



Hope.  
Opportunity.

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576 Church St.



# PROGRESS PLACE

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MENTAL WELLNESS

2018 - 2019  
IMPACT REPORT

## 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.

## Board Chair and Executive Director Report

Carrie Shaw, Board Chair  
Criss Habal-Brosek, Executive Director



Carrie Shaw



Criss Habal-Brosek

At Progress Place we build community, one that offers hope, respect and the opportunity for recovery from mental illness. This community is built on strong roots, pursues excellence in its programs and services, reaches out to those in need, celebrates achievements, and embraces the strength and talents of others to help it thrive. Reflecting on 2018-19 we are extraordinarily grateful for the community of members, funders, board, staff, community agency and business partners that have worked together to provide a place for people to belong, to connect with others, to feel needed and to receive the support they need.

We are deeply committed to excellence, ensuring that Progress Place continues to examine, innovate and improve its programs to meet the changing needs of the community and continue to deliver strong health outcomes. With this in mind, we were delighted to apply and be chosen to take part in the Excellence through Quality Improvement Program (E-QIP) program. A team of members and staff was formed to receive training and to implement QI techniques within our programs and processes. We began by applying the techniques we learned to improving onboarding processes with new members to better support them in achieving their recovery goals. We will build on this by continuing to apply this rigorous QI approach to other processes and programs throughout the clubhouse to ensure our programs are responsive and effective.

We were honoured to have Progress Place's unique approach validated by the academic community in an article published in BMC Health Services Research journal in a paper titled "Developing a realist theory of psychosocial rehabilitation: the Clubhouse model" (2018). This is one of the first studies to focus on the psychological benefits of being a Clubhouse member and how recovery is promoted in Clubhouses like Progress Place by providing opportunities for people living with mental illness to live meaningfully within their communities.

Our satellite program at the Community Place Hub allows us to expand the reach of our innovative and responsive Clubhouse programming to underserved communities in Weston and Mount Dennis. Through our partnership with Public Health Agency of Canada and Toronto Public Health, we enhanced the Hub's outdoor space to facilitate community building through sports, gardening and socializing. We also established a Sewing Hub supported by the City of Toronto's Tower Renewal Program and Solid Waste Management Services which provides the location, tools and instruction on the basics of sewing, alterations and repairs. This innovative program elevates the community by reducing

waste through repurposing discarded textiles, enhancing skills for local residents, and offering free repair and alterations to community members, many of whom live on a fixed income.

The Community we have built at Progress Place is made more robust by our partnerships in the business community. At our third annual "Taking Care of Business Breakfast" in March we welcomed more than 250 business and community leaders to celebrate the success of our innovative employment program. The Honourable Bill Morneau, Canada's Minister of Finance emphasized the benefits for the whole community of Transitional Employment as it enhances each workplace, contributes to a better Canadian economy and plays a role in mental health recovery. Dr. Eileen de Villa, Medical Officer of Health for the City of Toronto remarked on the impact Progress Place has on the health care system and individual members by drastically reducing hospitalizations.

We are so proud that our work to beautify the community with employment partner Waterfront BIA's "Clean Streets Team" was acknowledged with three awards this past year. The OBIAA Streetscaping and Public Realm Award was given for the team's work in addressing the street-scaping needs of the largest and busiest Business Improvement Area in Toronto. The team also received the TABIA Community Engagement Award and was recognized with a Public Space Merit Award by the International Downtown Association at the 2018 Downtown Achievement Awards.

Our Board provides the steadfast cornerstone to the community we have built. With gratitude we would like to acknowledge the contributions of three retiring board members. Board secretary Stacey Carcao championed the Resource Development Committee, coordinating events and grants. Kumari Colson helped raise awareness of Progress Place and supported our Transitional Employment Program as a TE partner. More recently, Julie Saccone was instrumental in helping to enhance our communication with the community of Progress Place supporters. To help guide us forward, we also welcomed David Mills who brings expertise in business and law to his role as Board Treasurer.

The gift of community – of knowing that we belong, that we are cared for, that we are not alone, and that we matter is at the heart of everything that we do. We are proud of the Progress Place community and are committed to ensuring we continue to provide innovative and comprehensive programs for men and women living with mental illness as they make their courageous journeys in recovery.



# 2018/19 highlights

## Our Community...

### ...BUILDS BELONGING

Progress Place's network of recovery focused clubhouse and satellite programs were accessed

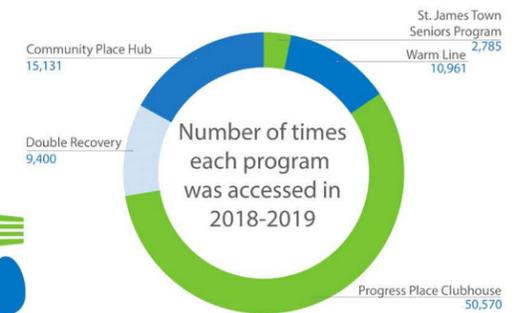


**50,570**

visits were made to our clubhouse by individuals living with mental illness for support on their paths to recovery

**89,027** times in 2018-2019

**60,000 +** healthy and delicious meals were prepared, served and enjoyed by Progress Place members



Progress Place collaborated with more than

**ONE HUNDRED AND FIFTY**

community partners, businesses and government agencies providing innovative and quality programs through our clubhouse and satellite programs in the community.

**15,131**

Number of times residents of priority neighborhoods Weston and Mount Dennis found community and services they need at the Community Place Hub

### ...BUILDS OPPORTUNITY

**\$1,592,497**

was earned by **262** Progress Place members with the support of our innovative employment programs

**173** members of our **Young Adult** program received the support they need to carry on their plans for the future

**86%** reduction in hospitalization rates for Progress Place members 1 year after joining Progress Place's clubhouse program



**77** Progress Place members are pursuing their educational goals with support from Progress Place



**122** homeless or under-housed people living with mental illness found safe, affordable and supported housing with Progress Place

**164** Progress Place members pursued their **Health and Wellness** goals through facilitated fitness classes, smoking cessation groups & wellness workshops.



### ...BUILDS INNOVATION

Progress Place members had the opportunity to develop their technological and computer skills by joining Tech Talk Seminars, Computer Learning Groups and by accessing Progress Place's network of design and audio software.



Progress Place created **The Warm Line**, the first program in Canada to involve a peer support telephone, online chat, and text messaging service. In 2018 -2109 we responded to **10,961** calls from adults living with mental illness feeling isolated and lonely.

St James Town Senior Mental Health Day program supported healthy aging at home for **245** isolated seniors 55+ living with mental health, addiction and complex needs since 2012



# opportunity

## FRETA'S STORY

*I have just recently finished my first Transitional Employment position where I worked for about 7 months and it was amazing.*



My Clubhouse journey began in 2017 and it has been a great experience. When I first arrived at Progress Place, I wasn't sure what to expect. It seemed as if I was joining a rehabilitation center, but Progress Place is so much more than that. At the Clubhouse, I am able to socialize with other members who are on their journey to recovery just like me. Anyone can participate in anything they like and we all help each other when needed. Being at Progress Place gives you peace of mind and belonging. All of the staff and members are so warm and welcoming. Since I have been here, I am proud to be myself and I appreciate the other members for who they are.

For two years, I have participated in the Clerical Unit where I like to work on the attendance statistics, social calendar, data entry and daily banking. Through this work I have learned lots of new computer skills which I am hoping to use for future employment. The Clubhouse also has an Evening/Weekend social recreation program where I get to enjoy delicious dinners and go on fun outings. During the holiday season, I sang in the choir for our Christmas celebration - it was amazing to sing for hundreds of people!

I feel blessed that last November, I started my first Transitional Employment (TE) opportunity. The TE Program helps members transition back to work when they feel they are ready. I have just recently finished my first TE position at WeirFoulds where I worked for about 7 months and it was amazing! My responsibilities included filling the coffee machine, unloading the dishwasher and cleaning the boardrooms. My favourite part of the program was being motivated to work and getting to work with an amazing staff each day. My TE Manager helped make my first TEP experience a positive one. I am grateful for all the help, encouragement and feedback she gave me. Even though I have been busy working, I still try to come to the Clubhouse TE Dinners to share stories with other members who are also working on TE.

My experience at the Clubhouse has been amazing. Progress Place is an oasis for every member who needs care, safety and love.



# belonging

## EMILY'S STORY

*On top of everything else, I have been sober for 6 years thanks to the support of the Double Recovery Program and my friends at Progress Place.*

Hi my name is Emily. Back in 2008 I was getting into a lot of trouble and not taking care of my mental health. I was also going through a number of addiction issues. Eight years ago my son Eazra was born. I chose to put him up for adoption because at the time I wasn't in the proper state of mind to take care of a child. Thankfully, the parents who adopted Eazra chose to do an open adoption so I still get to be a part of his life. His adopted parents and I are close like family and we all get together every two months. I actually saw them today! I still have a long life ahead of me and I'm looking forward to watching my son grow up and hopefully one day seeing him get married.

It's been eight years since I joined Progress Place. It has taken a lot of work but thanks to the support that I've been receiving at Progress Place, I have been doing a lot better. At Progress Place I joined the First Floor Unit where I coordinate the birthday card outreach program that helps us keep in touch with members who are celebrating their special day or who we haven't seen in a while. I also enjoy creating cool posters for clubhouse events in the digital media studio and I love my regular gig DJ'ing at the clubhouse dances every other month.

I am also happy to say that I have been out of the shelter system for 5 years and have an apartment of my own. I received a grant that helped to furnish my apartment so I'm now able to call my apartment my home. On top of all of this, I have been sober for 6 years thanks to the support of the Double Recovery Program and my friends at Progress Place.

I set a goal of taking steps to get back to work and am so happy I was able to work on a Group Employment Program last December preparing holiday mail for a law firm. My next goal is completing my high school GED. I got started on that this year too! Progress Place's education support person came with me to help me connect to the school and to the programs I need. She also helps out with homework when I need it. I know, it will be a lot of work but with the right support and my own dedication I know that it will be worth it.



# hope

## MARK'S STORY

*I found employment as a Peer Support Worker, helping War Veterans. This was a chance for me to give back to others as was given to me.*

In 1984 I was diagnosed with Bipolar Disorder, and my life was in a downward spiral. In desperation I attempted to self-medicate, and developed a substance abuse problem that would plague me for years. Mental illness is very debilitating. For years I battled severe and frequent mood swings that led to numerous hospitalizations. It was with good fortune, though, when I learned about Progress Place. Unemployed and directionless, I had no structure or routine to my daily life. Here was a place I could go to that accepted me as I was, where I could attend when I wanted, with a choice of how I wanted to participate. Others did not see me as an illness, they saw me as a person. Staff were supportive and empathetic. Contrary to the traditional psychiatric approach, the Clubhouse had us focus on our strengths, rather than our symptoms. I now had purpose again. I felt needed and wanted, and realized I could be productive once again. Respect and dignity created a positive atmosphere, and one did not have to hide or feel ashamed of their illness. We were part of a strong community within the walls of Progress Place. A community that would act as a bridge to the much larger community beyond.

Years passed and life became more active and meaningful. I completed a college course in Psychosocial Rehabilitation. Being able to see the principles in action at the Clubhouse was wonderful and refreshing. As Clubhouse members, we began to thrive and fulfill potential that had laid dormant for years. Eventually I met a wonderful lady, got married and had a daughter. Progress Place celebrated this too. A highly supportive mother never left my side. I celebrated a personal rebirth, with the opportunity of recreating what was once a damaged life. Then tragedy happened. My wife was diagnosed with breast cancer. I visited Progress Place and was told that a new program, The Community Place Hub, was opened in my area. A satellite of Progress Place, it was similar in nature. Always welcome, it became a constant support for our family as we weathered this storm. Amazingly, my wife and daughter were able to participate in many activities at the Hub. Eventually my wife became well, and I found employment as a Peer Support Worker, helping War Veterans. This was a chance for me to give back to others as was given to me. As I look back, and reflect upon my experience at both Progress Place and The Community Place Hub I realize that both were integral to my recovery, and also, maintaining that recovery. What the Clubhouse and Hub, and the people that work there offer, is truly rare and unique. As a result of my family also attending the Hub it was a life changing experience for them as well. It provided resources that are still lasting for my family. Yes, recovery can be a slow journey, but I have achieved it and for that I am grateful for Progress Place and The Community Place Hub.

*In addition to a busy family and work life Mark still finds time to sit on the Steering Committee of the Community Place Hub sharing his experience, skills, and passion for helping others living with mental illness.*

# connection

## SARA'S STORY

*The entire team benefits from the Transitional Employment Program. It certainly helps move our business forward on a day-to-day basis.*

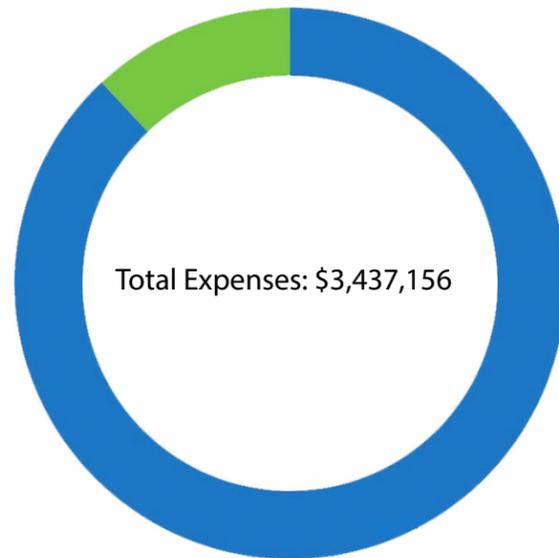
My experience with Progress Place has been extremely positive. I have worked with Progress Place for three years and in that time there have been advantages to WeirFoulds and to Progress Place participants. The entire WeirFoulds team - lawyers, assistants and business services staff - benefit from the Transitional Employment Program. It certainly helps move our business forward on a day-to-day basis.

I think it's fantastic that there is an organization like Progress Place that exists for people that have mental illness and are facing barriers to employment. And we've had a lot of success stories here.



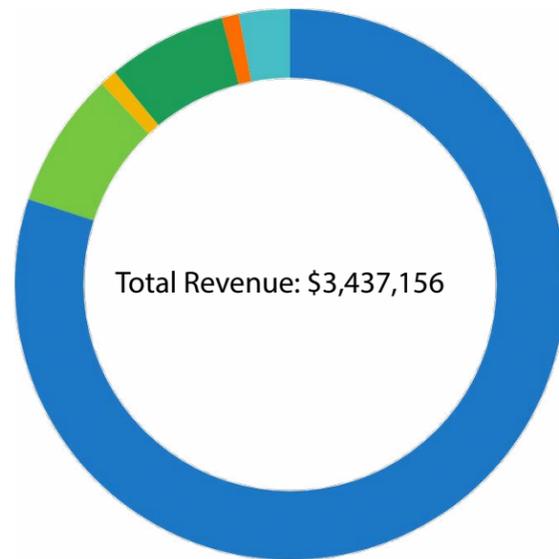
## AUDITED FINANCIALS

### EXPENSES 2018-2019



- Clubhouse, Housing, St. James Town, Warm Line, Double Recovery 88%
- Other Programs 12%

### REVENUE 2018-2019



- TC LHIN 80%
- Municipal Funding 7%
- MOHLTC 8%
- Other Revenue 3%
- Federal Funding 1%
- Resource Development 1%

## 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 **ST. JAMES TOWN SENIORS PROGRAM**

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.

**THE 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, celebrate, teach learn and organize offering more than 60 unique programs addressing physical and mental health, children and youth, senior and newcomers' needs.

For Information (416) 323-0223 **SUPPORTIVE HOUSING**

Our Supported Housing program provides access to 122 safe, affordable bachelor and one-bedroom apartments in close proximity to Progress Place.

**DOUBLE RECOVERY** 16 Locations Across the GTA (416) 323-0223

The Double Recovery program offers safe and anonymous support through weekly informal, peer-based meetings for people in the GTA living with mental illness and struggling with substance abuse.

**WARMLINE.CA** Call: (416) 960-WARM 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 8pm to midnight.

## THANKS TO OUR FUNDERS

Toronto Central LHIN  
Ontario Ministry of Health and Long Term Care  
Employment and Social Development Canada  
City of Toronto Employment and Social Services  
City of Toronto Housing Connections

City of Toronto Tower Renewal  
City of Toronto Waste Reduction  
Public Health Agency of Canada  
Toronto Public Health

## PROGRESS PLACE COMMUNITY PARTNERS

(These are just some of the agencies, organizations and partners who we work with daily)

### Clubhouse Partners

Addictions and Mental Health Ontario  
Art Gallery of Ontario  
Centre for Addiction and Mental Health  
Clubhouse Canada  
Clubhouse International  
Church Wellesley Village BIA  
Church Wellesley Safety Network  
George Brown College  
PriceWaterhouseCooper  
Regent Park CHC Diabetes Education Program  
Royal Ontario Museum  
Ryerson University  
Solace House  
St. Joseph's Health Centre Toronto  
Toronto Police Service Disabilities Community Consultative Committee  
University Health Network  
University of Toronto  
Vibe Arts  
York University  
**Transitional Employment Partners**  
Accenture PLC  
Benchmark Hospitality  
Blakes LLP  
Body Plus  
Compagnie Parento  
Compass Group – Bell Location  
Deloitte  
Dentons LLP  
Fresh Start  
Lenczner Slaght LLP  
Minden Gross LLP  
Rangle.io  
Raymond James Ltd.  
Ricoh – BLG Location  
St. Lawrence BIA  
Toronto Central LHIN  
Waterfront BIA  
WeirFoulds LLP  
Winners College Park

### The Community Place Hub Partners

Access Alliance  
City of Toronto - Tower Renewal  
City of Toronto - Waste Management

Costi  
Crosstown Family Health Team  
For Youth Initiative  
Frontlines  
John Howard Society  
Humber River Family Health Team  
Learning Enrichment Foundation  
Mission Hope  
North York Community House  
Reconnect Community Health Services  
Regeneration Community Services  
Toronto District School Board  
Toronto Community Housing Corporation  
Unison Health and Community Services  
Urban Arts  
Weston Property Management  
Weston King Neighbourhood Centre  
Yonge Street Mission  
York Active Living Centre  
Yorktown Family Services  
**St. James Town Seniors Mental Health Program Partners**  
The Community Corner  
Dixon Hall  
Hospice Toronto  
The Neighbourhood Group  
The Neighbourhood Organization  
Rekai Centre at Wellesley Central Place  
Sherbourne Health Centre  
St. Michael's Academic Family Health Team  
Toronto Public Health  
**Double Recovery Partners**  
40 Oaks  
519 Church Street Community Centre  
All Saints Community Church  
Canadian Mental Health Association-Toronto  
Centre for Addiction and Mental Health  
Maxwell Meighen Centre  
Renascent Wright Centre  
St. James Town Community Corner  
St. Joseph Community House  
St. Michael's Hospital  
Toronto Harbourlight Centre

UHN Toronto Western Hospital  
Women's Own Withdrawal Management Center  
**Supportive Housing Partners**  
Mainstay Housing  
Medallion Corporation  
Toronto Community Housing  
Toronto Mental Health & Addiction Supportive Housing Network  
**In-Kind Donors**  
Addition Elle Lawrence Park  
Addition Elle Queen St. N  
Addition Elle Eglinton Town Centre  
Addition Elle Yonge Street  
Aquatech  
Bee Gees Trading Company  
Bely.ca  
Katherine Blake  
Bruzer Sportsgear Ltd.  
C2 Apparel  
Canadian Custom Apparel  
Canadian National Exhibition  
Cardinal Meat Specialists Ltd.  
Chook Bodywear Inc  
Christianson Sales Inc.  
Classica Imports  
D S Fashions  
Dion Neckwear Ltd.  
Entrip Custom Clothing  
Ezze Wear Inc.  
Fine Line Imports  
Foot Locker Canada  
Forsyth Holdings Inc.  
Gangbar Winslade  
Generic Wear  
Grafton Apparel Ltd.  
Great Canadian Sox Co.  
Haggar Canada  
Halmyre  
Hollander Sleep Products  
Jerico  
Jonas William & Associates Ltd.  
Keldon Leather  
Kumari's Bloor-Yorkville  
Loblaws Maple Leaf Gardens  
Longo's Vaughan  
Lowe's Home Improvement North York  
MAC Cosmetics  
Sam Marinucci

Max Brown Fashion  
McGregor Socks  
Mellow Walk Footwear  
MrSports.ca  
Patagonia  
Penningtons Eglinton Town Centre  
Pinnacle Cosmetics  
Pixie Mood  
Primetime Paint and Paper  
Reitmans TD Centre  
Reitmans Metro Centre  
Reitmans Scarborough Town Centre  
Ricki's Cloverdale Mall  
Ricki's Dufferin Mall  
RW&CO Yorkdale Mall  
RW&CO Eaton Centre  
RW&CO Richmond Hill  
Sanmar Canada  
Simms Sigal  
Simon Chang Corporate Wear  
Skechers Canada  
Slavin Raphael  
Sobie's Barbecues  
Staples Canada  
Stitchy Lizard  
Textilemart  
Torrid Eaton Centre  
Torrid Square One  
Totes Isotoner  
Two Ten Canada  
Waterfront BIA  
Wet 'n Wild Toronto  
Wilson Dunn Promotion Inc  
Wonder Home Fashion  
Adam Zivo  
**Business Breakfast Sponsors**  
Deloitte  
The DH Gales Family Charitable Foundation of Toronto  
First Gulf  
The Globe and Mail  
Kumari's Bloor-Yorkville  
Lenczner Slaght LLP  
Minden Gross LLP  
Raymond James Ltd  
The Rotary Club of Toronto Sunrise  
The Waterfront BIA  
Webber, Brodlied & Associates  
WeirFoulds LLP

## THANKS TO OUR GENEROUS DONORS

Thanks to our generous individual supporters who donated more than \$50,000 to help provide a place for people to belong, to connect with others, to feel needed and to receive the help they need.



## We look forward to welcoming you.

We welcome you to tour our Clubhouse, The Community Place Hub in Weston, or our Seniors Day Program in St. James Town to see the difference Progress Place is making in the lives of individuals in these communities. Please contact us at 416-323-0223 to arrange/book your visit. We look forward to welcoming you.

Check out Radio Totally Normal Toronto (RTNT) our new monthly podcast which explores and showcases stories and new initiatives from Toronto's diverse mental health community. If you or your organization have a story you'd like to share, contact us at [rtnt@progressplace.org](mailto:rtnt@progressplace.org)



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MENTAL WELLNESS

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### CONNECT WITH US ONLINE

-  [progressplace.org](https://www.progressplace.org)
-  [theclub@progressplace.org](mailto:theclub@progressplace.org)
-  [Progress Place Clubhouse](https://www.facebook.com/ProgressPlaceClubhouse)
-  [@progress\\_place](https://twitter.com/progress_place)
-  [@progressplaceclubhouse](https://www.instagram.com/progressplaceclubhouse)