



ANNUAL REPORT

2020-2022

STREET HAVEN
AT THE CROSSROADS

A COMMUNITY
WHERE ALL WOMEN ARE SAFE

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Board and Staff

OUR VISION

A community where all women are safe.

OUR MISSION

Street Haven at the Crossroads offers pathways for women who are experiencing or are at-risk of homelessness, through a variety of integrated services in which women support women.

OUR PHILOSOPHY

Street Haven believes that all women deserve, along with the physical necessities of life, to be treated with dignity and to be given the tools and opportunities to achieve their goals.

We are guided by the principles of anti-racism/anti-oppression and are committed to women's engagement and women's leadership.

We believe in women's right to self-determination. We believe in the values of equity and diversity, in partnerships, education and learning. We believe in personal responsibility and accountability, in social justice and advocacy.

We achieve these values by offering responsive, reflective, and holistic woman centred.

Board Chair Message



Greetings! The annual report had taken a hiatus due to the pandemic. However, we are delighted to present this year's report, which includes updates for both 2020-21 and 2021-22. There have been significant changes in the past two years. In response to the crisis brought on by the COVID19 pandemic, changes were made to ensure the safety and security of our staff and clients. This included having to reduce the ability to service as many clients as possible in all our programs, shelter, addictions treatment and training services on our existing premises and ensuring that public health practices were adhered to faithfully to keep our highly vulnerable clients safe. At the same time, we strengthened our relationship with the City of Toronto by establishing a Shelter Hotel in partnership with Saint James Hotel within three days. Although the number of beds in our base shelter program was reduced by half, we were able to open 47 new beds in the City to shelter homeless women. This emergency shelter program operated with very few disruptions internally and to the surrounding communities. We also developed new community-based health and social care partnerships and enhanced existing ones in order to better serve our clients.

Despite the uncertainty surrounding the pandemic and the vulnerability of our client base, we were able to ride each successive pandemic wave through 2019-20 and 2021-22 with no major outbreaks. This is due to the dedication of the staff and leadership. Their resilience, strength, compassion, and dedication were the ingredients for our success in the last two years. The Board is extremely proud of the staff and leadership and want to acknowledge their excellence. As well, the Board was very engaged in ensuring the organization could continue to ride out the various pandemic waves. I am very proud of the work that my board colleagues and I did throughout this time-period.

In addition to these changes, the organization saw a significant increase in the number of staff to support the new initiatives and changes brought on by the pandemic, and several much-needed renovations were made to some of our site locations including a newly renovated kitchen at our 87 Pembroke location. These additional resources have allowed us to further the supports and resources needed for our clients throughout this very challenging time.

We have learned a lot about ourselves during this time. We have learned what we are capable of during times of extreme crisis and our ability to stay resilient despite the many challenges that staff, leadership and the board were faced with. As we close the chapter on 2020-21 and 2021-22, we are conscious that the world and Toronto is opening up and learning how to get back to some semblance of normalcy within the context of a pandemic that seems ever evolving. We are ready for the future and what it holds, and we are stronger because of our past.

Sincerely,

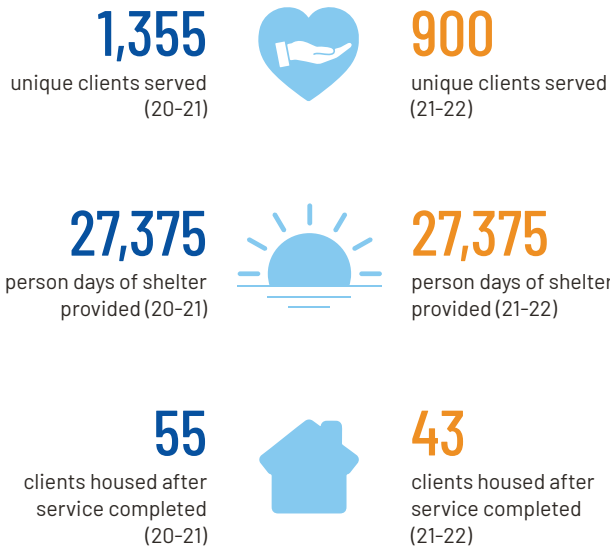
Sheryl Song
Sheryl Song

2020-2021 and 2021-2022 In Numbers

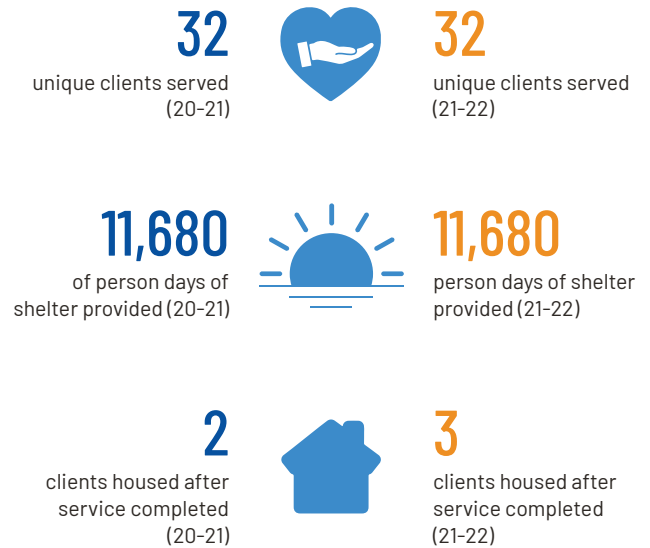
Shelter, Housing and Addictions Services

Public health requirements on social distancing in place at onset of pandemic in 2020 reduced shelter beds. Grant House was closed between April - Aug 2020 and physical distancing in place after re-opening.

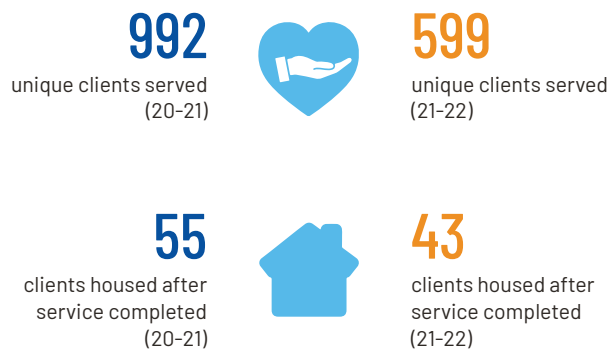
SHELTER SERVICES (ALL SITES)



SUPPORTIVE HOUSING



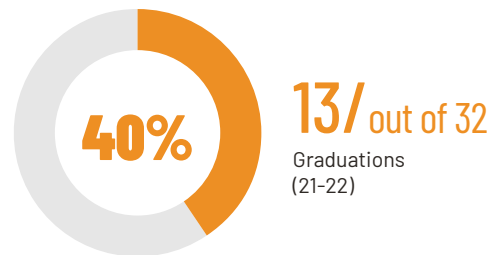
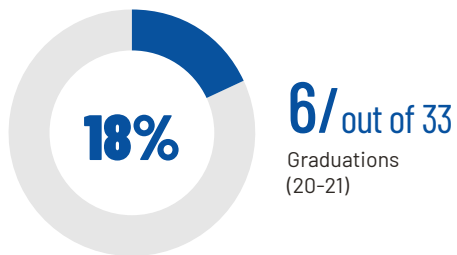
HOUSING OUTREACH



ADDICTION CASE MANAGEMENT



ADDICTIONS RESIDENTIAL TREATMENT



Training Services

Training Services at the Adelaide St. location was closed from March 2020-December 2020



2020-2021 and 2021-2022 Highlights



Shelter Services

Shelter capacity was reduced to 50% at the start of the pandemic as per public health requirements. The organization quickly pivoted to ensure that occupancy could remain at 100% under these new restrictions including enhanced environmental cleaning and hygiene measures to ensure the safety of all clients and staff. As a result, the shelter did not experience any outbreaks in 2020-21 and 2020-21.

At the same time, the shelter serviced more clients with more complex mental health conditions during COVID which were exacerbated by physical distancing requirements. The shelter program creatively engaged clients during periods of extended lockdown

with socially distanced activities like Crazy Hat Day, Movie Afternoons and Pajama days.

In addition, the shelter program fostered a strong relationship with the Inner City Health Associates, Multi-disciplinary Outreach Team (M-DOT), which enabled Street Haven clients with mental health needs to secure more permanent forms of housing through enhanced community-based supports.

The shelter introduced the development of integrated support plans for clients. Staff worked closely with all shelter clients, provided intense case management, monitored their progress, and worked with them towards independence and evaluated readiness to transfer to the Street Haven Hotel program.

Client Story: Chimene Boyes, Client & Staff

...When I became a resident at Street Haven, I still struggled with a very heavy substance abuse problem. I had been living on the street for a very long time, and it was difficult to adjust to being in the shelter, to be accountable to staff, and follow rules and routines. The staff was endlessly patient with me. The staff took every chance they had to encourage me to make good choices and improve my situation. I felt like I had a constant team of cheerleaders.

When I was finally ready, the staff helped me get connected to treatment at Grant House, and even though it was very difficult for me, it helped me to know that Street Haven was still a part of my journey. I remember Beth (Street Haven Housing Supervisor) coming weekly to the treatment center to take us to the YWCA and seeing her always gave me a sense of welcome and well-being. It was so beautiful to know that the staff which had followed my journey and my struggles would also be there for my successes. I made it out of the misery, terror, and pain of addiction, and Street Haven was there for me every step of the way. The staff encircled me with care, and this is a feeling I have carried with me throughout my recovery journey.

When I went for the interview, I was overcome with emotion, looking at the smiling faces of Beth and Bobbie. I could tell that they were proud of me, as I made the transition from client to colleague. I will never be able to fully put into words just how much Street Haven means to me. I will be forever grateful for the help, support, guidance and LOVE I received there, even when I didn't feel worthy of it.

(Emergency Shelter) Hotel

In responding to a request from the City of Toronto, Street Haven was able to establish a 47-bed COVID Hotel, in partnership with the Saint James Hotel, located in downtown Toronto within a 72-hour span. The aim of this shelter hotel is to support women with lower support needs who could be supported to transition into more permanent housing. It acted as a transitional shelter program for these clients, to support their preparedness for living in more permanent forms of housing. The shelter hotel offers single and double rooms in a comfortable, safe, and supportive setting. The hotel was a site for innovative and integrated programming with other community health and social care partners. Street Haven partnered with the Jean Tweed Center to deliver an onsite treatment program to support the long waitlist

for treatment among shelter and outreach clients. Street Haven training services hosted literacy classes and life skills workshops to support clients that could not access the training services site.

This program enabled 40 shelter clients to move into permanent forms of housing. All Street Haven case managers were trained in Rent café, social housing applications, Canada-Ontario Housing Benefits, and choice-base cycle housing to enhance their supports to the Shelter clients to successfully secure housing. The hotel shelter program also supports 6 Peer Support workers who prepared clean harm reduction kits and facilitated client workshops.

Lastly, The Hotel program had operated safely for clients and staff. From June 2020 to March 31, 2021, there were no COVID cases due to rigorous public health and safety procedures.

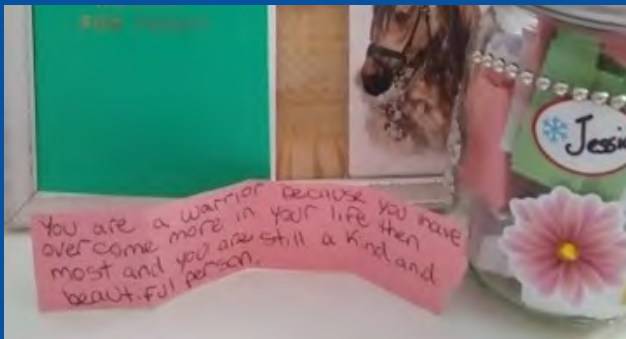
2020-2021 and 2021-2022 Highlights

“

Addictions Treatment Client (Anonymous):

I came to Grant House for my addiction and mental health, and this place saved my life. There's no words to thank how grateful I am for my experience here.

”



Addictions Treatment

Addiction Services, which is situated in Grant House, continued to support women who were marginalized and struggling with substance use during the 2020-21 and 2021-22 years. Many of the Addiction Services clients faced increased barriers in accessing treatment services and initiatives were undertaken to address them. Street Haven partnered with Comprehensive Treatment Clinic agency, to provide virtual addiction medicine support to clients while in treatment. Once weekly, an addiction medicine physician connects with each woman in treatment to assess medical needs and provide support.

Additionally, the outreach case management team adapted to a virtual way of providing services by developing online pre-treatment groups and providing individual support via virtual zoom meetings.

The lockdown and lack of access to resources and support because of the pandemic had a significant negative impact on clients. Addictions Services responded by introducing site activities and groups to enhance engagement, promote productivity, and goal setting. Virtual visiting hours were set up to enable continued connections to family and other support networks.



▲ Picture of client, Dawna celebrating her 2 years of sobriety at Post treatment with Addictions Treatment staff. She is still currently residing in SH supportive housing.

Client Story – Dawna, Client :

After working with outreach in the pre-treatment program on the wait list for several months, Dawna came to Grant House in August 2020 . She was one of the first clients to return after our closure for several months.

Dawna thrived in the program and celebrated her first year of abstinence from substances in September 2020. She became a leader and a role model to other program residents. Dawna was successful in all her treatment goals and plans, and she was open, receptive, and kind throughout her entire stay at Grant House.

Together with her Primary Counsellor, Dawna pursued her application to transitional housing and

Street Haven Supportive Housing. Dawna graduated from Grant House on November 4th, 2020, and went to Harbourlight Sober Living. She continued to work with outreach and regularly attended post-treatment Addiction Services at Street haven weekly groups.

On October 1st, 2021, Dawna was able to secure permanent housing at the Street Haven Supportive Housing. Dawna is a true inspiration to all women in recovery and has expressed wanting to come back as a peer support to women accessing service at Street Haven. Dawna’s story illustrates the integrated nature of how we operate at Street Haven, and how Housing and Addictions Services and Training Services are seamlessly integrated for Street Haven clients to access.



Client Story:
Victoria Dunn, Client

...The time I spent in the treatment center, Grant House changed my life for the positive in many ways, including but not limited to learning to live life without substances, making decisions on my own, learning healthier coping mechanisms, and dealing with past trauma. I had been reliant daily on multiple substances for 7 years by the time I had decided to get help, and choosing Grant House was the best choice I ever could have made. On arrival I was welcomed by a home filled with caring staff who were always happy to be there and be supportive to my needs. The workshops that took place everyday had two main purposes in my recovery, they helped me learn about myself and how my brain works, and they kept me busy and on a healthy schedule. The staff also understood the balance of support to independence ratio, by being there for help and support and making me make the ultimate decision in the end, whether that was revolving around conflict, housing, financial, or relationships; leading me to be able to do these things on my own once I was no longer in the treatment program. I still have amazing support through Street Haven, I attend the post treatment group once a week and get to touch base with other women in a similar positions, and offer my support to other. I also use the out



paitent support, so I have a worker I meet with either every or every other week depending on my needs and she helps me with life issues or just general support and help. All my experience with Grant House and Street Haven have been life changing.



2020-2021 and 2021-2022 Highlights

Training Services

Due to public health measures and shutdown, the Adelaide Training location was closed from March to December 2020. The Literacy Learning program continued in the form of regular mailings of lessons and activities to keep the learners engaged and moving forward with their learning goals. The lessons were prepared by the classroom instructor and included math, writing, vocabulary lessons and word puzzles. Further materials were sent to each learner including learning booklets related to topics on self-care (motivation, self-confidence), motivational reading material and activities to do at home.

We pivoted to remote teaching during the closure of our Adelaide location. Laptops were distributed to each learner and digital instructions were provided to provide our students with the skills needed to continue to learn online. The learners were highly motivated to continue learning remotely during

this extended period of isolation and uncertainty. With the support of the Digital Facilitator and the Classroom Instructor, the Literacy class was able to continue on a regular basis, with the clients attending virtually, thereby advancing both their digital and academic skills while maintaining their vital connection to their classroom community.

Training Services successfully ran a new initiative to support clients in receipt of Ontario Works Assistance called "WRAP Around Support Program." This program addressed the isolation faced by OW clients through the facilitation of online workshops twice per week on topics related to Life Skills as well as a weekly wellness phone check in. The program successfully met the target to serve 12 clients in the first year (2020) and was renewed for service in 2021 & 2022. WRAP was instrumental in supporting clients with an outlet for creativity, connection and information and referrals to other programs and services during the pandemic.



Training Services client:

The workshops were transformative. I had been struggling with the pandemic and not working and the workshops put a nugget into my head that maybe writing could help. It has.



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