

FACES OF HOPE





OUR VISION

HOMES FOR ALL.

COMMUNITY FOR ALL.

HOPE FOR ALL.

LAND ACKNOWLEDGEMENT

Shepherds of Good Hope's programs and services are located on **unceded Algonquin Anishinaabe**

territory. The peoples of the Algonquin Anishinaabe Nation have lived on this territory for millennia.

Their culture and presence **have nurtured and continue to nurture** this land.

Shepherds of Good Hope is deeply committed to the **urgent work of justice and reconciliation with Indigenous communities.**

We stand with you. We are all called to action toward reconciliation and healing.

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CREATING HOPE – TOGETHER: A MESSAGE FROM THE SHEPHERDS OF GOOD HOPE AND SHEPHERDS OF GOOD HOPE FOUNDATION

Shepherds of Good Hope and the Shepherds of Good Foundation are united in our shared vision of *Homes for all. Community for all. Hope for all.*

Shepherds of Good Hope programs, buildings, staff and volunteers transform the lives of people experiencing homelessness in profound and inspiring ways across Ottawa.

Our work is complex. Our outcomes are proven. Our people and their stories are inspiring.

This Impact Report, and its focus on the Faces of Hope, is our chance to showcase the people behind and in front of those we help.

Shepherds of Good Hope manages a \$32 million annual budget. Over 300 active volunteers and over 250 staff, plus hundreds of vital partners, transform the budget into hands-on help for people at risk of, and experiencing homelessness in our city.

In 2024-2025, donors to the Shepherds of Good Hope Foundation contributed over \$5 million. One of the most visible contributions that our donors made was to the Richcraft Hope Centre, which includes a new community kitchen and supportive housing residence at 216 Murray Street.



“The Board gets to see the results of the hard-working and dedicated employees and volunteers who provide care and services to our residents and guests. They are innovative, dedicated and have a singular sense of purpose, led by an amazing executive and senior leadership team. Great people doing great things.”



DAVE DONALDSON – CHAIR, SHEPHERDS OF GOOD HOPE BOARD OF DIRECTORS

Thanks to our community, the scope and reach of Shepherds of Good Hope can be felt across the city. This is made possible, thanks to the guidance provided by our Boards of Directors and Board Chairs. Chronic homelessness can be eradicated in our city. This is an attainable goal, which we are focused on achieving.

Throughout the pages of this Impact Report, you will meet the **Faces of Hope** – real people whose lives have been changed through their connection with us.

It’s the people at Shepherds who will help us attain that goal. You are part of that goal too...***you are a face of hope.***

Sincerely,

A stylized, handwritten signature in black ink, appearing to read 'Stephen Bartolo'.

Stephen Bartolo
CEO, Shepherds of Good Hope

A stylized, handwritten signature in black ink, appearing to read 'David Gourlay'.

David Gourlay
CEO, Shepherds of Good Hope Foundation



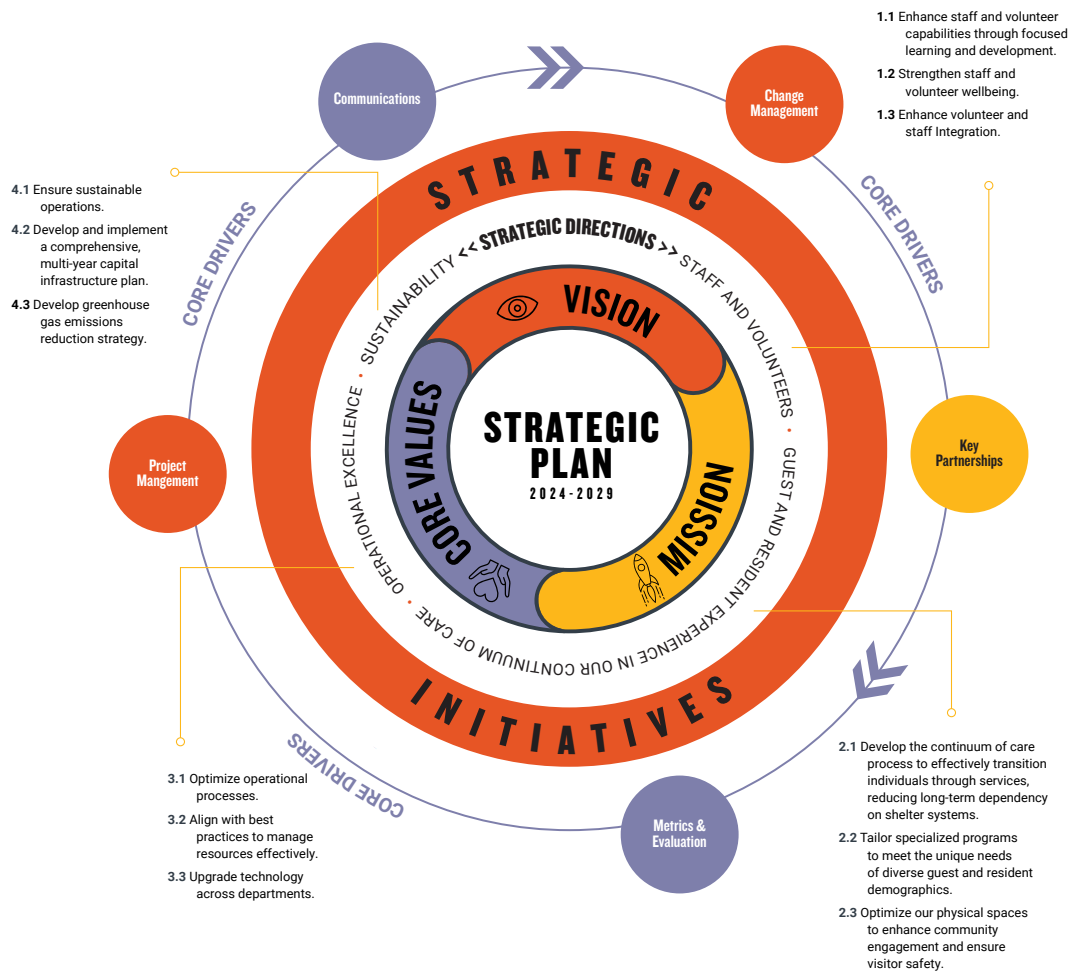
“Trust is earned. The Shepherds of Good Hope Foundation has earned the trust of thousands of donors who get to see their gifts translated directly into life-changing support for the most vulnerable in our city. Our board is grateful for this generosity and thankful for the dedicated Foundation team who expertly steward their gifts to ensure the maximum impact on the people we support.”

KAVEH RIKHTEGAR – CHAIR SHEPHERDS OF GOOD HOPE FOUNDATION

THE 2024-2029 STRATEGIC PLAN GUIDES THE WORK OF SHEPHERDS OF GOOD HOPE

The Shepherds of Good Hope 2024-2029 Strategic Plan guides Shepherds in its work by highlighting our **Vision, Core Values and Mission**.

Whether you work , volunteer, donate or access Shepherds of Good Hope’s programs or services, you can see yourself in Shepherds strategic directions: **Staff and Volunteers, Guest and Resident Experience in our Continuum of Care, Operational Excellence and Sustainability.**



Homes for all.
Community for all.
Hope for all.



Shepherds of Good Hope upholds dignity and supports adults at risk of and experiencing homelessness. With our staff and partners, we nurture hope by responding to the diverse and complex needs of individuals in our supportive housing and shelter programs.



- Meeting people where they are, without judgement
- Trailblazing
- Healing with dignity and respect
- Celebrating the dedication, compassion and skills of our community
- Fostering strong community relationships

EMPATHY, CARING, PROBLEM SOLVING – VOLUNTEER COUPLE COMBINE STRENGTHS WHILE GIVING BACK

“Volunteering is soul-filling,” says Barbara Robertson, a long-time Shepherds volunteer. “It fills your bucket.”

A retired teacher, and daughter of award-winning volunteers, Barbara’s empathy is part of her DNA. Helping others is who she is.

Couple Barbara’s empathy with the analytical, problem-solving engineer mind of her also retired husband, Tony Sottile, and you find two of Shepherds of Good Hope’s secret weapons in its vision to end chronic homelessness in Ottawa.

Problems Have Sweet Solutions

Sugar packets are a hot commodity at Shepherds’ community kitchen. Barbara knows this first-hand. Some of her guests ask for five, seven, ten packs of sugar with their coffee.

Even when she suggests four or five packets per guest, she knows there’s a cost for all this sugar. Barbara mentioned it to Tony.

As a retired engineer, when Tony hears a problem needs solving, he doesn’t rest, he finds solutions.

After a search, Tony found a sugar packing machine manufacturer in China.



TONY AND BARBARA

He put down 25% of his own money, working closely with the manufacturer who eventually shipped it to Shepherds, but not before some drama.

“We were on vacation, and happened to be on the back of a local taxi in Bhutan, when we got a call from a Vancouver dockyard. After a long trip at sea, the sugar machine had landed,” recalls Tony with a smile.

Working back and forth between Shepherds of Good Hope’s kitchen manager, Peter Gareau and the manufacturer, the problem got solved.

“We had to approve it while bouncing around the streets of Bhutan,” remembers Tony.

The machine finally arrived in Ottawa, but it took some tweaking to make it

work. With a little help from one of Tony's mechanically minded friends – and some support from ChatGPT, the machine started running smoothly.

Problem solved. Shepherds now offers sugar to its guests at a fraction of the previous cost.

While the sugar story is sweet, Tony and Barbara's kindness doesn't end there. One day, Barbara mentioned the amount of powdered milk used in the Shepherds kitchen.

Luckily, Tony knows a guy who knows a guy. Today, milk is delivered – at cost (and sometimes lower) – from a network Tony built with the power of a few persuasive phone calls and called-in favours.

Caring for Others – It's Who They Are.

Tony, the son of immigrant parents Tina and Giuseppe, watched the community rally for his family and again when his parents did the same for others.

Barbara, a military child, moved around a lot. Her parents John Kirk and June always found time to volunteer, her Dad eventually won an award for his volunteer work with Heart and Stroke.

With their parents as their guides, this power-giving couple is providing the same example to their children and new grandchild through their quiet and consistent acts of kindness.

Tony and Barbara's careers suited who they are as people. As an engineer, Tony is analytical, a problem solver. Barbara was an elementary teacher who leaned

on listening, empathy and her nurturing personality.

As volunteers, and retired from the workforce, their combined traits and talents are having a daily and everlasting impact at Shepherds of Good Hope.

It's been a growing experience for both of them.

"When I went there the first time, I wasn't prepared for it," says Tony. "Barbara described it to me, but seeing it for the first time." It was a shock for Tony.

The shock didn't last for long as Tony got busy lending a helping hand.

The experience of volunteering and supporting Shepherds has a profound effect on Tony and Barbara.

"The thing is, here, our support is direct," says Barbara. "That is important to us."

Lives Changed – Forever.

Barbara and Tony celebrate forty years of marriage in 2025. Their matching Celtic wedding bands depict the wolfhound, symbolizing strength, loyalty, intelligence and the importance of family, as the wolf is known to live in packs.

Volunteering at Shepherds brings this close couple even closer, making them a vital part of Shepherds' growing family.

When asked what they'd say to anyone considering volunteering at Shepherds, Barbara's answer comes easy; "Don't overthink it, just do it, that's our mantra."



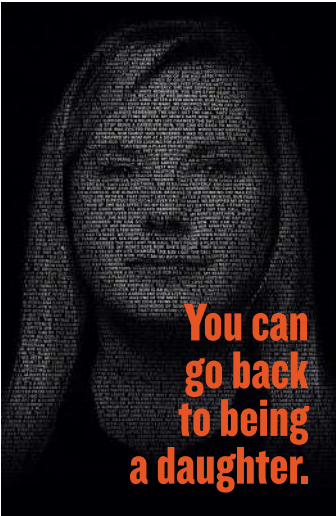
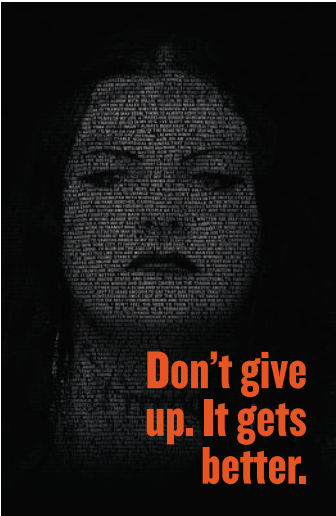
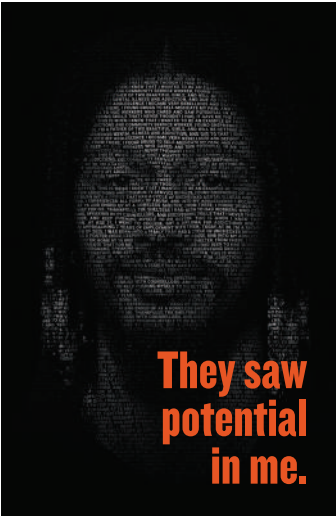
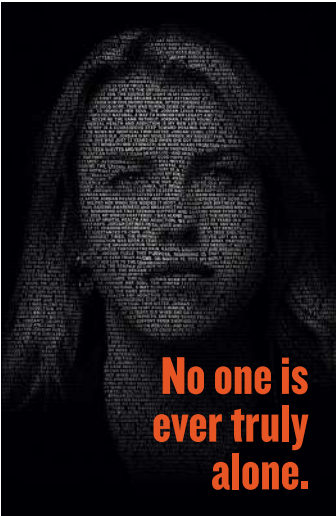
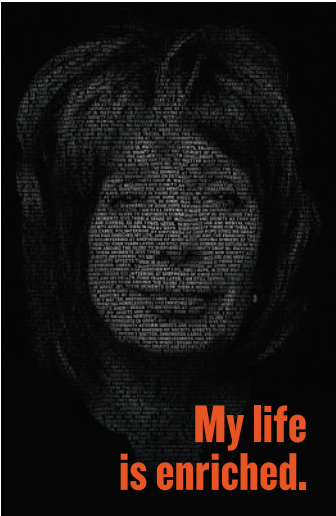
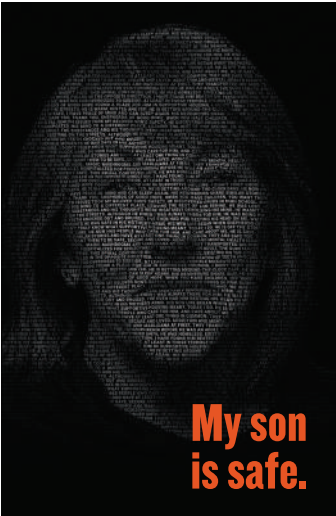
To volunteer, visit
sghottawa.com/volunteer

FACES OF HOPE

In March 2025, the City of Ottawa was introduced to six inspirational people – the Faces of Hope.

Six deeply personal journeys of people with diverse backgrounds who came together to share their inspirational, thought-provoking stories and their connection to Shepherds of Good Hope.

A mother, a daughter, an identical twin sister, a dedicated volunteer and two of Shepherds frontline workers began to appear along Ottawa’s light rail transit system – a metaphor highlighting how Shepherds’ services span the city and help more people than you may think.



SUPPORT PEOPLE EXPERIENCING HOMELESSNESS. **HELP TODAY.**

SGHOTTAWA.COM



Read more about Caroline's Story
sghottawa.com/faces-of-hope

When you have children, you want them to be safe, secure and loved. Addiction and mental health issues took my beloved son's safety. He was lost. He wasn't safe.

His new life began when Shepherds of Good Hope found a place for him in supportive housing.

I didn't truly know what it meant. Today, I do.

He is off the streets. He is warm, rested and fed. He is getting around-the-clock care. He now has people who care for him, and care about me.

He is safe.

During the pandemic I suffered from loneliness.

That's when I began volunteering at Shepherds of Good Hope serving dinners at their community kitchen on Saturday nights.

It restored my spirits and my health.

Four years later, I am still serving dinner on Saturday night at Shepherds. One of the things I like doing is bringing newspapers from around the globe to the Shepherds community drop in.



Read more about Isabel's Story
sghottawa.com/faces-of-hope



Read more about Jodi's Story
sghottawa.com/faces-of-hope

On March 15, 2023, my world shattered.

I was alone when I got the news my identical twin sister, Jordan Leigh, lost her life to the unforgiving struggles of mental health and addiction.

We were just 29 years old.

Raising awareness and breaking the stigma surrounding mental health and addiction is my new life purpose.

Jordan fuels this purpose, reminding us that seeking support and sharing your story is a courageous step toward healing.

No one is ever truly alone.

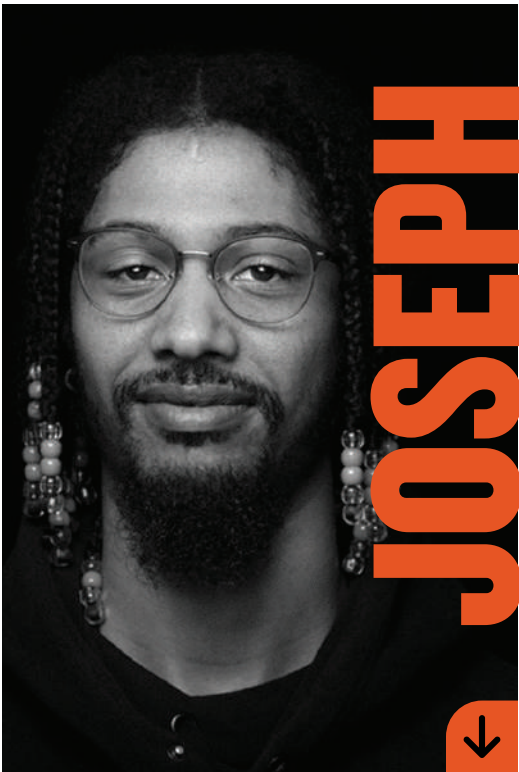
I was born into a family that had a cycle of unchecked mental illness and addiction, and due to that, I ended up in foster care.

I was kicked out of my foster home at 16 and ended up at a homeless shelter.

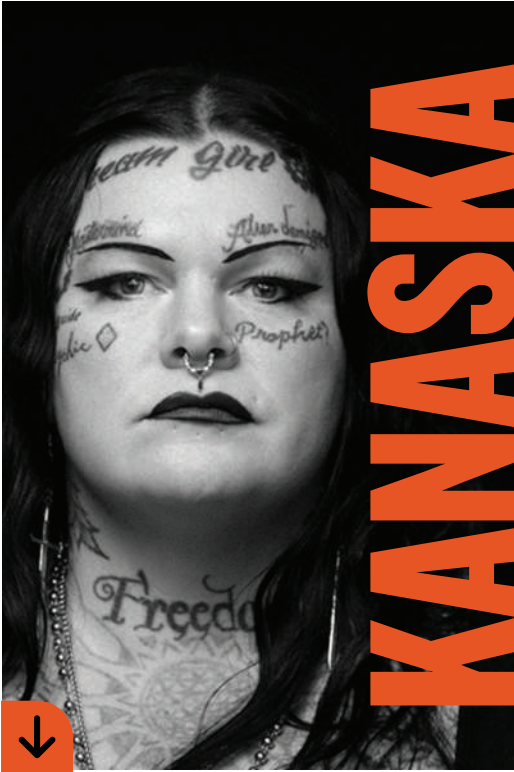
Thankfully, the shelters I had been to had workers who cared and saw potential in me that I didn't.

This is when I knew that I wanted to be an example of transformation and redemption.

At age 31, I went to college, got a diploma for Addictions and Community Service Worker, found Shepherds of Good Hope, and am approaching 7 years of employment with them.



Read more about Joseph's Story
sghottawa.com/faces-of-hope



Read more about Kanaska's Story
sghottawa.com/faces-of-hope

I was homeless on and off for around 10 years of my life. I've battled addictions to various drugs in my 20's.

It hasn't always been easy.

I don't feel the need to turn to hard drugs to deal with my pain anymore.

I now work in Transitional Shelter Services at Shepherds of Good Hope as a permanent full-time Frontline Worker.

No matter how hopeless your situation may seem, there is always hope for you to change your life.

Don't give up. It gets better.

My mom is an alcoholic. She always has been.

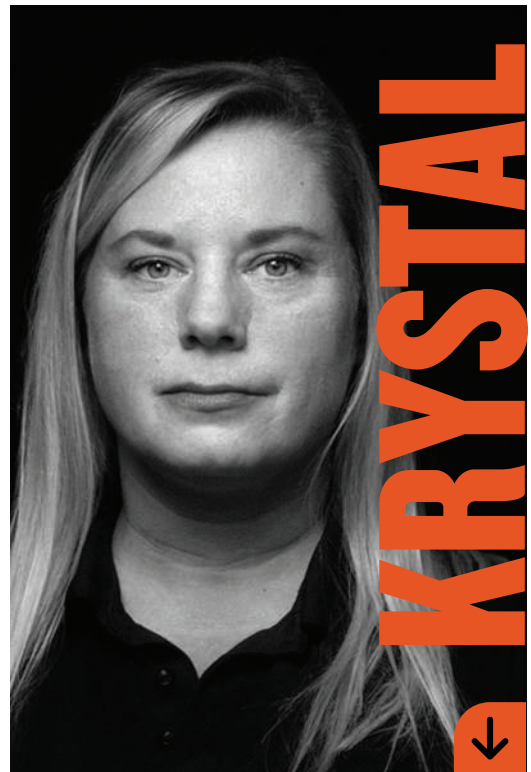
Because of her drinking, she was evicted from her apartment. When that happened, my family agreed she could live with us.

After a few months, our family had concerns. I had to ask her to leave.

We dropped my mom off at a downtown homeless shelter. It was the only solution we could think of.

I started looking for a better place for her to live. My search included Shepherds of Good Hope.

The nurse there said something I'll always remember; **You can stop being a caregiver now, you can go back to being a daughter.**



Read more about Krystal's Story
sghottawa.com/faces-of-hope

RICHCRAFT HOPE CENTRE OPENS!

After several years of planning, permits, and construction, Shepherds of Good Hope and the Shepherds of Good Hope Foundation celebrated the opening of Richcraft Hope Centre in May 2025.

Funding for this exciting project was provided through the Government of Canada’s Rapid Housing Initiative, the Government of Ontario’s Social Services Relief Fund, the City of Ottawa, and generous donors, including the Singhal Family of Richcraft Homes and the Taggart-Parkes Family.

Richcraft Hope Centre (RHC) is home for 48 people who were experiencing homelessness. It is also home to a 16-hour-per-day drop-in centre and Shepherds of Good Hope’s new community kitchen, which will serve 600+ meals per day and provide meal preparation for Shepherds’ supportive housing residences across Ottawa.

Residents at Richcraft Hope Centre receive on-site support and access to the resident dining lounge, kitchen and drop-in centre. Other support

includes; financial literacy, housing, legal assistance, identification, and other resources meant to reduce barriers to finding long-term, stable housing solutions.

“Richcraft Hope Centre is a significant milestone,” says Stephen Bartolo, CEO, Shepherds of Good Hope. “Thank you to the leadership of the Government of Canada, Government of Ontario, and the City of Ottawa for their commitment to helping people experiencing homelessness in our community.

Thank you to our staff, volunteers and partnering agencies for your unwavering support and dedication to our Vision:

**Homes for all. Community for all.
Hope for all.”**

“The people of Ottawa continue to inspire us every day with compassion and dignity,” notes David Gourlay, CEO of Shepherds of Good Hope Foundation.

“The tremendous contributions of the Singhal Family of Richcraft Homes, the Taggart-Parkes families and numerous donors across our city exemplifies the kindness of our community.”



SINGHAL FAMILY AND RICHCRAFT HOMES



FIRST BREAKFAST SERVICE

FUNDING FACTS

\$13,378,011

Rapid Housing Initiative

\$4,696,940

Social Services Relief Fund

\$8,923,688

Capital Grant

\$1,800,000

Additional Funding

\$3,200,000

**Shepherds of Good Hope
Foundation Donors**

\$1,100,000

Homelessness Prevention Plan

\$33,098,639

Total Funding

The opening of Richcraft Hope Centre is Shepherds of Good Hope's sixth supportive housing residence, bringing the total Shepherds' portfolio to 339 units.



THE OPENING CEREMONY FOR RICHCRAFT HOPE CENTRE (L/R) INCLUDED

David Gourlay, CEO, Shepherds of Good Hope Foundation, Stéphanie Plante, City Councillor, Kaveh Rikhtegar, Chair, Shepherds of Good Hope Foundation, The Honourable Mona Fortier, Member of Parliament, His Worship, Mayor Mark Sutcliffe, Stephen Bartolo, CEO, Shepherds of Good Hope, Kaite Burkholder Harris, Executive Director of Alliance to End Homelessness Ottawa, Dave Donaldson, Chair, Shepherds of Good Hope.



339

Total future residents
at Shepherds of
Good Hope Supportive
Housing



LOCATION	OPEN	NO. OF UNITS
1 208 St Andrew St. Independent living apartments with services and supports	2005	37
2 1057 Merivale Rd. The Oaks Bachelor style apartments with 24/7 trauma-informed health services and supports. Home of the Managed Alcohol Program.	2010	55
3 145 Castlefrank Rd. Specializing in care of seniors aged 55+ experiencing homelessness, with 24/7 trauma-informed health services and supports.	2013	100
4 765 Montreal Rd. Richcraft Hope Residence Bachelor style apartments with 24/7 trauma-informed health services and supports.	2021	42
5 1095 Merivale Rd. Bachelor style apartments with 24/7 trauma-informed health services and supports.	2023	57
6 216 Murray St. Richcraft Hope Centre Bachelor style apartments with 24/7 trauma-informed health services and supports. 216 Murray is also the home of the new Shepherds Community Kitchen and drop-in centre.	MAY 2025	48

MEET OUR BOARDS OF DIRECTORS

Shepherds of Good Hope

Dave Donaldson, Chair
Chantal Desmarais-Barton, Vice-Chair
Darryl Squires, Treasurer
Catherine Danbrook
John James
Mitchell Lafrance
Madison McCulloch
Lisa Roots
Robin Sellar
Julie Terrien
Kassondra Walters
Ashley Clark, Adjunct Advisor
John Peters – Emeritus Officer

Shepherds of Good Hope Foundation

Kaveh Rikhtegar, Chair
Mark Roundell, Vice Chair
David Rattray, Treasurer
Carrol Pitters, Chair,
Governance Committee
Lyndra Griffith- Harnden
Wendy Hope
Jim Orban
John Peters
Stéphanie Montreuil
Michael Williams
Irfan Ahmed
David Gourlay, Ex-Officio

THANKS TO OUR PARTNERS

It takes a community to support people experiencing homelessness. Shepherds of Good Hope relies on a dedicated staff of 250, including frontline workers, program managers, and administrative professionals plus over 300 volunteers across the city.

Our partners work alongside us providing around the clock support:

Ottawa Inner-City Health

CareFor

Ottawa Police Service

Ottawa Paramedic Service

Ottawa Fire Service

OC Transpo

...and many others.

Thank you partners!

FINANCIALS

Shepherds of Good Hope

Expenses by Program

Revenue & Expenses

Revenue	Fiscal year 2024-2025
City of Ottawa	\$11,295,762
Ontario Health East	\$4,742,460
Ottawa Inner City Health	\$475,000
Rent from Residents	\$3,261,842
Fundraising	\$1,995,714
Other	\$1,504,547

Expenses	Fiscal year 2024-2025
Salaries & Benefits	\$13,051,758
Programs	\$3,874,828
Maintenance & Repairs	\$1,256,505
Amortization	\$1,615,336
Groceries	\$573,245
Utilities	\$737,658
Administration	\$608,233
Professional Services	\$288,805
Insurance	\$252,892
Telephone	\$77,748
Donated Materials	\$51,991
Vehicles	\$28,800
Mortgage Interest	\$35,917
Rent & Taxes	\$10,612

FINANCIALS

Shepherds of Good Hope cont'd

Programs	Fiscal year 2024-2025
Community Homes for Opportunity	\$3,023,671
Supportive Housing	\$9,214,066
Transitional Shelter Services	\$5,416,800
Community Kitchen	\$1,439,459
Administration	\$3,370,329

Shepherds of Good Hope Foundation

Revenue & Expenses

Revenue	Fiscal year 2024-2025
Annual Campaigns	\$1,229,852
Foundations & Major Gifts	\$1,274,221
Bequests & Other Giving	\$1,643,566
Events	\$494,538
Other	\$357,956
Total	\$5,000,133

Expenses	Fiscal year 2024-2025
Donation to SGH - Operating	\$2,024,016
Donation to SGH - Capital	\$500,000
Salaries & Benefits	\$1,020,985
Administration	\$389,745
Fundraising & Communications	\$314,788
Amortization	\$4,021



**MEET THE
FACES OF HOPE**

CONTACT US

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