



Hope.  
Opportunity.  

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576 Church St.



**PROGRESS  
PLACE**

**MENTAL WELLNESS**

**2022 - 2023  
IMPACT REPORT**



# Message from the Board Chair and Executive Director

## A Place to Belong...A Place to Return

2022-23 was a remarkable year for Progress Place as our community has been emerging from the devastating toll of the isolation, mental, and physical health challenges of the COVID-19 pandemic.

We continued to show nimbleness and flexibility in our programming while remaining true to our Clubhouse values and standards as the members returned to our programs, came together, and helped each other recover. We made thousands of calls, texts and emails to keep each member connected to the support they individually needed ensuring they knew they had a place to belong and return. Each member's courage and resilience is astounding!

As we complete the second year of our 2021-24 Progress Place Strategic Plan, we are well on our way to delivering our strategic plan objective of deep community reach through new programs, services, and health system collaboration to improve the mental health and wellness of the people we serve today and will serve tomorrow. We were successful in expanding the footprint of our partnerships as we engage new partners through Ontario Health Teams that have allowed us to continue to broaden our reach by providing programs and services throughout the community.

This was a year of unprecedented growth for us. We successfully secured funding for several new programs at Progress Place's Community Hub to better serve the North West part of the city. This enabled Progress Place to offer a Health Access program to connect members with various programs and services improving their health, a Drop-In program for the most vulnerable members of the community and a Peer Ambassador/Navigator program.

We continue to collaborate with our local universities to publish research and insights on the important impact the Clubhouse Model has on the communities we support. The Toronto Metropolitan University completed a longitudinal assessment to explore the impact of COVID-19 on Clubhouse Employment Programs, which demonstrated the critical role Progress Place plays to help members reach their employment goals. In addition, a research team from the Dalla Lana School of Public Health at the University of Toronto conducted an economic analysis to measure Progress Place's cost savings on the health care system, which confirmed the cost effectiveness of our programming.

Progress Place has played an important role in the fabric of Toronto for over 39 years and our work has never been more critical than it is today. Sincerest thanks to fellow board members and to all the staff of Progress Place for their commitment and invaluable contribution. Finally, thank you to the members of Progress Place who continue to be an inspiration with their strength and courage.

We are proud of what we accomplished this past year, and are excited for our important work ahead.



**Justin Scaini**  
*Board Chair*



**Criss Habal-Brosek**  
*Executive Director*



***Sincerest gratitude to Rotary Club of Toronto for their generous donation of hundreds of food hampers that we distributed to our members to support food security.***

***We were pleased to celebrate the 10th anniversary of our Seniors Corner program which has been supporting isolated and vulnerable seniors 55+ living in the St. James Town neighbourhood of Toronto with programs to help with healthy aging at home, social connection and a place to belong.***



# 2022/23 IMPACT

## In Our Community

### Stability

**86%** 

Reduction in hospitalization rates for our members one year after joining the Clubhouse program



**26,986**

Peer Support Programs  
Double Recovery  
Peer Navigator  
Warm Line  
**40,379**

Seniors Corner  
Clubhouse Program  
Community Place HUB

**37,411**

Healthy and delicious meals were prepared, served, delivered and enjoyed by Progress Place members

**552** Zoom Meetings, or virtual opportunities for support, skills enhancement, and social connection were attended **2652** times

### Support

The **Warm Line** - a first-of-its-kind in Canada - provided peer support via

**25,305** 

calls and messages for adults who were feeling isolated or lonely



**143** homeless or underhoused people found stability in safe and affordable housing

We ensured our members stayed connected during COVID 19 through

**43,611**

phone calls, texts, and emails



### Future



**\$1,709,092**

was earned by **183** members through our employment programs

**77** members are pursuing their educational goals

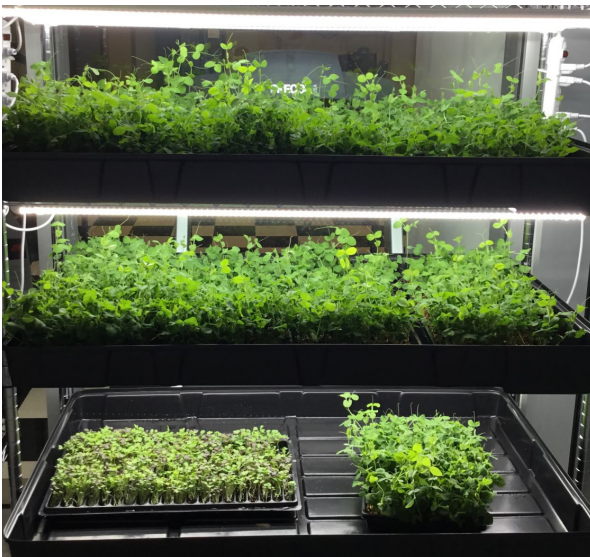


**191** vulnerable and isolated seniors in St. James Town received the support they need





# Community Indoor Farm Brings Fresh and Tasty Greens to Progress Place Meals



A new, vertical farm located in the Progress Place café is providing nutritious leafy greens, fresh herbs, and micro greens, such as pea shoots, tiny radishes and arugula thanks to funding from Jo Malone London and ongoing support from Boreal Agri-Innovation. All the produce is used in clubhouse meals, making them even more flavourful and fresh. Kale, lettuce and other produce can provide enough salad to serve 100 people twice a week.

The goal of the project is to support food security, mental wellness and community engagement at a local level through food production and hands-on training.

To get started, crop coach Brandon Hebor from Boreal-Agri-Innovation was brought on board to provide training on how to plant and maintain, transplant and harvest

the greens. Shelving, seeds, soil and containers were provided, along with appropriate lighting and other equipment. He continues to provide ongoing support through supply delivery, troubleshooting and additional training for new crops being grown.

“The crops grow quickly and we have received positive feedback, so we are trying different things and experimenting as we go along,” says Brandon, a clubhouse member since 2017. With some previous knowledge of growing hydroponic plants, Brandon says he took an avid interest in the project right from the outset. “I love plants. I find them very calming, relaxing and I feel at peace around greenery, water and natural elements in general.” Brandon explains that, like all other Progress Place projects, the garden is tended in partnership, between members and staff.

“A daily log keeps track of plantings and crop maintenance, and everything is cycled so the garden team knows what to plant and when. No chemicals are used, and the soil is composted each time a plant is harvested,” he explains. Since it first kicked off last summer, interest in the project has blossomed.



# New Community Hub Programs Offer Vital Support and Connections

## Health Access Program

Progress Place's new Health Access Program is helping people in the York South Weston area of Toronto to re-integrate into the community after discharge from St. Joseph's Health Centre and Humber River Hospital. Located at the Community Place Hub, the program offers patients from these two hospitals intensive 12-week case management support as they transition home, as well as ongoing support and resources available at the Hub. And the support doesn't end after 12 weeks. When not visiting clients, health access navigators are at the Hub to provide clients support as long as they want.

For Tulio, the new program has been extremely helpful. He explains that he has been dealing with mental health issues for several years and was participating in another program prior to his hospitalization. However, there was a lengthy waiting list for that program and he was told about the new longer-term Health Access program offered through Progress Place.

"My health access navigator came to visit me in the hospital before I was discharged which was very helpful, because I was very lonely, and depressed, and very afraid. She made me feel very comfortable," he says.

Once Tulio was back at home, his health access navigator continued to visit him and helped him set goals. When he is ready, Tulio plans to visit the Hub and intends to participate in one of the recovery programs Progress Place offers virtually.

He is also working to become more independent, and hopes to have a personal support worker come to help him learn to cook and clean. "When I have support, I do well, but when I don't, I don't do well," he says. "The most helpful part of this program has been having someone to talk to who understands my mental health issues. Although my family is very supportive, they don't always understand, so my health access navigator fills that gap."



## Drop-in Program

Thanks to the City of Toronto's Drop-In funding for Progress Place and the Community Place Hub, we are now able to provide dedicated staff for Weston and Mount Dennis community members who would prefer walk-in access to the many services offered by the Hub. Approximately 45 people per day utilize the drop-in service weekday afternoons and Sundays from 10 a.m. to 3 p.m. On days where events are taking place, the number grows exponentially.

For Fernando, the drop-in service has been extremely valuable. He first visited the Hub in January to see if someone could help him edit his resume and was delighted to find out about the numerous programs on offer.

"This place provided so much more than I expected," says Fernando. "The staff welcomed me and offered me coffee and a meal. They treated me like a family member."



Since that first visit, he goes to the Hub regularly and enjoys meeting fellow community members of all ages. "I come in almost every day of the week," he says. "I feel at home here. When I come for lunch, it feels like a family."

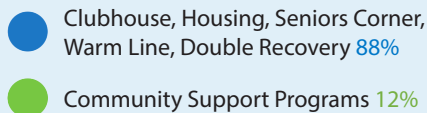
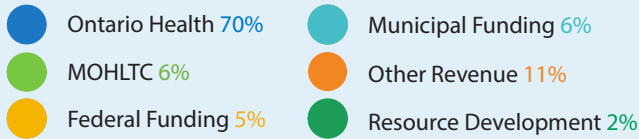
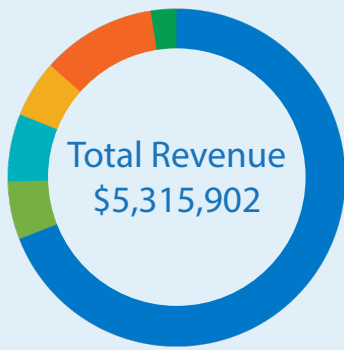
As a visually impaired person, Fernando explains that he requires help reading and filling out online forms — and the drop-in staff have provided that vital assistance. "They are exceptional people," he says. He has also helped to educate Hub members about living with visual impairment.

Over the winter, Fernando participated in several Hub programs and workshops. A community consultation regarding bail conditions was particularly interesting for him, since he is currently studying criminology at Toronto Metropolitan University. He enjoys the mental health programming and writing sessions and has benefited from the repair services offered by the Progress Place sewing program offered at the Hub. "It's very meaningful and I am so glad to know this place," he says.





## Audited Financials 2022 - 2023



## Peer Support Warm Line Toll Free Hours Expand Again!

Following a steady increase in callers to the Warm Line toll-free number, we have increased hours from four to eight hours per day. Introduced last year as a pilot program in partnership with Wellness Together Canada, the expanded hours mean that callers throughout Canada can now reach out for support at 1-888-768-2488 from 4pm to midnight EST.

Since the hours were extended, calls to the toll-free number have doubled. Approximately 20 people with lived experience are employed responding to those calls.

The Warm Line provides confidential and anonymous peer support for callers who are feeling lonely, isolated, anxious or depressed, or in need of a friendly ear. The original Warm Line introduced in 1995 is also available everyday from 4pm to midnight for calls as well as online chat and text.

## Recovery Happens Here

### PROGRESS PLACE CLUBHOUSE

576 Church St.  
Toronto, ON  
(416) 323-0223

Our clubhouse is a recovery centre for people living with mental illness. Combining a comprehensive network of services that includes employment, education, recreation and housing, our innovative approach is progressive and world-renowned.

561 Sherbourne St.  
Toronto, ON  
(416) 458-9616

### SENIORS CORNER ST. JAMES TOWN

Using the Clubhouse values, the seniors program offers a sense of community, connection, recreation, education, meals and supports for adults 55+ to age in place within their homes.

### COMMUNITY PLACE HUB

1765 Weston Rd.  
Toronto, ON  
(416) 323-1429

The Hub is a safe and friendly space for local residents and service providers to connect, offering physical and mental health services to the community.

warmline.ca  
Evening: (416) 960-9276  
Text: (647) 557-5882  
Toll Free 1-888-768-2488

### THE WARM LINE

The Warm Line is a confidential and anonymous peer support telephone, online chat and text service open 365 days per year from 4pm to midnight.

**Nation-wide Toll Free from 4 pm - midnight EST**

### DOUBLE RECOVERY

For Information  
(416) 323-0223

The Double Recovery program offers anonymous and safe support through four weekly informal, peer-based meetings for people living with mental illness and addictions.

For Information  
(416) 924-5393

### SUPPORTIVE HOUSING

Our Supported Housing program provides access to 141 safe, affordable bachelor and one-bedroom apartments in close proximity to the clubhouse.

# Thanks to the individual donors and foundations who collectively donated \$131,014 to help provide a place for people to belong, to feel needed and connect with others, to receive the help they need.

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## Our Core Funders and Partners Who Make our Work Possible

### Ontario Health

Ontario Ministry of Health and Long-Term Care

Ontario Trillium Fund

Employment and Social Development Canada

United Way Greater Toronto

SC2.0 Stepped Care Solutions

### City of Toronto:

Climate Action Fund

Community Crisis Response Fund

Employment and Social Services

Housing Stability Services

Solid Waste Management Services

Social Development, Finance and Administration

## Progress Place Community Partners

These are just some of the agencies, organizations, and partners who we work with.

Access Alliance

Addictions and Mental Health Ontario

All Saints Community Church

Alzheimer Society

AOLE Clothing

Art Gallery of Ontario

Artscape Weston Common

A-Way Express

Blakes, Cassels, & Graydon LLP

Body Plus

Centre for Addiction and Mental Health

Chef's Hall

CHUM Charitable Foundation

Church Wellesley BIA

Church Wellesley Neighbourhood Association

Church Wellesley Safety Network

Clubhouse Canada

Clubhouse International

Community Police Liaison Committee 12 Division

Compagnie Parento

COSTI

Councillor Frances Nunziata

Councillor Chris Moise

Crosstown Family Health Team

Deloitte

Dentons LLP

Dixon Hall

Downtown East Toronto Ontario Health Team

Downtown East Cluster

Elder Abuse Prevention Ontario

Food Share

For Youth Initiative

FreshCo-Jane & Denison

Frontlines

George Brown College

Greenrock Charitable Trust

Hospice Toronto

Humber River Family Health Team

Humber River Hospital

Jane Lee

Jo Malone London-Estée Lauder Cosmetics Ltd.

Kitchen24

LAMP Community Health Centre

Learning Enrichment Foundation

Lenczner Slaght LLP

LOFT Community Services

Mainstay Housing

Making Art Making Change

Mazon Canada

Medallion Corporation

Mid-West Toronto Ontario Health Team

Mills & Mills LLP

Minden Gross LLP

Mission of Hope

MP Ahmed Hussien

MP Marci Ien

MPP Kristin Wong-Tam

MPP Michael Ford

Native Child and Family Services of Toronto

North York Community House

Our Lady of Lourdes Church

Pam Feldman

Patagonia

Quandl

Raymond James Ltd.

Reconnect Community Health Services

Regent Park CHC Diabetes Education Program

Reitmans - Scarborough Town Centre

Rekai Centre

Ricoh

Rotary Club of Toronto Charitable Foundation

Royal Ontario Museum

RW&CO - Fairview Mall

RW&CO - Yorkdale Mall

St. Lawrence BIA

Second Harvest

Seeds of Hope

Shakespeare in Action

Sherbourne Health Centre

Sodexo

StackAdapt

Starbucks-Royal York & The Westway

Storm Crow Manor

Sunshine Centre for Seniors

Susan Tonkin

Sydney Currier

Syme Woolner Neighbourhood & Family Centre

The 519

The Corner

The Globe and Mail

The National Club

The Neighbourhood Group

The Neighbourhood Organization

The Waterfront BIA

Toronto Community Housing Corporation

Toronto District School Board

Toronto Foundation

Toronto Mental Health & Addiction Supportive Housing Network

Toronto Metropolitan University

Toronto Police Service Disability Community Consultative Committee

Toronto Public Health

Toronto Public Library Mount Dennis

Toronto Public Library St. James Town

Toronto Public Library Weston

UHN - Toronto Western Hospital

UHN - Toronto General Hospital

Unison Health and Community Services

Unity Health St. Joseph's Health Centre

Unity Health St. Michael's Hospital

Unity Health Providence

University of Toronto

Up With Women

UrbanArts

WeirFoulds LLP

Wellness Together Canada

West Park Healthcare Centre

West Toronto Community Health Services

West Toronto Ontario Health Team

Weston King Neighbourhood Centre

Weston Masonic Temple

Weston Property Management

Wilson Dunn Promotion Inc.

Winners - College Park

Writers Collective of Canada

Yonge Street Mission

York South Weston Planning Table

York West Active Living Centre

York Weston Pelham Cluster

Yorktown Family Services



 576 Church St., Toronto, ON M4Y 2E3 - (416) 323-0223

## Dylan's Story

A member of Progress Place for over three years, Dylan enjoys the activities offered through the Young Adult program.

During the pandemic lockdowns, Dylan continued to participate in meetings and activities virtually, via Zoom. Now he is very happy to be back in the Clubhouse and participating in-person in the work-ordered day.

On weekdays, Dylan works in the clerical unit, doing data entry, vacuuming, cleaning, sanitizing and taking care of the plants at the Clubhouse. He also participated in Progress Place's Church Wellesley BIA group employment project last summer, doing plant maintenance and construction for the business community.

"I've met lots of people and formed new friends through the clubhouse," Dylan says. "It's a very positive atmosphere. The staff have been very helpful and caring. Getting out of the house and being in the environment more has been very positive for me and my mental health."

Dylan has shared that he enjoys working with plants and greenery and with the support of Progress Place is currently enrolled in school part-time studying environmental management. Dylan believes his future is bright with the grounding he has received at Progress Place.







## Our Vision

Progress Place's vision is that all people living with mental illness have the opportunity for full recovery.

## Our Mission

Progress Place is dedicated to improving the lives of people living with mental illness. We offer programs and services which provide opportunities for recovery through friendship, employment, education, housing and recreation in a welcoming and accessible environment of support, respect and dignity.

### Connect with us

-  [theclub@progressplace.org](mailto:theclub@progressplace.org)
-  Progress Place Clubhouse
-  @progress\_place
-  @progressplaceclubhouse

[progressplace.org](http://progressplace.org)