



# PROGRESS PLACE

## **WHERE, WHO AND WHAT**

Progress Place is a community-based not-for-profit that focuses on recovery. Located in downtown Toronto at 576 Church Street, Progress Place is the only organization of its kind in the city. Progress Place offers its members, a group of over 900 women and men living with mental illness, opportunities which encourage more fulfilling and productive lives. Progress Place does this by offering a comprehensive community based program that includes: peer and staff support; transitional and group employment placements; education; active outreach to the community; affordable housing; social opportunities in the evening and on weekends and holidays; a peer support telephone line called the Warm Line and online chat and text messaging through Warm Line Online; Double Recovery meetings for people struggling with mental illness and addictions; senior programming for residents of St. James Town through the St. James Town Senior Mental Health Day Program, and a health access hub offering a variety of programs and services for residents of Weston and Mount Dennis neighbourhoods at Weston Mount Dennis Community Place Hub.

## **PROGRESS PLACE CLUBHOUSE**

Progress Place is a Clubhouse and it belongs to those who participate in it and who make it come alive. Participants are called members which is a fundamental element of the Clubhouse. "Membership" creates a sense of the participants' belonging, especially of belonging to a vital and significant society to which one can make an important contribution and in which one can work together with fellow members and staff in all of the activities that make up the Clubhouse program. These activities may include: cooking breakfast, lunch and dinner; answering phones; bookkeeping; participating in public relations and producing newsletters and videos.

All program elements are constructed in such a way that the Clubhouse will not work without the involvement of the members. Every function of the program is shared with the members working side-by-side with staff. Recovery and the belief in the ability and potential of people with mental illness is the fundamental principle guiding the clubhouse approach.

At Progress Place, staff working with members, and members working with members is a source of increased confidence for members to take a chance at gainful employment.

## **PROGRESS PLACE EMPLOYMENT PROGRAMS**

Progress Place's Transitional Employment Program (TEP) gives members the opportunity to work at jobs in the community, get paid competitive wages, and receive the support they need to stay on the job. Progress Place members often come to the Clubhouse with an uneven work history and with gaps in employment because of illness. Progress Place secures jobs, trains members on these jobs, and guarantees the employer that the job will be completed satisfactorily each day.

As well, members work in supported independent employment positions. Progress Place also has group employment placements where a group of members work with a staff to complete a short-term job task.

## **ACTIVE OUTREACH**

Progress Place actively reaches out to members who may not be feeling well enough to come to Progress Place and who may be isolated in their homes or in the hospital. Members welcome the peer and staff support and often return to the Clubhouse as soon as they possibly can.

## **AFFORDABLE HOUSING**

Progress Place provides comfortable and affordable housing for 127 members in bachelor and one-bedroom apartments. As part of this program, members are given support on an as-needed basis by Progress Place workers. Progress Place continues to expand its affordable housing base so that more members may have access to adequate housing.

## **EVENING, WEEKEND AND HOLIDAY PROGRAM**

Progress Place runs a social program in the evenings and on weekends, 365 days a year, including holidays. This program provides an opportunity for members to develop social relationships in a relaxed and safe environment. Activities include bingo, bowling, euchre tournaments, baseball and dances.

## **EDUCATION**

Progress Place runs educational groups to help members improve their English, math and computer skills, and to explore other subjects such as French. Members are also supported in their educational pursuits outside of the clubhouse.

## **PEER SUPPORT TELEPHONE AND ONLINE SUPPORT**

Progress Place operates a supportive telephone line for people in Toronto living with mental illness to call when they are feeling lonely, isolated or distressed and wish to talk with someone. This line is staffed by individuals with lived experience of mental illness. The line is open Monday to Sunday from 8 PM to midnight --- times when most community mental health services are closed. It has been expanded to online chat and text messaging.

## **DOUBLE RECOVERY INITIATIVE**

Progress Place provides 12-step meetings at various downtown locations to support the needs of individuals living with mental illness and addictions.

## **ST. JAMES TOWN SENIOR MENTAL HEALTH DAY PROGRAM**

The Seniors Mental Health Day Program engages hard to reach and isolated elderly residents of St. James Town. The program provides activities to support healthy aging at home for seniors (55+) with mental illness, addictions and complex needs living in St. James Town.

## **WESTON MOUNT DENNIS COMMUNITY PLACE HUB**

Weston Mount Dennis Community Place Hub opened in April 2015 and provides a variety of programs and services to residents of the Weston and Mount Dennis neighbourhoods. It is a collaborative effort of cross-sectoral service providers working together to improve the health, well-being, quality of life, and personal development of community members. Through building and nurturing community, members gain a vital sense of belonging and purpose and form new friendships.

Progress Place's Board continues to be dedicated and committed to the organization and its mission. Craig Thompson stepped down as Board Chair in June but continues to be an active member of the board. One of Craig's final duties as Board Chair was to announce Criss Habal-Brosek's appointment as Executive Director. With this change came a staffing reorganization creating two new positions: Clubhouse Manager and Support Program Manager. Robyn Evans was hired as Clubhouse Manager and is now able to dedicate her time exclusively to the Clubhouse, while the Support Program Manager will be able to support the newer programs of Progress Place, such as the development of the St. James Town Community Corner and the Weston Mount Dennis Community Place Hub. A new slate of board officers was appointed: Richard Worsfold as Chair, Carrie Shaw as Vice-Chair, Stacey Carcao as Secretary, and Zahir Lalani as Treasurer. To help steer Progress Place through these exciting and dynamic times, one of Richard Worsfold's first acts as Board Chair was to welcome newly appointed board directors Alan Booth, Howard Huang, Julie Saccone, and Michaele Sinko; and in January the board appointed and welcomed Justin Scaini, with Sheena Melwani added to the complement of board directors in March.

Progress Place was fortunate to be the recipient of 14 weeks of consulting services donated in-kind from Accenture, one of the world's leading management consulting agencies, through Accenture's 'Skills to Succeed' program. Accenture's objective was to develop a 'Partner Operating Model' to leverage and deepen Progress Place's partnerships. Accenture consultants Justin Scaini, Kevin Raymond, and Lily Liao worked through the summer with Board members Stacey Carcao, Craig Thompson, Richard Worsfold and the Progress Place management team. Through this process it was determined that a communications and website refresh was a key organizational need, and as a result a partnership with Healthwise Creative Resource Group was initiated. Healthwise agreed to provide their services pro bono in creating a new website for Progress Place. At the end of this fiscal year they were in the final stages of incorporating the content and photos for the new site, which we hope will go live very shortly.

Fundraising and public awareness are vital to Progress Place. Our fall newsletter and holiday appeal kept us in touch with donors and others in the community. Our June Gala provided an opportunity to celebrate Place's 30<sup>th</sup> anniversary, to acknowledge our Transitional Employment Program partners, and bid farewell to our former Executive Director, Brenda Singer upon her retirement. Scott Thompson emceed the event attended by 200 guests who enjoyed moving speeches by the event's honorary co-chairs Hilary Brown, Kenneth J. Fredeen, and Retired Major-General Lewis MacKenzie in addition to an unforgettable musical performance by Lorraine Segato, and a festive 80's themed dance party to top off the evening.

The Board has taken a leadership role in developing new Transitional Employment (TE) positions. We are pleased to be welcoming new employment partners Dentons and Rogers this year as well as new TE positions at Compass Foods, the result of the tireless efforts of the Employment Development Committee which includes Richard Worsfold, Alan Booth, Andy Lenio, Ali McGrath and Duane Alvares. Through the Transitional Employment Program 54 members had the opportunity to work on a TE and earn wages totalling over \$178,000. What an accomplishment!

Assistant Professor Kelly McShane, PhD, of Ryerson University, along with a Ryerson graduate research student conducted a realist evaluation examining the activities and purpose of Progress Place, how it helps members, and its partnerships with other organizations. The research led to her report entitled: *"Conceptualizing the Role of Progress Place in the Lives of Members"*. The study found that Progress Place provides individuals with severe and persistent mental illness a sense of connection and belonging, and a renewed sense of accomplishment in a safe environment free from stigma and discrimination, allowing individuals to thrive. The results confirm Progress Place's unique role and important impact in the healthcare sector and the lives of those it serves.

Progress Place has continued to evolve to the needs driven by our funder, the Toronto Central Local Health Integration Network (TC LHIN). In light of these transitions, the board believes that the future of the Clubhouse is bright. The Clubhouse was established to provide members with opportunities to rejoin the worlds of friendship, family, employment and education, and to provide services and supports individuals may need to continue their journey of recovery. Clubhouses are built upon the belief that every member has the potential to sufficiently recover from the effects of mental illness and lead personally satisfying lives as integrated members of society. We continue to keep this belief and values at the core of everything we do.

It is a privilege and honour for me to present at this year's Annual General Meeting for the first time and highlight Progress Place's accomplishments. The accomplishments that we are sharing are the result of the partnerships between board, staff and members, as together we create a community where people living with mental illness can achieve their goals. These accomplishments also reflect the values of our funder, the TC LHIN, along with the collaboration with dozens of partners outside of the clubhouse, agencies in the mental health and addiction community as well as social service community, employment partners, housing providers, Clubhouse Canada, Clubhouse International, and all clubhouses around the world. We continue to develop, nurture and treasure these partnerships in an effort to provide the best possible services to individuals living with mental illness in the community. The unit reports truly reflect the amazing opportunities available at Progress Place. I'd like to highlight a few of Progress Place's accomplishments in 2015-2016.

It has been a busy year at Progress Place. We saw a total of 1,233 members walk through our doors choosing to make Progress Place a part of their recovery by accessing our programs and services a total of 52,997 times. Over 230 members had an opportunity to work through Progress Place's continuum of employment programs, and over 50 members returned to school or registered for a course. Throughout the year we conducted a multitude of presentations in the community, raising the awareness of Progress Place and reducing stigma around mental illness. Members and staff worked together in partnership running the clubhouse every day of the year creating this amazing community! In addition, we hosted an abundance of special events. We welcomed many new agencies and members of the community to our Health and Wellness Fair in April. To celebrate Mental Health Week in May, we held our first community barbecue where we engaged over 100 members of the community, informing them of what we do and discussing issues related to mental health. There were many other fun activities like

the Annual Progress Place Picnic in July which, due to the torrential rain and the quick thinking of members and staff, became an indoor picnic where members enjoyed great food, karaoke, games and other fun activities. The Annual Holiday Banquet in December was attended by more than 300 members and was as usual, a highlight of the year. Finally, to get us through a long winter we held our first ever Clubhouse Winterfest where members and staff came together to enjoy lunch and a day of winter themed games and fun.

Progress Place was invited to be part of the TC LHIN's Transitional Aged Youth Mental Health and Addictions (TAYMHA) Advisory Panel which aims to address the under acknowledged and under served needs of youth living with mental health and addiction issues. Two staff and a member attended the Third International Conference on Youth and Mental Health held in Montreal in October, and Progress Place's Executive Director represented Progress Place at the Consensus Conference on the Mental Health of Emerging Adults in Ottawa in November. This has assisted us in better understanding the role that Progress Place can play in addressing the needs of both our young adult members and young adults in the community, and we've made great strides this year in addressing those needs. The Young Adult calendar offers a range of tailor-made programs young adults can select from to best support their recovery. Tuesday is Young Adult Day which includes tours for young adults where individuals can be fast tracked into the program with immediate intake, special orientations where new young adult members can meet and network with their peers, help plan future young adult programs, and have lunch in the Young Adult meeting space.

We continue to address the needs of vulnerable and isolated seniors in St. James Town with the Seniors Mental Health Day Program, a collaboration between Fred Victor, Hospice Toronto, Dixon Hall, Progress Place and Toronto Public Health. The program is available three days a week at the St. James Town Community Corner and provides activities to engage hard to reach and isolated seniors 55+ living with mental illness, addictions and complex needs. The activities continue to grow as participants provide ideas for new programs, all of which support healthy aging at home. Members and staff of the program conduct outreach phone calls and visits, and provide support to seniors by visiting them in their homes, in the hospital, or by picking their peers up as they are being discharged from the hospital. The program hosts a quarterly Seniors Social connecting over 100 seniors of other programs at each event with other services in the area. Themes from Hawaiian Luau to St. Patrick's Day, to a Seniors' Talents celebration create an opportunity for seniors to socialize with members of other community groups, have a meal together, develop connections, and to raise awareness about mental health resources and the St. James Town Seniors Mental Health Day Program.

Progress Place has a history of developing partnerships that help integrate services in the community, and our newest example of this is the Weston Mount Dennis Community Place Hub, the result of a collaboration of 19 partner agencies in the Weston and Mount Dennis communities. The Hub opened its doors on April 13, 2015. In its first year, over 750 individuals have utilized the Hub, which operates Monday to Friday from 11:30AM to 5PM, as well as some holidays and weekends. The Hub offered 309 programs that Progress Place has helped to coordinate with the help of our partners. There is truly something for everyone: from health and wellness, newcomer support, nutrition workshops, a mobile health clinic, job search and

interview skills, youth outreach, art, music and craft programs, movie nights, holiday meals, school break activities for children and more. A highlight of our first year was the Community Barbecue in September that engaged over 400 local residents.

The Double Recovery Program continues to support people with concurrent disorders of mental illness and addictions at 13 partner agency locations, offering 16 meetings in the city every week. Over 5,000 people took part in one of the 772 meetings held this past fiscal year. The Progress Place Warm Line Online peer support program operates from 8PM to midnight all 365 days of the year and in 2015-2016 provided the support needed for 9,026 calls, emails and texts from people feeling lonely isolated or in need of a friendly voice. Progress Place's Homelessness Housing and Support Initiative provided supported housing to 50 people in partnership with St. Michael's Hospital, Medallion Corporation, and CAPREIT; and 77 people received housing support living in Mainstay and Toronto Community Housing buildings.

Progress Place continues to take a leadership role in building a strong Clubhouse community nationally and internationally. Progress Place's Executive Director and a member continue to co-chair the Canadian Clubhouse Coalition, a network of more than 15 clubhouses nation-wide who meet by teleconference quarterly. A highlight of the Canadian Clubhouse Coalition this year was the Second Annual Canadian Clubhouse Flash Mob to celebrate World Mental Health Day. On October 9, Progress Place members, staff and partners took over the corner of Yonge and Bloor Streets to join other clubhouses across the country in this fun event, which was featured in the Huffington Post.

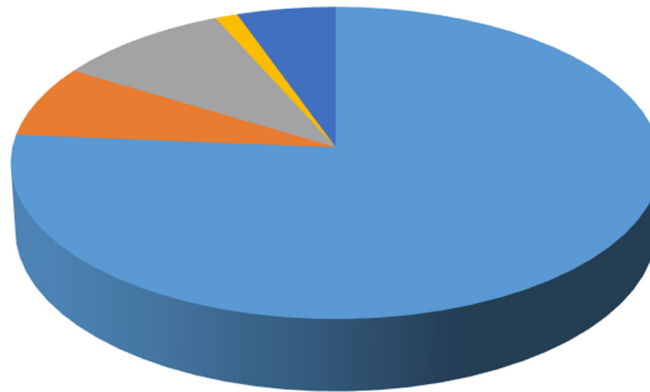
Progress Place's Executive Director was invited to join Clubhouse International's Advisory Council by Joel Corcoran, CEO of Clubhouse International. In addition, she and a member were asked to take part in Clubhouse International's Standards Review Committee. The 18<sup>th</sup> Clubhouse International Seminar in Denver, Colorado was attended by Progress Place member, staff and board representatives who presented at workshops, a plenary session, and participated in a round table discussion. As an international training base, Progress Place continues to play an important role in helping to develop clubhouses. In May 2015 participants from Hope Centre in Sault Ste. Marie, Ontario, Fitzroy Centre in Charlottetown, PEI, Hidden River Clubhouse in Pottsville, Pennsylvania, and Pioneer House, Balgowlah, New South Wales, Australia attended colleague training sessions at Progress Place.

In March we were honoured to welcome Susan Fitzpatrick, newly appointed CEO of the TC LHIN for a tour and the opportunity to share with her first-hand Progress Place's impact and how Progress Place is helping the TC LHIN fulfill its strategic plan. She was impressed by the Clubhouse values and how members were engaged in the work-ordered day.

All of the amazing work that Progress Place has accomplished the past year would not be possible without the efforts of Progress Place's dedicated staff, courageous members, and visionary board that provides excellent stewardship. We must also thank our wonderful partners and our funder the TC LHIN as we work together to improve the lives of people living with mental illness and addictions. Congratulations to all for an outstanding year!

## Revenue 2015-2016

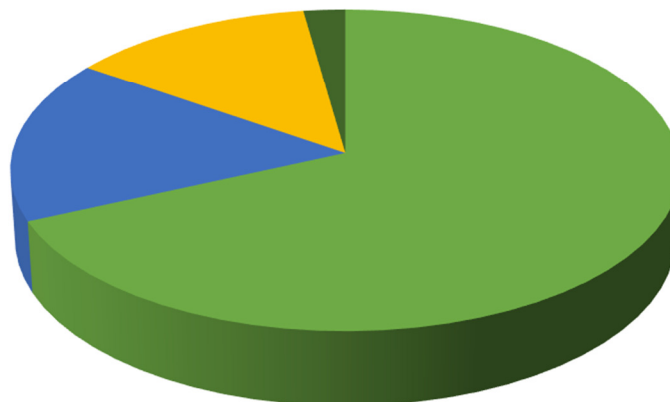
Total Revenue \$3,475,796



- LHIN 76%
- MOHLTC 7%
- Rent and Supplements 10%
- Resource Development 1%
- Interest and Other 5%

## Expenses 2015-2016

Total Expenses \$3,591,666



- Salaries and Benefits 68%
- Housing Programs expenses 16%
- Program supplies and other expenses 13%
- Building expenses 2%

Throughout the last fiscal year, the Café Unit worked in partnership to fulfill daily tasks and responsibilities. We embraced innovative ways to engage new and existing members, accomplished many goals, and held a range of successful events. In addition, the Café Unit ensured delicious and nutritious meals were prepared for members after a day's worth of hard work on the Unit. On an average weekly basis, we made 300 lunches, 200 dinners, and at least 200 snacks. This is not including all the special events throughout the year and the Holiday Banquet! Everything worked out to a well formulated recipe with one secret ingredient: positive energy on the Unit!

The Café Unit showed its flair for creativity, and part of this included diversifying the menu. We served New Orleans-inspired Creole fish, Vietnamese sandwiches, Portuguese porridge, and Goulash Stew, a Hungarian favourite. In an effort to incorporate dishes from around the world, we also took into consideration the all-important health factor to the menu. Black bean brownies, sugarless applesauce muffins, peach and pineapple pastries, and vegetarian black bean burgers have all made it into our recipe books.

We have had many new additions and upgrades to the Unit. We installed a 'Health and Wellness Resource Board' to help members keep track of all Health and Wellness programming. Members who use the Health and Wellness room can now breathe easier with a new industrial fan. Similarly, the Boutique installed a new ventilation system, in addition to a TV allowing for a true retail space feel. We were fortunate to receive additional lockers for extra storage, more aprons, a high efficiency washer and dryer, a water cooler, a high-tech shredder, and two dish carts. We also received a new purée machine to efficiently make our delicious homemade soups. Last but not least, we placed a new 'Café' decal by the entryway to the Unit.

Another thriving and important component of the Café Unit is the Boutique. The Boutique offers fashionable attire for all, offering clothing for members to be able to go back to work or school. Generous donations from various companies have seen the list of Boutique donors grow to now include R.W. & Co., Pennington's and Ricki's. We were grateful to receive make-up from MAC Cosmetics and Pinnacle Cosmetics. They flew off the shelves! We held special promotions in the Boutique within the year as well. These included our Sidewalk Book Sale, Pant-O-Rama, and Bling-O-Rama. At the Clubhouse, there are always fabulous finds!

The Café Unit gained a student from the Ryerson Social Work program and two students from the University of Toronto's Neuroscience program. Members, students and staff worked together to create a Health and Wellness exercise book that allowed members to learn the benefits of different exercises. This was only the beginning of the Health and Wellness Program re-vamp!

Brand new additions to the Health and Wellness program included 'Sit and Be Fit', created to help strengthen the core and help with mobility. It allowed members to sit or stand while exercising. Total Body Fitness made its introduction into the program as well. This class encompassed a full body workout that included cardio and yoga. Additionally, we worked to improve the Circuit Training Program with new exercises! As a result, the Health and Wellness Program's attendance soared to record heights! Clubhouse members expressed that they felt healthier, more confident and motivated. We also participated in the 30-Day-Lunge Challenge where the Clubhouse was encouraged to partake in one lunge a day, resulting in improvements in our balance, core and legs.

We continue to maintain a strong partnership with the Regent Park Community Health Centre. A dietician and nurse continue to visit Progress Place from the Community Centre, and we held various Health and Wellness workshops throughout the year. Topics included 'Super Foods', 'Processed Foods', and 'Hidden Sugars'. We gained a new perspective on what we consume on a daily basis. A lot was learned from these workshops in conjunction with the weekly Health and Wellness discussions. From the knowledge we gained, the Unit made signs that were placed on the Café Unit tables with interesting facts on food and diet.

Furthermore, a new direction was taken this past year and we tried to become more conscious of the environment. Our Community Walk continues to be a popular Health and Wellness activity, and for this we bought new water bottles for members to bring instead of using plastic water bottles. We increased our plant life collection on the Unit, bought self-watering herb planters and started growing common herbs we cook with. We now have organic chives, basil and cilantro ready to use in our meals! We also learned about new recycling changes and how to produce less waste in the Clubhouse.

We hosted many exciting special events throughout the year. Once again, the 6<sup>th</sup> Annual Health and Wellness Fair was a success. Eighteen organizations participated in the Fair, and we had a special guest presentation by FoodShare. The hors d'oeuvres served that day included grilled eggplant and zucchini skewers, as well as roasted chick peas. To top it all off, attendees went home with a blue spruce sapling, making the earth a little greener.

A community barbecue took place during Mental Health Awareness Week and we completely sold out of burgers. Members of the public and community came out in droves to support us. We danced, laughed, munched out and created a dialogue about the stigma of mental illness.

On October 9, in celebration of World Mental Health Day, we held our Second Annual Canadian Clubhouse Flash Mob! We got our dancing shoes on to raise awareness for mental health. It took place right at Yonge and Bloor Streets and caught the attention of many unsuspecting strangers. To prepare for the event, we partnered up with Unity Charity, where an instructor taught us the moves. We got into shape while having fun at the same time! Fun and exercise? A recipe we'll never forget.

For Winterfest, we set up the Unit to host our first 'Café Olympics'. An obstacle course was created for members to complete – this included Tupperware Jenga, Jungle Yoga Ball Extravaganza, and Café Curling. In the afternoon we had a full team of members and staff playing Ultimate Broom Ball. Unfortunately, we lost a few brooms along the way but we all came out as winners in the end. Similarly, our Holiday Unit Party was bumping with tunes, treats and karaoke. We even had a spontaneous dance session on the Café floor. The Café Unit knows how to party!

We are thankful for everyone's commitment this past year in sharing their strengths and talents. We are proud of all the work contributed by everyone and we're already excited and looking forward to new accomplishments and success in the coming year.

With a fresh new look to start the fiscal year, the Clerical Unit charged ahead with renewed enthusiasm to accomplish all of our administrative, intake, outreach and employment responsibilities. While we prepared ourselves for Brenda Singer's retirement, we were also excited to welcome Criss Habal-Brosek as the new Executive Director and Robyn Evans to our unit in the newly created role of Clubhouse Manager.

One of the themes over the past year has been to look ahead to the future of the Clerical Unit and how we can incorporate technology into our work in order to keep up with and be innovative in our ever changing world. One major project we took on, with the support and involvement of the entire clubhouse, was to redevelop the content of tours for prospective members, colleagues in the mental health field, and young adults, using a new delivery format. We learned how to use Prezi, a web-based presentation application, to create a more dynamic slide show using iPads that guide guests on a walk through the clubhouse, highlighting key aspects of each unit and the philosophy. It might have been a long journey to get to the final product, but it was definitely a thorough and thoughtful one that has led us to a stronger understanding of how to best share our wonderful clubhouse with others.

And speaking of tours, it was another record year with close to 1,100 visitors to Progress Place, including 594 prospective members, 324 agency staff, and 174 students. The initiative to encourage young adults in the community to book tours on Tuesdays, when more of their peers are already here in the clubhouse for the Young Adult hosted lunch and activities has been very successful, especially with having our two intake workers on stand-by to complete membership interviews on the spot to help speed up the enrollment process. Thank you to all 31 tour guides, who have helped to welcome the many, many prospective members and create awareness in the mental health community.

As a result of our hard work and dedication to promoting the clubhouse in the broader community we welcomed 231 new and returning members and created two new partnerships with Access Point and Health Access St. James Town to facilitate warm transfer referrals.

Some other new additions to our space include the Sharp copier, which allows us to manage and track our usage, and the latest Dyson vacuum that we use on an almost daily basis, as we take pride in keeping our space clean and comfortable for all the important work that goes on! We've also spruced up the lockers with new labels, purchased a few bookshelves to coordinate with the décor, and developed a plan to care for all the plants around the unit.

We also charged forward with our employment development efforts, to ensure that all members who have the desire to return to work have the opportunity and support to do so. Working with the Board of Directors, Clerical members and staff developed relationships with new employers Dentons and Rogers, and new TE positions with Compass Foods – which brought our total Transitional Employment Program placements to 32! This provided 54 different members an opportunity to work in the broader community, earning a total of over \$178,000.

Add that to the \$1,800, and 51 members who delivered over 20,000 flyers through the Group Employment Program, and we can confidently say that this past year was a great success in supporting the membership in their employment goals!

For members wishing to pursue permanent positions in the competitive job market, the unit worked hard to support their efforts with daily résumé, cover letter, job search and mock interview appointments – doing everything we can to help members put their best foot forward. This past year, 132 members worked in Supported or Independent employment positions!

With plenty of club-wide events, TEP Dinners, Young Adult Lunches, birthdays, anniversaries, and reach out efforts to members who have been absent or under the weather, Clerical was busy on the phones, making an outstanding 5,091 outreach calls! The clubhouse also made 66 visits in the community to members in hospital or feeling isolated at home.

We have enjoyed being involved in the planning and preparation for so many fun and exciting new initiatives, events and projects over the year, which also provide for more variety in our work ordered-day. These include our incredibly successful first annual Mental Health Week Community Barbecue, which was so popular with our neighbours and colleagues in the area that we ran out of burgers before the event was even scheduled to be over. Speaker's Group has been a labour of love, getting members together to develop a roster of speakers to give testimonials at presentations out in the community and as part of the new tour guide content. We completed a club-wide Pipeline newsletter survey to get feedback and new ideas, leading to our first Extended Edition in the fall of 2015. We participated in the St. James Town Festival, the Second Annual Clubhouse Canada Flash Mob in celebration of International Mental Health Awareness Day, and our first ever indoor Winterfest celebration!

Combined with increasing demands for analyzing our stats for evaluation purposes and our regular daily, weekly and monthly tasks, these activities have kept the unit buzzing, phones ringing, keyboards tapping, and people laughing. It's been another great year with lots to look forward to!

Progress is impossible without change, and we have certainly had our fair share of change over the past year on the First Floor Unit. As a unit, we have continued to expand and modernize our work-ordered day. As we continue to evolve, we rely on the strength of our membership to be our backbone.

First Floor is the unit that welcomes members, staff and guests when they enter the clubhouse. Over the past year, we have revamped the reception area to make it more visually appealing for all! We received new and more comfortable seating, as well as a new finish to the reception desk.

Learning truly is a life long journey and the Education Room on First Floor Unit provides a plethora of opportunity for clubhouse members. On Mondays we continue to have our English learning gathering where members help others navigate the English language using a variety of ESL tools. Members and staff worked together to update bulletin boards in the Education Room to provide information on education related programming. We recently created a young adult education opportunity board where we post events geared for ages 18-30.

We continued to promote Toronto District School Board Learn 4 Life classes, and assist with registration for each semester. This adult learning opportunity has been increasing popular in the clubhouse with approximately 55 members registered over the last year!

Over the past year, we have continued to strengthen our alliance with the universities and colleges in the GTA. This has meant campus visits for information sessions, in house presentations, and corresponding with disability and financial aid offices. Currently we have members enrolled in upgrading classes, augmented education programs, and full-time diploma and degree programs. A large number of members have also engaged in one-on-one tutoring to help their fellow peers in an assortment of subjects. We would like to extend a special thank you to everyone who volunteered their time tutoring over the past year!

We continue to celebrate the educational achievements of our members with our education celebrations. These events happen several times a year and include discussions, graduations, refreshments and of course snacks!

Speaking of celebrations, First Floor Unit has also continued to make quality birthday cards for the entire clubhouse. Over the past year we have printed, signed and distributed a whopping 700 birthday cards! I think we can all agree there is no better feeling than receiving a handmade birthday card! On First Floor, we also make chocolate and vanilla cakes and sing Happy Birthday (sometimes off key) whenever one of our members or staff is growing another year wiser.

The kitchen on First Floor Unit may be small in size but it is mighty in its production! It is difficult to recount all of the delicious snacks and meals we have made over the last year on First Floor. We do meal planning every Friday morning where members and staff share input about meals they would like. We have experimented with different flavours and cuisines to add variety to the menu. Some favourite meals this past year include moussaka, pad thai, souvlaki and burgers on the barbecue!

Then to blend cuisine with technology, the kitchen on First Floor was fortunate to receive an iPad which allows the unit to look up

recipes without wasting paper. Some other new appliances we received include a microwave, toaster, and griddle which have improved the efficiency of our meal preparations.

We try to be mindful of healthy eating and balance our morning menu with some healthy breakfast options on Tuesday mornings. The unit chooses a healthy breakfast recipe to prep the night before and then samples are given out in the morning to encourage people to try! Some of the healthy options we made over the past year include egg white quiche, overnight pumpkin oats, and buckwheat pancakes with fruit.

The DJ booth on First Floor Unit is a popular place for music lovers and budding new DJ's! Members sign up for time slots to be the clubhouse DJ and take requests via phone or in person. Over the past year we have continued to decorate the DJ booth with well known album covers.

Beyond the walls of the DJ booth, we have our very own Digital Media Studio. The Digital Media Studio has accomplished so much over the past year. We rely on this studio for all of Progress Place's promotional posters, banners, pictures and video and they always come through! The Digital Media Studio received a large storage cabinet which helped reorganize the media equipment and Evening/Weekend program supplies.

We have developed our social media presence with the help of Hootsuite and our diligent members! A group of members and staff meet on a regular basis to write social media posts. Don't forget to follow us on Facebook and Twitter for clubhouse announcements, mental health articles and Progress Place pictures.

This year the Digital Media Studio designed and prepared the Annual Picnic and Holiday Banquet invitations, as well as the Health and Wellness Fair invitations and banners. Flash Mob banners and signs to increase our presence at the Flash Mob were created, and a video montage of the footage of Flash Mob dances held around Canada was produced. The Digital Media Studio also designed and prepared a digital photo frame slide show to showcase the 18<sup>th</sup> International Seminar in Denver, Colorado. For the Holiday Banquet, Health and Wellness Fair and similar events, the Digital Media Studio was involved in setting up audio visual equipment, including microphones, sound equipment, as well as photographing and DJ'ing these events.

In February the Digital Media Studio began developing a Young Adult calendar using Photoshop. The Young Adult calendar highlights the various Young Adult activities hosted each month and has proven to be an excellent resource and promotional tool for our Young Adult Program!

Since we have an abundance of photos and videos from our clubhouse events over the years, we have begun an archiving process. Members have been involved in watching old VHS tapes and cataloguing their content using a numbering system. Eventually we will be uploading the content to the cloud, and making a DVD of Progress Place's audio/visual history!

Wow! Hard to believe this has all happened over the course of just a year. Time sure flies when you are having fun! As our membership grows, so do our ideas, experiences and relationships. We look forward to another exciting year ahead!

We are a very fortunate clubhouse here at Progress Place. Every day, 365 days a year Progress Place is open and offers social recreational activities from 4 to 8PM Monday to Friday and 11AM to 8PM Saturday, Sunday, and Holidays as part of our Evening/Weekend and Holiday program. The Evening/Weekend and Holiday program is a time that members can unwind after a hard day of work, meet up with friends, eat something tasty, participate in fun activities and have a good time.

From Monday to Friday, we have many popular activities. Wii Mondays is always a favourite with virtual reality games such as Rock Band, Bowling, Tennis and Ping Pong. This year we have introduced Chess Club, a new activity on Tuesday evenings where everyone from beginner to advanced is welcome to participate. Thursdays, we host an in-house music group. Members can bring their own instrument or simply use their voices. After all that strumming, you can stretch out at our weekly Thursday night 'stretching group', a fantastic way to end an eventful day. Fridays, of course, is Bingo! where members can play for prizes such as Boutique cards and meal cards. Saturday nights are not complete without karaoke. Such tunes as "Sweet Caroline" and "Could You Be Loved" are just a few of the many songs sung. Sundays finish off the week with a double viewing at 2 and 6PM of a movie of the week. This past year we have watched some classics as well as some new releases chosen during social planning meetings and member requests. If watching a movie isn't your cup of tea, there is always Computer Learning each and every Sunday.

Also on Sundays we welcome people that are currently hospitalized at St. Michael's Hospital to join the clubhouse for the day. This gives people an opportunity to have lunch, meet friends, have some fun and experience the Progress Place Clubhouse. Many who joined in on the Sunday activities from St. Michael's, enjoyed themselves so much they have become members of the clubhouse.

Every Saturday members enjoy a different scheduled activity. We have made cupcakes, yogurt parfaits, cookies, smoothies, nachos (which were out of sight), pizza, and frozen yogurt. Everyone gets to eat their yummy creations after the food making activity. We also made napkin holders, planted and potted seedlings, carved pumpkins, bobbed for apples, read plays, designed t-shirts, beaded jewellery, and played board games such as Monopoly, Who Wants to be a Millionaire, and Apples to Apples. On Saturday afternoons during the warmer weather, a group of members headed out into the city for a photography walk. They had an adventure using their imaginations and learning how to take photos with digital SLR cameras. Nothing but fun, fun, fun on Saturday afternoons.

The Evening/Weekend and Holiday Program is not limited to activities just inside Progress Place! Our weekly sports activities change with the seasons, except for our Wednesday sports night at Covenant House, which is always floor hockey. It doesn't matter what time of year, there is always an activity that will keep you fit and active. During the spring and summer months, we played baseball at the John Innes Baseball Diamond. It is such a great time spent outdoors, being active and playing as part of a great team. During the fall and winter seasons, we headed indoors to the John Innes Gym to get our soccer game on. In January when the snow hit the ground, Progress Place hit the ice.

Sixteen members and staff enjoyed an evening of skating, hot chocolate and cookies at Harbourfront.

Some of the special outings were visits to the Art Gallery of Ontario, the Ontario Science Centre, and Rivoli Pool Hall. On a number of occasions, we were invited to attend free dress rehearsals at the Fairview Library Theatre where members had the chance to see plays such as The Dover Road, Gaslight, The Deadly Game, and Leading Ladies.

The Young Adults Group hosted a board game outing in February to 401 Games located on Yonge Street. This was not only just a fun evening but also gave the group a chance to test out new board games to consider adding to the Clubhouse's Evening/Weekend board game selection. We now have Bop It, Ticket to Ride, Scrabble, Twist, and Cross Cribbage!

When it comes to dances and parties, Progress Place really knows how to get down! Members gather together to party, eat an abundance of delicious treats and dance the night away to DJ's playing everyone's favourite tunes by request. We have some of the coolest DJs around that keep the party going on the dance floor! Spot Dance Prizes are a staple of these awesome events. Prizes this year have included cinema movie tickets, Starbucks cards, Baskin Robbins cards, Boutique cards and meal tickets.

We try to host a dance for at least every major holiday event. Dances this year included our Holiday Banquet Dance, New Year's Eve celebration, Valentines Day (don't forget to wear red), Saint Patrick's Day (don't forget to wear green), a summer dance with a 60's surfer theme, and of course, Halloween with costumes and all. In preparation for each Progress Place dance we decorate! This is an opportunity for members and staff to get creative. The decorations we have seen over the past year demonstrate our commitment to each theme! With each dance the Petit Café is transformed into a fun and colourful dance hall. This year for the Holiday Banquet dance, we constructed a gingerbread house entrance to the Petit Café using cardboard, paint, glitter and construction paper. For the St. Patrick's Day dance, we made a centrepiece of green and orange balloons with streamers for the ceiling.

At each dance, we had a ton of treats, including spring rolls, pizza bites, meatballs, chocolate covered pretzels, and jalapeno poppers - just to name a few. It is nearly impossible to think of a Progress Place dance without thinking of all of the delicious snacks that go along with it. At every dance this year, we have tried to make sweet and savoury snacks that match each theme. For the holiday banquet dance, First Floor kitchen made a whopping 900 pieces of dessert! Desserts included egg nog cookies, peppermint nanaimo bars, and mini cherry pies. Some of the snacks we have made included: witch's fingers, spinach pinwheels, coconut date balls, hummus with veggies, and truffles. Yum! It's making me hungry just thinking about it! When's dinner again?!

As you can see, here at Progress Place, we like to work hard and play hard. There is something for everyone everyday of the week. Our Evening/Weekend and Holiday activities are open to anyone who wants to participate. It is a great place to make friends, unwind, and do something fun and exciting especially after a strong work-ordered day! We hope to see you there!





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**PROGRESS PLACE REHABILITATION CENTRE  
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