



# Street Haven

at the Crossroads

Annual Report  
2015–2016



**OUR VISION: A COMMUNITY  
WHERE ALL WOMEN ARE SAFE**

**THANKS TO OUR FUNDERS, DONORS  
AND VOLUNTEERS, LAST YEAR  
STREET HAVEN PROVIDED HOPE AND  
ASSISTANCE TO 1,900 WOMEN**



# OUR FOUNDER: PEGGY ANN WALPOLE



Peggy Ann Walpole worked as a nurse in the Emergency Room of St. Michael’s Hospital in the 1950’s. There she encountered many women who suffered from the debilitating effects of life on the street; violence, isolation, poverty and poor health. Peggy Ann was frustrated, knowing that once these women were treated and discharged, most had nowhere safe to go.

And so Peggy Ann founded Street Haven at the Crossroads in 1965, a drop-in centre where women could have a cup of coffee and access assistance, without judgement.

Next, she bought a stately old mansion on Pembroke Street and opened the first Emergency Shelter for homeless women in Toronto. Over the years, Peggy Ann added supportive housing, residential and community addiction treatment, and a learning centre to Street Haven’s roster of life-saving services.

Peggy Ann devoted her life to our community’s most vulnerable women. She was awarded the Ontario Good Citizenship Medal and was appointed a Member of the Order of Canada. Peggy Ann died in 2006 but her legacy lives on in the work we do at Street Haven, every day.

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**OUR VISION: A COMMUNITY  
WHERE ALL WOMEN ARE SAFE**

**OUR MISSION: TO OFFER  
PATHWAYS FOR WOMEN  
EXPERIENCING OR AT RISK OF  
HOMELESSNESS, THROUGH  
A VARIETY OF INTEGRATED  
SERVICES IN WHICH WOMEN  
SUPPORT WOMEN**

## OUR PHILOSOPHY

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 WOMEN-CENTRED SUPPORTS.



## MESSAGE FROM THE PRESIDENT

In June 2006 I joined Street Haven’s Board of Directors. At the time I was reasonably knowledgeable about the needs of Toronto’s most marginalized women but I was unaware of the scope and complexity of the organization and the exceptional dedication and caring of the individuals that worked to meet the needs of these women. Over the last 10 years, the Board of Directors has worked with the management team to successfully meet these needs and to respond to the very challenging fiscal realities of these years. This was achieved in a way that balanced thoughtful innovation, cost effectiveness and caring.



The result is a stronger organization, and one that still honours the legacy of Street Haven’s founder, Peggy Ann Walpole who, 50 years ago, recognized the need to provide a safe, accepting and empowering space for marginalized women.

In September I retire from my position as Street Haven’s president of the Board of Directors. Retirements often initiate reflection. For me this reflection centres on the question: how far have we really come as a society in addressing the needs of marginalized and homeless individuals? In 1965, the Rt. Hon. Lester B. Pearson said the following to the Ontario Association of Housing Authorities: “Your immediate problem is not so much the right of the soul to expand, but the necessity for everyone to have a decent dwelling; not to make homes mansions, but to ensure that none of them are hovels. It is only a rare soul that can expand in a hovel. The objective of decent housing has to be achieved in our democratic society.”

To me it is clear, as a society, we have a long way to go.

***Joan Laurie***  
***President***

### STREET HAVEN’S BOARD OF DIRECTORS 2015–16

Joan Laurie, President

Denise Booth, Vice President

David Callum, Treasurer

Susan Keenan, Co-Secretary

Jordana Ross, Co-Secretary

Karen Bock, Director

Daphne Bonar, Director

Carmen Lazarus, Director

Anne Topp, Executive Director

## MESSAGE FROM THE EXECUTIVE DIRECTOR

Dear Friends,

Thank you for another year of extraordinary support for Street Haven at the Crossroads, and our mission to provide hope and assistance to women experiencing or at risk of homelessness. My deepest gratitude goes to our dedicated Board of Directors, led by Joan Laurie, our major funders, our generous donors and volunteers, and our hard-working, committed staff.



Preparing an annual report is an organization’s opportunity to address the important question, “What impact have we had on the community over the last year?” And, the answer to this question is usually expressed to our supporters by numbers: clients served, beds slept in, meals prepared.

Street Haven’s 2015–16 Annual Report is no exception. This year we are reporting on the 1,900 women who have used the services of our four primary programs; Emergency Shelter, Supportive Housing, Residential and Community Addiction Services and adult education at The Learning Center—and in doing so improved or even saved their own lives.

But as important as numbers are in describing Street Haven’s impact, they don’t, of course, come close to telling the whole story. In the pages that follow, you will hear from eight remarkable women who describe the impact Street Haven has had on their lives, in ways that go beyond numbers. These women talk about finding community, friendship, healing and love. This is what Shelly Dolak, a woman who has used Street Haven’s services and is a current Peer Volunteer, has to say:

“Street Haven gave me a sense of home for the first time in my life. They showed me what unconditional love was, and in that I learned to love myself.”

It is my hope that when you contribute to Street Haven, with a financial gift, donation of goods or volunteer time, that you reflect on Shelly’s words and the profound difference you are making in the lives of some of the most vulnerable women in our city. Yes, you are providing a bed and a meal, but you are also providing so much more—you are providing a woman with a home, with love. Is there anything more important that we can do in this world?

Warmest regards,

***Anne Topp***  
***Executive Director***

# STREET HAVEN IMPACT REPORT 2015–16: SERVICES FOR WOMEN EXPERIENCING OR AT RISK OF HOMELESSNESS

## Emergency Shelter

Street Haven’s Emergency Shelter provides 50 women with a safe place to sleep, nourishing meals, clothing, hot showers and medical supports, as well as access to counselling. Every night, the shelter is filled to capacity. Some women stay a few days and others stay longer than a year, due to the scarcity of affordable housing in Toronto. The women who seek refuge at Street Haven have experienced poverty, violence, addiction, illness, trauma and exploitation.

Our **Housing Within Shelters** program staff assist women in the shelter to find adequate housing, which can mean renting a room or securing a subsidized or market-rent apartment. Staff also support clients to maintain housing after their move. This can include eviction prevention, negotiations with creditors and pre-employment supports. In 2015–16, staff located housing for 59 women, 12 of whom found employment, 11 enrolled in school and 14 became active volunteers. Staff also helped an additional 53 women to maintain their housing.

## Supportive Housing

Street Haven’s Supportive Housing program offers accommodation for 32 women in three different locations in downtown Toronto, each with a varying degree of staffing based on the clients’ needs. Through these locations, women who are recovering from trauma, mental wellness challenges or substance abuse issues, as well as homelessness, learn to set their own goals, live independently and become active members of the community. The program offers a variety of workshops to enhance life-skills and communication.

Two of Street Haven’s Supportive Housing locations are located on the same block as the Emergency Shelter, providing women with opportunities to socialize, volunteer and become mentors.



**1,086 WOMEN  
CALLED THE  
EMERGENCY  
SHELTER HOME**



**SUPPORTIVE  
HOUSING OFFERS  
ACCOMMODATION  
FOR 32 WOMEN**





**“Street Haven is a wonderful place.** I lost my house and had nowhere to go. The first day I came here, I cried my eyes out. But it gets better. Everyone is welcome here, no matter what your problems are.”

Anne Marie Black,  
Former Street Haven resident and current volunteer

# STREET HAVEN IMPACT REPORT 2015–16: SERVICES FOR WOMEN EXPERIENCING OR AT RISK OF HOMELESSNESS

## The Learning Centre

The Street Haven Learning Centre is located at the Adelaide Resource Centre for Women and offers comprehensive education opportunities for women. The majority of learners are marginalized or socially isolated women. Many are homeless or precariously housed, and have experienced challenges related to mental health, trauma or addiction.

The Literacy and Basic Skills Program offers women the option of participating in individual tutoring, small groups and a larger classroom. The program is funded by the Ministry of Advanced Education and Skills Development and follows the Ontario Adult Literacy Curriculum Framework. The Pre-Employment Program, including the Computer Lab, is funded by the City of Toronto, Housing Stability Policy & Strategic Investments.

**56 WOMEN ENROLLED IN LITERACY & BASIC SKILLS**

**256 WOMEN IN THE PRE-EMPLOYMENT PROGRAM**

**249 WOMEN USED COMPUTER LAB SERVICES**

## Community Outreach

Street Haven's **Homelessness Education Initiative** is a series of staff-led workshops that deconstruct myths about homelessness and provide the community with tools needed to make positive change. In its first year, workshops were presented to middle school and high school students in Toronto.

**“The Street Haven Learning Centre helped me a lot.** The one-on-one tutoring and group classes helped me to improve my reading, writing and to make new friends.”

Debbie, Street Haven Learning Centre learner

**“People should come first in any organization and the Street Haven Learning Centre is the best place for newcomers.** It is a good place for them to learn what services can be provided. The staff are so helpful, and they get you to achieve your goal, and give you the education and knowledge to go one step further. I love the staff, and I love connecting with everyone. Nothing can compare with this place.”

Leona Lowe, Street Haven Learning Centre learner



## NADIA RAJARAM: FROM STREET HAVEN LEARNER TO DEAN'S HONOUR LIST

Nadia Rajaram's path to the Dean's Honour List at George Brown College was not an easy one. In her youth she felt the public school system did not adequately support her and held her back in special education classes. This left her with doubt about her ability to attend post-secondary schooling.

But Nadia is the embodiment of determination. She began attending the Street Haven Learning Centre in 2010, hoping to upgrade her skills in reading, writing and numeracy. Nadia found so much more—she found community and the encouragement she needed to persevere. And after five years at the Learning Centre, Nadia received great news—she had been accepted into George Brown College's Applied Life Skills, Communication Technology and Career Life Transition program. Then more good news—Nadia was awarded Street Haven's Peggy Ann Walpole scholarship to assist with her tuition fees. Now in her third semester at George Brown, Nadia is on the Dean's Honour List for the second time and plans to study in the Community Worker program.

**“I feel that the Street Haven Learning Centre is a second home to me. I know I have my own home, but this is my home too. In high school, I never felt like I was wanted, but coming here I felt good and was accepted.”**

# STREET HAVEN IMPACT REPORT 2015–16: SERVICES FOR WOMEN EXPERIENCING OR AT RISK OF HOMELESSNESS

## RESIDENTIAL AND COMMUNITY OUTREACH ADDICTION SERVICES

### Residential Services: Grant House

With ten regular beds and one emergency bed, this intensive six-month residential program uses trauma-centred approaches that allow women to express themselves and learn to cope and work through the trauma that led them to rely on substances. Through workshops and one-on-one sessions with their counsellors, women are able to focus on making profound changes of lifestyle and behaviour. Women can access this program from the community and from the justice system.

### Community Outreach Addiction Services

This program is available to women leaving the residential program and to other women living in the community who require support, resources, counselling and help in life planning. The community program is harm reduction-based and available to women for a period of two years.

### Transformations

This program, designed for incarcerated women, has been piloted at the Vanier Centre for Women. By participating in group and one-on-one counselling, women are supported in making connections between trauma and addiction. The goal is to help women develop the ability to make changes to their substance abuse.

**125 WOMEN  
PARTICIPATED IN  
STREET HAVEN'S  
ADDICTION SERVICES**

**“When I walked through  
the doors of Grant  
House I had no idea how  
wonderful it would be.**

It's the home I never had. When I sat down with my counsellor and poured all of my trauma issues, she listened and didn't silence me. I was relieved. Grant House is a place for getting in touch with your true self, it's a place for healing.”

Lorinda Burke

**326 WOMEN  
ATTENDED  
STREET HAVEN'S  
TRANSFORMATIONS**



**“The support I am receiving at Grant House has definitely exceeded my expectations.** They have been helping me to cope with my long-term issues in healthy ways I have never experienced before. Through one-on-one counselling, meetings and art therapy, I have tapped into a deeper part of myself and no longer am afraid to live a sober life. I love it here at Grant House. I feel blessed to have found a place where I can share my feelings and talents without being judged.”

Lily N.

## THANK YOU TO STREET HAVEN'S SUPPORTERS

We are so grateful to the hundreds of individuals, companies, foundations and service organizations that contribute to Street Haven's mission to provide hope and assistance to women who are experiencing or are at risk of homelessness.

### Please meet six special friends!



#### **Anne Marie Black** Volunteer

Anne Marie Black came to Street Haven for Emergency Shelter three years ago, after losing her home. Now she has permanent housing and is one of the shelter's most valued and respected volunteers, offering an array of services to staff and residents, three days a week. Anne Marie's contributions range from processing donations in our clothing bank, packaging breads and pastries that are donated by a local bakery, helping staff complete the weekly pantry inventory and food order, and acting as sous chef for Saturday night's dinner!

**"The staff of Street Haven is so wonderful.** They tell me I do too much, but I get so much out of volunteering, I will never be able to do too much. When I leave to go home, I know I did a good job and I feel good about it."

## THANK YOU TO STREET HAVEN'S SUPPORTERS



### **Karen Bock** Board Member and Major Donor

Karen Bock was introduced to Street Haven by a colleague in her law firm a decade ago. She had long been interested in feminist issues and was very impressed by the commitment of Street Haven's staff to its mission of serving marginalized women. Karen soon became involved with Street Haven as a member of the Board of Directors, providing expertise in human resources and employment law, and as an enthusiastic donor.

**“What I appreciate is that Street Haven is committed to its mission in holistic terms;** the organization recognizes that issues of homelessness, addiction, literacy, hunger and abuse are all interconnected. The idea is not to just fill 50 beds in the Emergency Shelter every night and say goodbye in the morning. The idea is to allow women to set their own goals without judgement and assist in ways that provide more than a band-aid solution to the crisis of homelessness.”



### **Shelly Dolak** Chair, Women's Advisory Committee

Shelly Dolak is Chair of the Street Haven Women's Advisory Committee. She brings her experience as a resident of the Emergency Shelter and Supportive Housing programs, as well as the Residential Addiction Services program, to the committee's role of providing women with a voice in the day to day operations of Street Haven. Shelly is an inspiring mentor and leader, particularly to younger residents of the shelter, and she has just begun a rewarding career as a peer support worker in the community.

**“Street Haven gave me a sense of home for the first time in my life.** They showed me what unconditional love was, and in that I learned to love myself.”

## THANK YOU TO STREET HAVEN'S SUPPORTERS



### Allison Choir Member

When Allison arrived at the Emergency Shelter three years ago, she was thrilled to be able to join the Street Haven Women's Choir. Part of the Toronto Choral Society and directed by Geoffrey Butler, the choir presents an annual concert to benefit Street Haven. Allison, a long-time member of her church choir, performed a solo that was very well-received—after the show, she was asked for her autograph! Allison is also an eager participant at the Street Haven Learning Centre where she studies reading, math and chemistry.

**“When I heard about the Street Haven Women's Choir, I thought yay!** It's wonderful to perform in the concerts to benefit the shelter. It's a way for me to give back and say thank you for allowing me to stay at Street Haven when I needed shelter.”





# THANK YOU TO STREET HAVEN'S SUPPORTERS

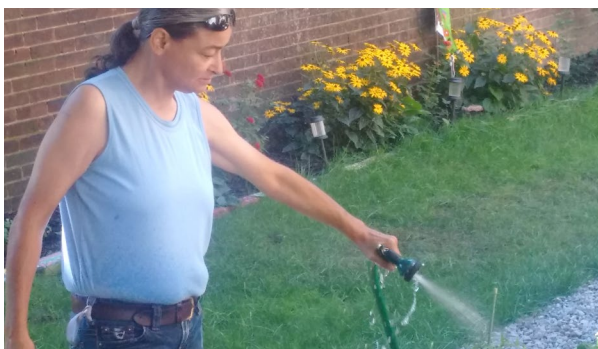
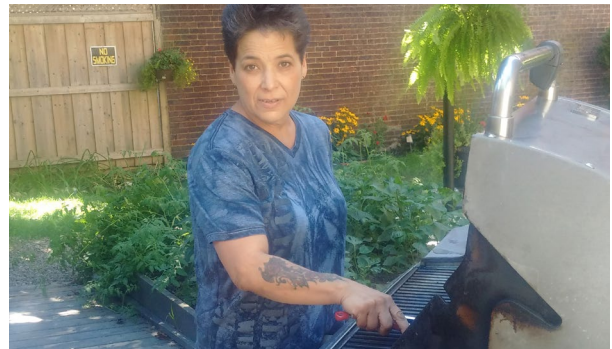
## Soroptimist International of Toronto Volunteers and Major Donor



Soroptimist International of Toronto is a women's service organization that has offered friendship and financial assistance to Street Haven for almost 30 years. As advocates for the rights of women and girls, the Soroptimists provide scholarships for educational opportunities and work with agencies like Street Haven to empower women to overcome the challenges of poverty, violence and exploitation. The Soroptimists oversaw and funded the treasured therapeutic garden at Street Haven's Emergency Shelter. Every year group members add new features to the property's landscaping, helping to maintain a beautiful and calming atmosphere for residents.

**“Women helping women is what the Soroptimists and Street Haven are all about. We are happy to have had a special relationship with Street Haven over the years, and we value the opportunity to make a difference in the lives of the women who call Street Haven home.”**

Sheila Hambleton, Soroptimist International of Toronto member for 35 years



# THANK YOU TO STREET HAVEN'S SUPPORTERS

## Greater Toronto Apartment Association Major Donor



The Greater Toronto Apartment Association's Charitable Foundation provides grants to local agencies that support community members who are experiencing homelessness or precarious housing. Street Haven has been the grateful beneficiary of the foundation's generosity since 2003. Their gifts, totalling \$165,000, have provided countless vulnerable women with safety, a warm bed, a hot shower and a nourishing meal.

**“As members of the Greater Toronto Apartment Association, we are keenly aware of the importance of a safe haven for everyone in our community. We are proud of our long partnership with Toronto's first shelter for women, and honoured to be of assistance to those who so desperately need the life-saving services of Street Haven.”**

Daryl Chong, President and CEO, Greater Toronto Apartment Association



## FINANCIALS

### STREET HAVEN AT THE CROSSROADS CONDENSED STATEMENT OF OPERATIONS—MARCH 31, 2016

	31-Mar-16	31-Mar-15
<b>Operating Revenue</b>		
Government	\$ 2,938,200	\$ 2,923,564
Donations and Fundraising	279,127	352,658
ShareLife	120,000	110,000
Room and Board	104,077	100,055
Bequests	21,000	46,813
Interest and Other	28,568	23,498
<b>TOTAL</b>	<b>\$ 3,490,972</b>	<b>\$ 3,556,588</b>
<b>Operating Expenses</b>		
Salaries and Benefits	\$ 2,211,367	\$ 2,175,471
Building Occupancy	690,427	721,774
Other Program Costs	253,365	237,786
General and Administration	156,802	157,414
<b>TOTAL</b>	<b>\$ 3,311,961</b>	<b>\$ 3,292,445</b>
<b>Excess (Deficiency) of revenue over expenses for the year</b>	<b>\$ 179,011</b>	<b>\$ 264,143</b>

The 2016 surplus of \$179,011 (2015 - \$264,143) includes a surplus restricted to capital purchases of \$115,555 (2015 - \$73,992). The capital purchases surplus is restricted to supporting the building facilities for all programs, but does not support ongoing operations.

As an organization, we have a goal of maintaining an operational (unrestricted) surplus of three months of operational expenses, which amounts to \$800K. Currently, our unrestricted surplus is \$320K.

## THANKS TO OUR 2015–2016 DONORS

ON BEHALF OF THE 1,900 WOMEN STREET HAVEN SERVED THIS YEAR, AND WHO ARE ENCOURAGED BY THE COMMUNITY'S FAITH IN THEM, WE SEND OUR HEARTFELT THANKS.

### MAJOR FUNDERS

Ontario Local Health Integration Network  
Ontario Ministry of Health  
Ontario Ministry of Advanced Education and Skills Development  
Ontario Ministry of Corrections  
City of Toronto

### \$120,000

ShareLife

### \$50,000

The Catherine and Maxwell Meighen Foundation

### \$30,000

Robert Kerr Foundation

### \$20,000–\$29,999

Greater Toronto Apartment Association  
The Rainbow Foundation

### \$10,000–\$19,999

Bank of Montreal  
Estate of Jean Marcelle Bohne  
Estate of Mary Caroline Paquet  
Ontario Realtors Care Foundation  
The Lawrason Foundation

### \$5,000–\$9,999

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### \$1,000–\$4,999

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## THANKS TO OUR 2015–2016 DONORS

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# ALL WOMEN ARE WORTHY OF DIGNITY AND LOVE.

## STAY CONNECTED WITH US

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 [www.streethaven.com](http://www.streethaven.com)

 Street Haven at the Crossroads

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