Directors, donors, and volunteers—all while maintaining prudent financial stewardship. This report highlights the real-world impact of our collaborative work on the lives of seniors, Veterans, and those facing mental health and addiction crises.

Looking ahead to 2026, we will focus on major projects to meet rising demands:

**Mathias Place:** 95 units of affordable housing with 24-hour assisted living support at 1731 Lawrence Ave East for homeless seniors. Occupancy is expected in Spring 2027;

**DARE (Drug and Alcohol Recovery Enrichment) program expansion:** adding 18 beds in west Toronto to help homeless men recover from addictions; and

**Medical Clinic Expansion:** in partnership with the Order of Malta, our clinic will expand to include five clinical rooms and dedicated support spaces, making healthcare more accessible.

Proud of our 2025 accomplishments and guided by the legacy of our founder, St. John of God, we remain committed to strategic growth and meaningful outcomes for the most vulnerable in our community here in Toronto.

Aklilu Wendaferew, MSW, RSW



# MESSAGE FROM THE BOARD CHAIR

Dear Friends,

Welcome to this year's annual report for Good Shepherd Ministries, Toronto.

This past year has been transformative. We have expanded our capacity in critical areas: addictions treatment, and supportive housing for chronically homeless individuals aged 55 and older. Today, we are proud to be Canada's largest shelter serving Veterans and Toronto's largest shelter providing addictions treatment—all while serving hundreds of meals daily and maintaining our emergency shelter beds.

Your generosity powers this work. Just over 25% of our \$10 million annual operating budget comes from donations from people like you. Thank you. Your support makes an incredible difference. You save lives.

My own experience volunteering at 412 Queen East has profoundly enriched my life and opened my eyes to the humanity of those we serve. Homeless persons are not "them"—they are us. Homelessness can impact anyone. The strongest defense against homelessness is not simply money, but a strong community network.

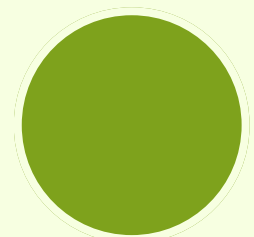
When you next encounter a homeless person or drive past an encampment, please remember the real difference you are making through your donations and volunteer hours at Good Shepherd. Homelessness, addiction, mental health challenges, and food insecurity are solvable problems—and together, we are solving them.

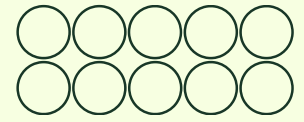
Thank you for supporting our work. You make a tremendous difference.

To learn more about our services and how to donate or volunteer, please visit [goodshepherd.ca](https://goodshepherd.ca).

With gratitude,

Rob Graham  
Board Chair, Good Shepherd Ministries





# MESSAGE FROM THE PROVINCIAL SUPERIOR

In a hurried, sometimes divided world, the Brothers of the Hospitaller Order of St. John of God stand as a constant source of light and hope. Within the Province of the Good Shepherd, they dedicate their lives to the Mission of Hospitality—bringing comfort, healing, and dignity to those facing poverty, homelessness, and isolation.

Following the example of St. John of God, our mission is simple yet profound: to provide comfort, healing, and dignity for those in need, regardless of background or circumstance, through the provision of healthcare, pastoral care, and food and shelter for the homeless, the poor and marginalized. We serve all people regardless of background, seeing the inherent dignity in every individual.

To our Brothers: thank you for your unwavering commitment. To our supporters: we are grateful for the generosity that makes this mission possible. Together, we continue to be a blessing to those most in need.

May you continue to be a blessing, and blessed, in the Mission of Hospitality.

Br. David Lynch, OH  
Provincial Superior



*Always have charity, for where there is no charity God is not there—even though God is everywhere.*

*St. John of God*

# YEAR IN REVIEW

From Crisis to Stability



## Food, Clothing & Essentials



**376,473** meals served



**379** unique individuals served (per day)



**39,403** clothing & toiletry items distributed

## Health Care: Good Shepherd + Partners



**1,137** nursing care visits

**442** family doctor visits

**442** mental health & addiction visits

**132** foot care visits

**115** vaccines provided

## Veterans Housing Navigation



**41** new Veterans referred

**25** Veterans housed

**68** received ongoing care post housing

**24** weekly breakfast club attendance

## Supportive Housing



**14** people housed at Barrett House & St. Joseph's Residence

## Emergency Shelter

**128** overnight beds



**344** homeless men sheltered

**99.8%** occupancy rate

## DARE Program: Addiction Services



**239** in pre-treatment

**66** entered residential treatment

**32** in post-treatment

**29** per month in aftercare

**42%** reduction in ER visits

## Housing: All Programs



**305** secured or maintained housing

**102** evictions prevented

**84** housed clients received follow up support

## Pastoral Care



a ministry of presence and compassion available to all



# ADDRESSING FOOD INSECURITY

Toronto's food insecurity crisis has reached a systemic level, with the Daily Bread Food Bank (DBFB) reporting that 1 in 10 Torontonians now rely on food banks to survive. This historic level of need increasingly includes the "working poor"—individuals who are employed yet cannot keep up with the rising costs of housing and inflation. In fact, DBFB data reveals that one in four food bank visitors have a job but still do not earn enough to cover basic necessities. These figures illustrate that employment is no longer a guaranteed safeguard against hunger, necessitating urgent systemic interventions in affordable housing and income support to ensure no one in our city is forced to choose between rent and food.

Good Shepherd is on the front lines of providing meals for vulnerable citizens and has been since 1963. Good Shepherd offers meals to overnight guests in its shelter, provides snacks and take out meals when available, and offers a daily hot meal meal from 2-4 pm open to any one in need. 376,473 meals were served in 2025.

## 376,473

meals served in 2025

# HOUSING

## OUR RESPONSE



Toronto is in a deepening housing crisis marked by soaring costs, limited supply, and stagnant wages. Since 2021, homelessness has more than doubled, with 15,400 people counted in the City's 2024 Street Needs Assessment — up from 7,300 in April 2021.

An Ipsos survey (December 2025) found 88% of residents are concerned about affordability, and 41% are considering leaving the city due to rising costs. The crisis disproportionately impacts low-income renters, Black and Indigenous residents, and refugee claimants, who now represent more than half of the homeless population.

Good Shepherd has a multipronged approach to housing. In addition to sheltering 128 homeless men each night, Good Shepherd is helping people move out of the shelter system with our Resettlement and Veterans Navigation programs. Good Shepherd also takes preventative approaches to ensure people don't lose their housing or fall back into the shelter system through our Eviction Prevention and Housing Follow Up programs.

### Housing & Shelter Programs & Initiatives

- Eviction Prevention Program (EPIC)
- Emergency Shelter Beds (Centre & Hotel)
- Housing Follow Up Support Program
- Housing/Resettlement Program
- DARE Program
- Homeless Veterans Program
- St. Joseph's Residence
- Barrett House

99.8%

emergency  
shelter  
occupancy



# PREVENTING EVICTION

Stanley has spent much of his life overcoming the effects of a difficult childhood and long-term addiction. Over the past year, he has made extraordinary progress, and he has made healthier choices, and recently secured a new job that has restored his confidence and sense of purpose.

Stanley sought Good Shepherd's help through our Eviction Prevention Program (EPIC) after a Landlord and Tenant Board hearing. For Stanley, maintaining his tenancy wasn't just about housing, it symbolized dignity, stability, and the foundation he needed to continue on the path to stability and security.

The situation became urgent when his landlord refused to communicate, leaving Stanley at risk of eviction. With the sheriff's attendance imminent, EPIC acted quickly. In one day, the EPIC team worked with other resource partners, ensuring that all rental payments were deposited into the Board's trust account, legally preventing the eviction.

For Stanley, this was a life-changing moment. He describes EPIC's support as a turning point that allowed him to protect the progress he has worked so hard to achieve. Keeping his home has given him renewed hope and a strong sense of responsibility as he continues building a stable, dignified future.

**102** evictions prevented  **16%** from 2024



Canada has an aging population and a shortage of affordable housing.

Toronto's 2024 Street Needs Assessment found that 26% of the City's homeless population is aged 50 or older. More than 4,000 older adults urgently need housing.

These older adults struggle with chronic health issues, social isolation, and poverty. They need both an affordable home and help to stay housed.



# MATHIAS PLACE



Mathias Place builds on Good Shepherd's 63-year legacy of serving people facing poverty, homelessness, and complex health challenges. With construction in progress, this vision is becoming reality.

Guided by experience and compassion, Good Shepherd will make Mathias Place a safe, stable, and truly welcoming home for some of the most neglected members of our community.

# OPENING JUNE 2027



## Designed for Dignity

Mathias Place will provide 95 barrier free, self-contained units, designed to support aging in place, affording residents a life with dignity, comfort, and a renewed sense of security while promoting long-term health and stability.

- Assisted living that includes daily hot meals plus 24-hour staff support.
- Includes common areas and relaxing outdoor space to promote community.
- Fully accessible and energy-efficient, protecting both people and the planet.



# ADDICTION RECOVERY

Since 1997, the Drug and Alcohol Recovery Enrichment (DARE) has offered abstinence-based, pre and post-treatment support for homeless men (18+) recovering from substance use. The program provides safe, stable housing for men who have completed detox and are awaiting admission to residential or outpatient treatment.

Participants receive secure, abstinence-based accommodation, individual and group counselling, case management, daily necessities (meals, clothing, toiletries, and transportation), and support with treatment readiness, housing planning, and aftercare.

While barriers exist in achieving success due to limited spaces in treatment programs and the lack of housing post treatment, Good Shepherd continues to assist those in need.

In December 2024, Ontario enacted the Community Care and Recovery Act, 2024, reshaping the province's approach to addiction services. As part of this transition, Homelessness and Addiction Recovery Treatment (HART) Hubs are being introduced, with a focus on treatment, housing, and wraparound supports.

As the system evolves, service providers are adapting to increased demand and increasingly complex client needs amid ongoing overdose risks and a toxic drug supply. Good Shepherd is no exception.

**239** *men were supported in pre treatment in 2025*



**EXPANSION  
JUNE 2026**

Good Shepherd will expand its DARE program to help meet the growing need for addiction services in the homeless population. With the addition of 18 new beds, bringing the total to **43**, Good Shepherd will become the largest addiction service provider in the Toronto shelter system.



# A SAFE PLACE TO HEAL



I'm a Mormon from Salt Lake City in Utah. I came to Canada as a missionary. I had some issues with my family, so I stayed here and became a Canadian citizen.

I discovered alcohol only in 2017. I never drank or anything before that.

When I finally realized I had a problem, I didn't know about treatment centres or anything. I didn't know what people did.

Then I watched a show about treatment on an American channel and then I thought, well, they must have something like that here in Canada.

In early 2023, I ended up in a detox. I didn't know about the DARE Program, but someone in the detox told me, "Oh, you can go to the Shepherd while you're waiting for treatment." So, I came here in September 2023.

DARE gave me a safe place to stay to wait for treatment. I've done a lot of self-learning in my time here.

I went to treatment in 2025, now I'm back for post treatment. The DARE Program also allows me to take time to find employment and housing.

I like working on chores because it allows me to give back to the Good Shepherd for all the nice things that they do for me. I'm very grateful for this place. I'm very grateful for the donors that support it – for the people that give people like me a chance to succeed in life. I'm very grateful and thankful for the opportunities that I have here.

I can't predict the future, but it has worked out. It has worked. And I'm grateful.



"DARE gave me a safe place to stay to wait for treatment."

Robert

The DARE Program also offers aftercare programming to assist with relapse prevention and housing.

# 66

men entered residential treatment

# 29

men in aftercare per month

# FROM SERVICE TO SUPPORT



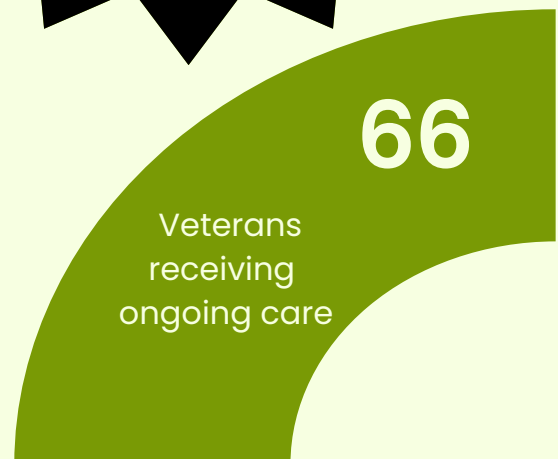
Good Shepherd has supported homeless Veterans since 2010, working with local and federal partners to help Veterans secure housing, address addictions, build life and social skills, and connect with community services.

The **Veterans Housing Navigation Team** provides coordinated, wrap-around support that focuses on the whole person. Each Veteran receives personalized care based on their needs and goals.

This approach means Veterans do not have to navigate multiple services on their own. The team coordinates support in one place, helping address challenges such as homelessness, PTSD, unemployment, mental health concerns, and substance use.

Three times a year, the team runs a six-week life-skills group where Veterans can talk openly and share experiences.

The team also hosts a weekly breakfast club where Veterans connect, share information, and support one another. In 2025, sessions included training on iPads and computers to help build digital skills.



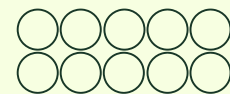
# HEALTHCARE WITHOUT BARRIERS



People experiencing homelessness face high healthcare needs and often rely on emergency departments as their main point of care. In 2022–23, nearly 30,000 hospitalizations involved patients experiencing homelessness, with 93% admitted through the ER, highlighting gaps in primary care access (Canadian Institute for Health Information (CIHI), 2023).

Hospital stays for this population are longer and costlier than average, and homeless adults in Toronto incur significantly higher healthcare costs than housed peers (BMJ Health Services Research, 2024; Institute for Clinical Evaluative Sciences (ICES), 2024).

Strengthening stable housing, primary care connections, and integrated supports can improve health outcomes and reduce pressure on acute care services (ICES, 2024).



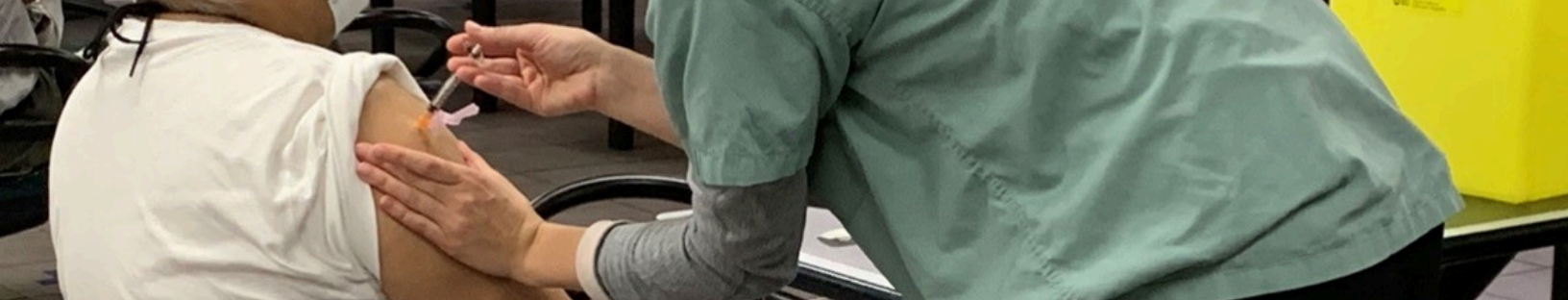
**1,137**

visits for nursing care/health education

**442**

family doctor visits

Good Shepherd's on site clinic provides health care that meets people where they are - and helps them move forward.



# CARE THAT COUNTS

Good Shepherd’s medical care stands as a lifeline for some of Toronto’s most vulnerable residents, offering essential, low-barrier healthcare five days a week in partnership with external medical resources. Led by a dedicated registered nurse serving as Clinical Manager, the clinic provides comprehensive, person-centred care. It meets urgent medical needs while helping clients manage complex, long-term health challenges.

As homelessness, substance use, and mental health issues continue to intersect and intensify, the need for coordinated, compassionate medical care has never been more urgent. Guided by our Strategic Plan, we’re focused on expanding our clinical capacity and reach. Through equitable access to both primary and specialized care, we stay true to our mission: to deliver exceptional service and uphold the dignity of every person who comes through our doors.

# EXPANDING SERVICES

In partnership with the Order of Malta and numerous donors, Good Shepherd is in the process of planning the expansion of our health care services to open in Fall 2026.

This much-needed expansion takes the clinic from two tiny offices to three medical rooms, a procedure room, and a quiet room. Office & team space will help partners like Coordinated Access to Care from Hospital for the Homeless, Inner City Health Associates, and family doctors.

This improved space will help more people who live with poverty and homelessness to find care in an accepting, understanding environment.



1 tiny exam room to 3 and so much more



# HEART OF OUR MISSION



Since 1963, Good Shepherd has stood as a compassionate presence for the homeless and most neglected members of our community. From that very first day, volunteers have been more than just helpers; they are the heart of the Good Shepherd family.

Our volunteers are woven into every aspect of our organization. Whether they are serving hot meals, sorting vital donations, providing leadership through governance, or driving our fundraising efforts, their impact is immeasurable. Most importantly, they embody our core value of Hospitality, welcoming every guest with a spirit of love, kindness, and dignity.

To all our volunteers: we offer our sincerest gratitude. Your tireless efforts, profound empathy, and unwavering positive attitudes allow Good Shepherd to fulfill its mission of being present for those in need.

This year, we had the privilege of honoring this incredible community at our Next Destination: Kindness Volunteer Appreciation Event. It was a night defined by true community spirit, with over 100 volunteers coming together to celebrate our shared mission. The festivities—featuring a global buffet, music, and games—were filled with laughter and stories, reflecting the same warmth our volunteers bring to our guests every single day.

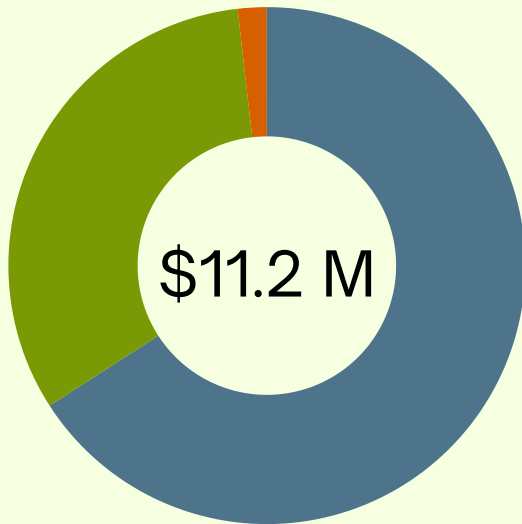
Volunteers are critical to our mission and help to create a caring community.



**18,000**  
hours contributed

**9%** ↑

# FINANCIALS

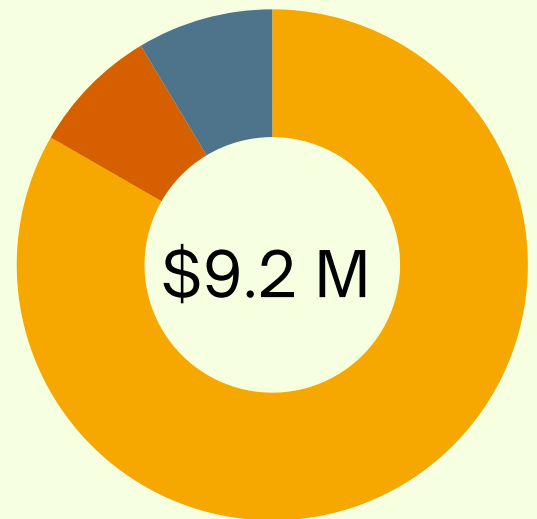


## REVENUE

- Donations and Events 36.3%
- Government 62.0%
- Interest Income and Other Sources 1.7%

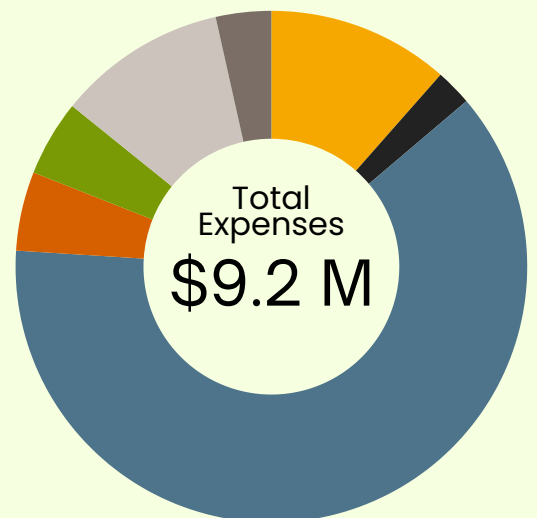
## EXPENSES

- Charitable Activities 86.9%
- Management and Administration 5.7%
- Fundraising 7.4%



## WHERE THE MONEY GOES

- Supportive Housing 11.5%
- Housing Help 2.3%
- Shelter Services 62.2%
- Veteran's Services 5.0%
- Drug and Alcohol Rehabilitation 4.8%
- Homelessness Prevention 10.7%
- Drop-In Services 3.5%



Surplus designated to Supportive Housing Development

Mathias Place

# PARTNERS IN HOSPITALITY

## BOARD OF DIRECTORS

Anthony Simone  
Br. David Lynch  
Br. Richard McPhee  
Bruno Mandic  
Catherine Hutson – Treasurer  
Dr. Stephen Hwang – Vice Chair  
Gina Di Lorenzo-Burry  
Gordon Manion

Gregory Brown  
Justin Madhany  
Kiaras Gharabaghi  
Kimberly Davis  
Lindsay Cox  
Peter Proszanski  
Robert Graham – Chair

## COMMUNITY OF CARE

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Aklilu Wendaferew  
Alan & Rosemary Fernandes  
Bercon Rentals  
Blessed Trinity Parish Family  
Catholic Charities of the Archdiocese of Toronto  
Chris Disselkoen  
Colleen Mulloy O'Sullivan  
Congregation de Notre Dame Marguerite  
Residence  
Congregation of Jesus / Loretto Sisters  
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Emanuel & Elsa Di Falco  
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Gary Thompson  
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In memory of Patricia McLoughlin  
J. Esser  
Janice Milanovich  
John & Ruth Hicks  
John D. Dadosky  
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John Meehan  
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Karlynn Chan  
Kathy McGrath  
Knights of Columbus Blessed Frederic  
Ozanam Council 17065  
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Council 11708

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Robert O'Donnell  
Rod Borstmayer  
Royal Canadian Legion Scarborough Branch  
13  
Sacred Heart Parish – King City  
ShareLife  
Sisters of the Good Shepherd Mission  
St. Bartholomew Parish, Scarborough, ON  
St. Jane Frances Parish, North York  
St. Thomas Syro Malabar Catholic Forane  
Pilgrim Church  
Steve & Jayne Constantin  
The Bedolfe Foundation  
The McAteer Family Trust  
The Muzzo Family  
The Noori Affordable Housing Foundation  
The Vanroon Family  
Tom Ducharme  
Werter & Dina Mior  
Wolfgang Klein

# COMPASSION IN ACTION



## IN KIND PARTNERS

Canteen Canada  
Catherine & Simon Wong  
Daily Bread Food Bank  
Grandmother's Bake Shoppe  
Lorenz Food Distributors  
Mr. Dairy  
Real Food for Real Kids  
Second Harvest  
Socks 4 Souls Canada

## GOVERNMENT PARTNERS

Funding provided for various programs and services by:

- City of Toronto
- Ontario Health
- Infrastructure Canada





### Location

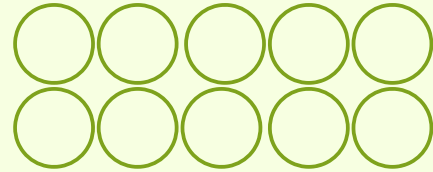
412 Queen Street East



### Contact Us

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### Our Website

goodshepherd.ca

