



Hope.
Opportunity.

576 Church St.



PROGRESS PLACE

MENTAL WELLNESS

2020 - 2021
IMPACT REPORT

Board Chair and Executive Director Report



Carrie Shaw
Board Chair

Without a doubt, the COVID-19 pandemic made the 2020-21 year a tremendously challenging one for Progress Place members and staff. Thanks to everyone's efforts however, we were able to respond to the crisis extremely quickly, adjusting our

services to provide online options to enable members to stay connected, and reorienting ourselves around the most pressing needs of the community. For example, unit meetings were conducted virtually, and health and wellness programs were offered via Zoom. We were also able to offer meal delivery service for members and others within the community who were facing food insecurity and isolation. The speed with which staff accomplished this turnaround was truly incredible.

Our adaptiveness and success during this unprecedented time was due to the exceptional dedication and commitment that Progress Place staff have to members – and the organization as a whole. Staff worked tirelessly to ensure inclusion and connection for our members. It was truly inspiring.

Criss Habal-Brosek
Executive Director



The unexpected and devastating global pandemic initiated a year of unprecedented change for Progress Place. I am pleased to report that we swiftly transitioned our programs so that members continued to access vital services during this difficult time.

We quickly revamped the food program to provide members with healthy meals available for pick up, or delivery. We extended the delivery service to support community neighbours, The 519 and the St. Jamestown Community Corner and to enable staff to conduct wellness checks with vulnerable community members.

Within a week of closing the clubhouse, we began to deliver programs through Zoom, offering virtual activities 7 days a week for members along with a daily activity for the community. During the first lockdown, we received grants allowing us to purchase tablets to share with members to help them stay connected virtually.

We extended the Warm Line hours to noon - midnight, 7 days a week, offering both chat and telephone support to the increased number of people in the community experiencing isolation and loneliness.

Progress Place hosted the 1st Virtual Clubhouse Canada Conference connecting more than 325 members and staff representing 20 clubhouses from as far away as Asia. Honorable Michael Tibollo, Associate Minister of Mental Health and Addictions, provided inspiring greetings at our opening plenary, one of six sessions where 40 presenters shared their experience and expertise.

Looking ahead, I hope a lasting, positive impact of the pandemic will be our ability to continue to support members with a combination of services offered both through in-person and virtual participation.

Aside from dealing with the pandemic, Progress Place weathered uncertainty about the Ontario government's healthcare plan with aplomb; the team has done a terrific job engaging with key stakeholders and being an integral part of key conversations that will determine the future of healthcare in this province. At the same time, we must continue to evangelize Progress Place to the community, grow the membership base, and ensure that our great programs and services are offered to all of those in need.

This will be my last report as Board Chair. I joined the Board of Progress Place in 2011 and have served as chair for the last four years. It has been both a privilege and an honour to work with Criss and the Board of Directors and everyone in the organization. They are a wonderful team and have the very best interests of members at heart. I wish incoming Board Chair Justin Scaini all the very best as he begins his term at the end of June, and know that he will be a committed, supportive and dedicated chair.

The pandemic presented an opportunity to evaluate the clubhouse model's responsiveness. Ryerson University conducted research on the effects of COVID-19 with six accredited Canadian clubhouses. Findings reflected how quickly clubhouses, like Progress Place adapted to meet members' mental health and functional needs that otherwise would not have been met.

We are proud that we achieved our 2018-2021 Strategic Plan goals. In summary, we explored integration opportunities, we developed a quality improvement process and have three projects underway, we continue to work on diversifying funding, and we have developed a board that is resourceful and strategic. The Board developed an updated Strategic Plan for 2021-2024 which will be unveiled at the Annual General Meeting on June 22.

A special thanks to the Progress Place board for their dedication, strategic vision and support. I would like to sincerely thank Carrie Shaw for her tremendous contribution over the last 10 years, as a board member and as Board Chair. We wish her the very best! I am pleased to welcome incoming Chair, Justin Scaini, who has been a board member for six years including four as Vice Chair.

My heartfelt thanks to the talented and tireless Progress Place staff and students whose hard work and determination helped us stay connected with members during this challenging year.

And finally, thank you to the members for your valuable input on how best to continue supporting you. You are at the core of everything we do. Your patience while we transitioned our programs was very much appreciated.

The gift of community - of knowing that we belong, that we are not alone, and that we matter is at the heart of everything we do.

2020/21 IMPACT

In Our Community

Support

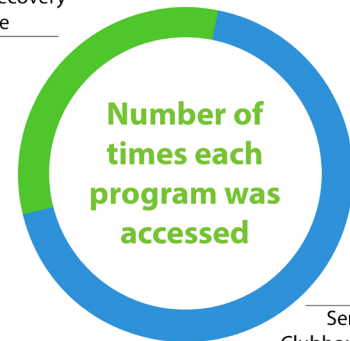
87% 

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

Wellness Checks to support our most isolated and vulnerable during the pandemic

24,430

Peer Support Programs
Double Recovery
Warm Line
22,625



48,112
Seniors Corner
Clubhouse Program
Community Place HUB

58,000+

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

Stability

15,348

Touchpoints with residents from priority neighbourhoods of Weston and Mount Dennis

Nearly **1,500** Zoom Meetings, Workshops, Recreation activities, and other opportunities for support, skills enhancement, and social connection

were attended **10,553** times



122 homeless or underhoused people found stability in safe and affordable housing



Future

\$1,300,000+

was earned by **138** members through our innovative employment programs



21,931 

calls and messages for adults who were feeling isolated or lonely

We ensured our members stayed connected during COVID 19 through phone calls, Zoom activities, texts, emails, and in person visits

103,979

Progress Place worked hard to realize its vision of providing the opportunity for individuals with mental illness to have a full recovery.



connection

ELENA'S STORY

Attending the program keeps me mentally and physically engaged and recharged.

My name is Elena and I am in my late 70's. I have lived in St. James Town for three decades and currently work as a Crossing Guard in the neighbourhood. During the summer, I look forward to joining the senior's program at The Corner. I have been a member of the program for the last five years. Attending the program keeps me mentally and physically engaged and re-charged. The members of the program are sociable, friendly, kind-hearted and we even connect with each other on non-program days. I have made many good friends there. The staff are warm, caring, supportive and resourceful. I enjoy the different activities and take part in yoga, computer learning, assisting with the meal preparation, trivia, baking, outings and learning the ukulele.

During the pandemic, I deeply appreciated the support and comfort I received from the program staff. I enjoyed the delicious meals delivered to my door, the activity packages that helped keep my cognitive abilities alive, the friendly phone calls, and the Zoom programs where we shared and supported each other. I do not feel anxious and nervous now, as I know I have strong supports around me. Thank you Progress Place for providing such beneficial supports for us seniors in our golden years.

belonging

AMIR'S STORY

...Progress Place has taught me a lot of valuable and employable skills, including helping me develop a routine and encouraging my motivation to move into the workforce.



I was hesitant to join Progress Place when I first became a member in 2013 as I did not know anybody there. Fortunately, these hesitations went away quickly, and I was immediately welcomed with open arms. I spent three years participating in the work-ordered day on the First Floor Unit working on tasks like making sandwiches, doing the dishes in the kitchen and as a cashier in the Petite Café. Eventually I decided to take a break and spend some time for myself and decided to re-join two years later.

Coming back to the clubhouse after so much time away was not difficult, as I was given another enthusiastic welcome. This time I decided to try something new and move to a different unit, relocating to the Café Unit. That's one of the great things about Progress Place – you can try out different things to see what you enjoy and to gain new experiences. While the work-ordered day is a valuable component of the clubhouse, I also get the chance to have fun and socialize through the Evening Weekend Program and through various events that happen throughout the year, like summer picnics and the annual Holiday Banquet.

My time participating inside of Progress Place has taught me a lot of valuable and employable skills, including helping me develop a routine and encouraging my motivation to move into the workforce. I was eventually able to join the Transitional Employment Program offered through the clubhouse and started my first job at Parento. While this was nerve-wracking at first, having a staff member train me on the job helped ease these worries. This one-on-one support eventually changed to bi-weekly check-ins, but I felt more than ready for the change. This experience gave me the desire to find more independent employment, leading to a Supported Employment opportunity through Progress Place at The Waterfront BIA three times a week. Through this I was able to work independently, all the while knowing that Progress Place would always have my back if I ever needed a hand. Continuing to work alongside other members and staff at Progress Place is a great experience. I have a second family here and know that they'll always be there with a warm welcome.

hope

DAVID'S STORY

Writing articles for the Young Adult blog helped me start to develop my voice, open up more, and help others...



I found out about Progress Place from my psychiatrist. I was just out of hospital having had my second psychotic episode. I wanted something to keep me busy as I transitioned back into life. At first, my attendance wasn't great. Drinking every day didn't help. However the staff at Progress Place seemed to be more determined than I was to see change. My contact person would call me to check up on me and motivate me. It meant a lot to know someone was willing to put effort into my well-being even though I had next to no motivation. With their help, I finally quit drinking; and in sobriety I am much more able to volunteer and cope with life's challenges. I found purpose and fulfillment in the volunteer work offered at Progress Place. Writing articles for the Young Adult blog helped me start to develop my voice, open up more, and help others who have similar challenges as myself.

Even though the pandemic has been difficult, Progress Place has helped me overcome some challenges during this time. I have social anxiety, so you might imagine, giving presentations is quite a challenge. So, with reluctance, I gave an international presentation in a virtual meeting. It was for a Clubhouse International webinar, where I spoke on how Progress Place has helped me cope with the struggles of COVID 19. I also led a physical exercise class over the phone. I have a background in exercise science, so it felt useful putting my experience and knowledge to use. Then I moved into my first apartment. With need for an adequate residence, I applied to Progress Place Housing. I was living in a dangerous rooming house, so I thank God that I was accepted into the housing in a timely manner.

Currently, I am living in a wonderful apartment, attending virtual meetings, writing for the blog, volunteering, and developing friendships. I have been doing some paid work, and if my health allows it, I might start Transitional Employment (TE). I thank God that my psychiatrist referred me to Progress Place, which helped me so much. Happy progress everyone!



opportunity

TIM'S STORY

We greatly appreciate all the work of Progress Place for what they do for the waterfront community

Our organization, The Waterfront BIA (Business Improvement Area), has had an excellent experience with Progress Place members and supervisors over the last few years. When I started working here in 2018, previous management had set up an excellent Group Employment program through the summer providing additional neighbourhood cleaning. They had even won awards for the program through the International Downtown Association (IDA) that we belong to.

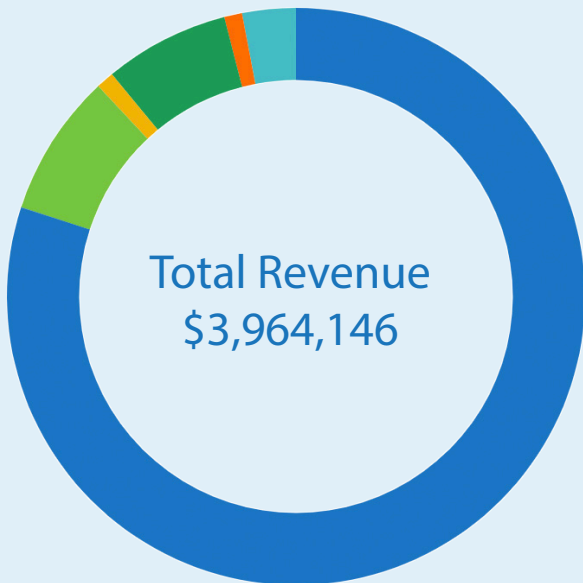
One of our goals as an area business association is to keep the neighbourhood clean and provide an excellent experience for visitors. Our Progress Place Clean Streets Team was doing a great job, even going as far as to remove graffiti, stickers and pulling out weeds. The team was really constructive to work with, always eager to help us identify places we could remove 'eye sores' and beautify the neighbourhood. They even told me they loved the job because they could be by the water all summer, and local passers-by were often appreciative of the work they were doing, too. We've gone from having one group of Clean Streets Team members out three days a week to having multiple groups of cleaners, all week long, through the warm months. This also includes opportunities through Progress Place's Group Employment and Supported Employment programs.

Amir has now been with us for two years and Gonzalo for three! We greatly appreciate all the work of Progress Place for what they do for the waterfront community, and of course to our Clean Streets Team members over the past few years for helping us keep the waterfront beautiful all summer.

Audited Financials 2020-2021



- Clubhouse, Housing, Seniors Corner, Warm Line, Double Recovery 91%
- Other Programs 9%



- TC LHIN 75%
- Municipal Funding 9%
- MOHLTC 7%
- Other Revenue 5%
- Federal Funding 1%
- Resource Development 3%

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 open 365 days a year. Combining a comprehensive network of services that includes employment, education, recreation and housing, our innovative approach is progressive and world-renowned.

200 Wellesley St E.
Toronto, ON
(416) 458-9616

SENIORS CORNER ST. JAMES TOWN

This clubhouse modeled collaborative initiative supports healthy aging at home for vulnerable and isolated seniors 55+ through health and education, personal growth, community outings, recreation, and daily nutritious communal meal programs.

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

COMMUNITY PLACE HUB

The Hub is a safe and friendly space for local residents and service providers to connect, celebrate, teach, learn and organize, offering unique programs addressing physical and mental health, children and youth, senior and newcomers' needs.

WARMLINE.CA
Day: (416) 323-3721
Evening: (416) 960-9276
Text: (647) 557-5882

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 noon to midnight.

COVID Response Extended Hours: 12pm - 12am

DOUBLE RECOVERY For Information
(416) 323-0223

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

COVID Response: 3 Virtual Meetings Weekly

For Information **SUPPORTIVE HOUSING**
(416) 924-5393

Our Supported Housing program provides access to 118 safe, affordable bachelor and one-bedroom apartments in close proximity to the clubhouse

Thanks to the individual donors and foundations who collectively donated \$133,631 to help provide a place for people to belong, to connect with others, to feel needed and to receive the help they need.

Our Core Funders and Partners Who Make our Work Possible

Ontario Health (formerly Toronto Central LHIN)

Ontario Ministry of Health and Long-Term Care

Employment and Social Development Canada

City of Toronto Community Crisis Response Program

City of Toronto Housing Connections

City of Toronto Solid Waste Management Services

City of Toronto Tower and Neighbourhood Revitalization

Progress Place Community Partners

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

Access Alliance	Kumari's	Sodexo
Addictions and Mental Health Ontario	Learning Enrichment Foundation	St Lawrence BIA
Addition-Elle - Eglinton Town Centre	Lenczner Slaght LLP	St. Joseph's Health Centre
Addition-Elle - Queen St. N	Mainstay Housing	St. Michael's Hospital
All Saints Community Church	Making Art Making Change	StackAdapt
Alzheimer Society	Mayor John Tory	Storm Crow Manor
AOLE Clothing	Mazon Canada	Sunshine Centre for Seniors
Art Gallery of Ontario	McGregor Socks	Susan Tonkin
Artscape Weston Common	McLean Foundation	Syme Woolner Neighbourhood & Family Centre
Blakes, Cassels, & Graydon LLP	Medallion Corporation	The 519
Body Plus	Mid-West Ontario Health Team	The Corner
Boldsquare Creative Studio	Mills & Mills LLP	The National Club
Canadian Custom Apparel	Minden Gross LLP	The Neighbourhood Group
Centre for Addiction and Mental Health	Mission of Hope	The Neighbourhood Organization
Christian Resource Centre - 40 Oaks	MP Ahmed Hussien	The Waterfront BIA
CHUM Charitable Foundation	MP Marci Ien	Toronto Community Housing Corporation
Church Wellesley BIA	MPP Suze Morrison	Toronto District School Board
Church Wellesley Neighbourhood Association	MPP Faisal Hassan	Toronto Foundation
Church Wellesley Safety Network	North York Community House	Toronto Mental Health & Addiction Supportive Housing Network
Clubhouse Canada	Our Lady of Lourdes Church	Toronto Police Service Disability Community Consultative Committee
Clubhouse International	Patagonia	Toronto Public Health
Community Police Liaison Committee 12 Division	Penningtons - Eglinton Town Centre	Toronto Public Library Mount Dennis
Compagnie Parento	Quandl	Toronto Public Library Weston
Compass Group - Bell Location	Rangle.io	Torrid - Eaton Centre
COSTI	Raymond James Ltd.	UHN - Toronto Western Hospital
Councillor Frances Nunziata	Reconnect Community Health Services	UHN - Toronto General Hospital
Councillor Kristyn Wong-Tam	Regeneration Community Services	Unison Health and Community Services
Crosstown Family Health Team	Regent Park CHC Diabetes Education Program	University of Toronto
Deloitte	Reitmans - Metro Centre,	Up With Women
Dentons LLP	Reitmans - Scarborough Town Centre	UrbanArts
Dixon Hall	Reitmans - TD Centre	Vibe Arts
Downtown East Toronto Ontario Health Team	Reitmans - Yonge Shepherd Centre	Wawanesa Insurance
Dymon Group of Companies	Rekai Centre	WeirFoulds LLP
Echo Foundation	Ricki's - Cloverdale Mall	West Park Healthcare Centre
Elder Abuse Prevention Ontario	Ricoh - BLG Location	West Toronto Ontario Health Team
Food Share	Rita Tesolin	Weston King Neighbourhood Centre
For Youth Initiative	Rotary Club of Toronto	Weston Masonic Temple
Frontlines	Rotary Club of Toronto Sunrise	Weston Property Management
FundThrough	Royal Ontario Museum	Wilson Dunn Promotion Inc.
George Brown College	RW&CO - Eaton Centre	Winners - College Park
George Herman House	RW&CO - Fairview Mall	Yonge Street Mission
Halmyre	RW&CO - Yorkdale Mall	York South Weston Planning Table
Hodgson Family Foundation	Ryerson University	York West Active Living Centre
Hospice Toronto	Salaam Foundation	York Weston Pelham Cluster
Humber River Family Health Team	Second Harvest	Yorktown Family Services
John Howard Society	Seeds of Hope	
Kitchen24	Shakespeare in Action	
	Sherbourne Health Centre	



We look forward to welcoming you.


Please come tour our Clubhouse, Community Place Hub in Weston, or Seniors Corner in St. James Town to see the difference Progress Place is making in the lives of individuals in these communities.

Contact us at 416-323-0223 to book your visit.


Check out Radio Totally Normal Toronto (RTNT). Our podcast explores and showcases stories and initiatives from Toronto's diverse mental health community.

If you have a story you'd like to share, email rtnt@progressplace.org

Connect with us

 theclub@progressplace.org

 Progress Place Clubhouse

 @progress_place

 @progressplaceclubhouse

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.

progressplace.org