



Hope.  
Opportunity.

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576 Church St.



# PROGRESS PLACE

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MENTAL WELLNESS

2021 - 2022  
IMPACT REPORT

## Board Chair and Executive Director Report

### Justin Scaini Board Chair



My first year as Chair of the Board of Directors of Progress Place has been exciting and exhilarating. I owe a huge debt of gratitude to my fellow board members, to Criss and to all the staff of Progress Place who have supported me – and most particularly – all the members of Progress Place who amaze me every day with their passion for the Clubhouse and its future.

The COVID-19 pandemic has had a profound impact on all our lives, and I am proud of how quickly Progress Place has adapted to provide programs and services that are so essential to our members and our community. The resilience of our staff and members has been truly awe-inspiring.

This past year, the board took an important step forward by developing and finalizing the 2021–24 Progress Place Strategic Plan. Our strategic plan is designed to build on our long and venerable 38-year history of delivering effective programs and services, and to evolve with the changing needs of our members and stakeholders in the communities we serve by expanding existing programs and providing new ones. As always, all programming decisions will put members and staff first.

### Criss Habal-Brosek Executive Director



Resilience was the focus of the 2021-2022 fiscal year for Progress Place. We continued to offer both face-to-face and virtual programming while staying open as much as possible to provide in-person support to members during the COVID-19 pandemic. Apart from short periods when our doors were closed, we welcomed 130 members per day to the Clubhouse during weekdays as well as some evenings and weekends, while following safety protocols.

I am very pleased to provide the following highlights:

**Accreditation** – To ensure we meet the high standards set by Clubhouse International, an accreditation team performs a detailed audit every three years. For the second time in a row we achieved the highest level of accreditation – a three-year accreditation renewal – with no recommendations for improvement. Despite this accomplishment, we continue to work on three **quality improvement projects** to make our programs and services even better.

**Ontario Health Teams** – Progress Place is pleased to be working with the Downtown East Toronto, Mid-West Toronto and West Toronto Ontario Health Teams, and is involved in several working groups regarding mental health, seniors' issues, and homelessness.

**Our Strategic Plan** – Led by our Board of Directors, we launched the 2021-24 strategic plan which focuses on expanding our reach. We accomplished the following initiatives:

- The **Back to Home** supportive housing program was launched, providing 24 furnished, subsidized housing units and intensive

support to assist vulnerable individuals stay in their own homes.

- We conducted over 30,000 wellness checks and meal deliveries to community members in need of support through the Clubhouse, Community Place Hub, and Downtown East **health and wellness check** program.

All new programs and services must continue to build on the support of our members and be focused on our priorities — as well as those of the Ontario Health Teams. They must also be backed up by observable impacts in improving our members' mental health and wellness.

To enhance community support, we will effectively communicate the strengths of the Clubhouse model to ensure that our collaborators, funders and partners understand the cost-effective methodology of the Clubhouse model, and engage health system partners in new ways. We know we have an important role to play to help make our health system more inclusive and effective for everyone in the communities we serve, and we're up to the challenge!

A special thank you to outgoing board member Judith Winter for her commitment and invaluable contribution to Progress Place. On behalf of all board members, I thank Criss and the members and staff of Progress Place for their tireless work in maintaining the mission of our Clubhouse, so that it will be here today and far into the future.

- Collaborating with the West Toronto Ontario Health Team, West Park Healthcare Centre and Toronto Public Health, we hosted a **vaccine clinic** at the Community Place Hub, where over 20,000 vaccinations were delivered from April to October 2021.
- The **Warm Line** extended service availability from noon to midnight, 7 days per week. Due to increased demand from across the country, we launched a pilot partnership with Wellness Together Canada making the service available **toll free from coast to coast**, everyday from 3-7 p.m. EST. Warm Line call numbers increased to more than 25,000 compared to pre-pandemic average yearly call volumes of 10,000.
- **Addressing Food Insecurity** - A major kitchen renovation featuring commercial grade appliances and dishwashing station was completed at the Community Place Hub, thanks to an Ontario Trillium Fund grant. The federal government's Local Food Infrastructure Fund enabled us to launch a **canning and preserve** program at both the Community Place Hub and the Clubhouse to preserve nutritious food for the community.

**Heartfelt thanks** – I would like to thank all Progress Place members, staff and the Board of Directors for their continued patience and support during this unprecedented time. It has been an honour and privilege to continue to serve as Executive Director of this extraordinary organization.

Inclusion and belonging are at the very heart of the Clubhouse way of working.

# 2021/22 IMPACT

## In Our Community

### Support

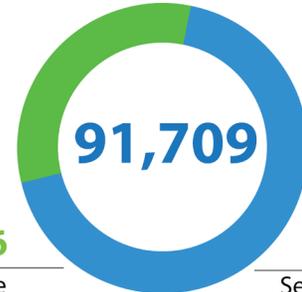
**84%** 

Reduction in hospitalizations for Clubhouse members

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

**31,776**

### Visits to our Programs



**26,036**

Warm Line  
Double Recovery  
Peer Support Programs

**65,673**

Seniors Corner  
Clubhouse Program  
Community Place HUB

**61,000+**

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

### Stability

**20,078**

Touchpoints with residents from priority neighbourhoods of Weston and Mount Dennis

**1,432** Zoom meetings, workshops, recreation activities, and other opportunities for support, skills enhancement, and social connection were attended

**9,853** times

**141**

Homeless or underhoused people found stability in safe and affordable housing

### Future

**\$1,470,000+** 

Was earned by **153** members through our innovative employment programs

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

**25,341** 

calls and messages for adults who were feeling isolated or lonely



**20,000+**

Community members received the COVID-19 vaccine at the Community Place Hub Vaccination Clinic - a collaboration with West Toronto Ontario Health Team and West Park Healthcare Centre

We ensured our members stayed connected during COVID-19

**103,002** 

through phone calls, Zoom activities, texts, emails, and in-person visits



## Jonny's Clubhouse Story

I have been a member of Progress Place since 2018. Initially, I was doing well with my illness, until I had to go off my medication. I ended up in the hospital where my psychiatrist told me about Progress Place. The first day I went to Progress Place, I only made it to the front door. My anxiety took over and I walked away. The next day I decided to give my recovery a chance. Fast forward and I have been a member for over 4 years! Working on the Café unit has helped me rebuild my self-esteem, keep busy and connect with a community of people who understand.

When I came to the Clubhouse, employment was not something I had considered. I heard about a transitional employment position at Winners but was hesitant until Café unit staff and members encouraged me to take a chance. The 1-day a week position was a perfect step back into the work world. Having the support of the Clubhouse was crucial.

When COVID-19 hit, my Winners position finished and the Clubhouse closed to in-person visits, but I never felt disconnected. The Clubhouse started a meal program as well as virtual programming and called every week, to keep us all supported and connected. When I got COVID, the Clubhouse brought meals to my home when I was quarantining, called frequently to check in, and reminded me that I was not alone.

I am happy to say that I am currently working a 3-day a week position at Chefs Hall. I am working on building my work stamina and hoping to work towards a 5-day a week position. I sometimes think back to that first day I came to Progress Place, the day I walked away. I did not know then that opening the door to Progress Place was also opening the door to so many opportunities I thought were gone. Progress Place has helped me on my path to recovery and I am excited to see what my future holds.

***Progress Place provides the opportunity for members to transition smoothly into the workplace to become confident and contributing members of their community. When members first come to Progress Place they often have an uneven work history, with gaps in their employment because their lives were interrupted by mental illness. We help members to secure jobs, train them and guarantee to the employer that the job will be done each day. Collaborating with partners in the business community, Progress Place gives people living with mental illness the chance to work in the competitive job market, receive the support they need to stay on the job, and improve their self-confidence.***



## Lise's Community Hub Story

For the past four years I have attended the Hub, which has been a lifesaving place for me. Throughout the pandemic the Hub provided me with helpful information about Covid, PPE and vaccinations. Once vaccines became available, Progress Place partnered with healthcare providers to host regular vaccine clinics at the Hub.

During the pandemic, I was amazed at how cohesively everything ran. Despite the restrictions, service was not interrupted. The people who made things run smoothly when the Hub was open were there for us during the shutdown. I never felt left out or isolated. They found a way to get through to everyone. Community outreach calls were made, lunches were delivered to people and they even helped help members prepare their taxes. Nothing was missed during the pandemic, we really felt like we had the support we needed. There was always someone willing to help out.

I saw an amazing group of people come together to make it as comfortable as possible during the shutdown. I don't know how they could have made it any better. Looking ahead, I would like to see Hub programs continue to be offered virtually as well as in person, so that members unable to attend continue to have access. Now that restrictions have eased, I enjoy getting together with other members in person again, especially in the Hub's newly renovated kitchen. The new kitchen has all the bells and whistles, and I am really excited because in our area food insecurity is an issue.

## Gloria's Seniors Program Story



I have been participating in the Seniors' Program offered by Progress Place for five years. When COVID-19 first broke out, I continued to attend the in-person meetings, with social distancing protocols. The program, provided invaluable information about the pandemic which I was grateful for as my neighbourhood had high infection levels at the time.

Once lockdowns went into place, the program started holding virtual meetings to keep members connected. We were given a password and ID to connect on Zoom three times a week to stay in touch and informed. It was like one happy family. I am enjoying seeing people now that we can meet three times a week in person again. I also continue to join the Zoom sessions.

The program has been very, very helpful. Once vaccines became available, the program staff helped facilitate vaccination appointments for members. The staff are on top of things and attend to our every need, and for that I am very thankful. I hope that someday the program will expand to more days and more locations so that other seniors in the community can have this opportunity.

## Dolores' Community Hub Story



When I was laid off from my job, I decided to check out Progress Place's virtual sewing class offered at the Community Place Hub. Since COVID-19 lockdowns had cancelled in-person participation, I wondered how effective the online class would be. I was pleasantly surprised at how much I learned about sewing. I met people from all nationalities and it was something to look forward to every Wednesday. If there wasn't going to be a sewing class, I didn't know what to do. In addition to helping with my mental health, the class also taught me how to sew many different items.

As restrictions eased I enjoyed going to the Hub in person and seeing fellow class participants, although I initially found it hard to recognize my classmates due to masking protocols for in-person activities. Now that the Hub kitchen has been completely renovated, I would like to see cooking lessons for members where we could share our love of cooking and teach each other new recipes. With restrictions continuing to ease it would be great if the Hub could offer workshops to showcase what participants have done over the past two years, as well as an event for children and a social evening to bring the community together again.

## Nick's Seniors Program Story

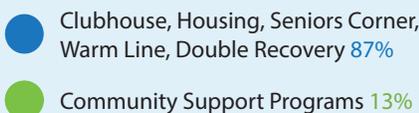
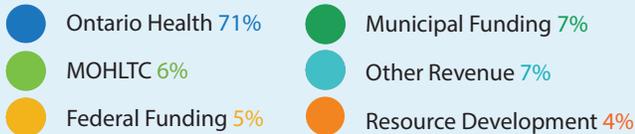
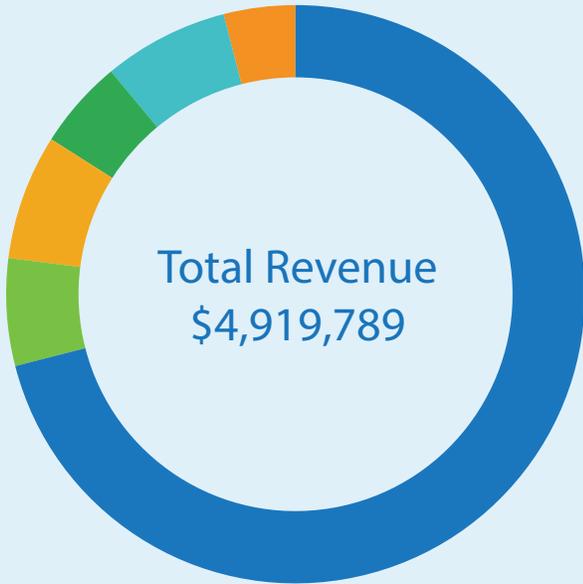


I am a longtime resident of St. James Town and I thoroughly enjoy the Seniors' Program. Before the pandemic, I only attended programs of particular interest to me, but with the lockdowns and the introduction of virtual meetings, I participated more and was more connected with the group than ever before. I have participated in every meeting in every shape and form it takes. I also found the food that was delivered to seniors during the pandemic was a great help. It's paradoxical, I became more involved with the Senior's Program after COVID-19 hit. I guess every cloud has its silver lining.

Going forward, I hope the option for online participation will continue so that members can choose to attend in person, or from the comfort of their own homes. As the warmer weather arrives and pandemic restrictions ease further, I would like to see the program offer more outdoor outings. It would also be great to have more learning opportunities and see more inter-generational activities bringing people of all ages together to share ideas and information.

## Audited Financials

2021-2022



## 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**

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.

**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 unique programs addressing physical and mental health, children and youth, senior and newcomers' needs.

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 3pm to midnight.

**NEW! Nation-wide Toll Free Service from 3 - 7pm EST**

**DOUBLE RECOVERY** For Information  
(416) 323-0223

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

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

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

**NEW! Additional 24 units targeted to higher support**

Thanks to the individual donors and foundations who collectively donated \$182,498 to help provide a place for people to belong, to feel needed and connect with others, to receive the help they need.

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

### Ontario Health

Ontario Ministry of Health and Long-Term Care

Ontario Trillium Fund

Agriculture and Agri-Food Canada

Employment and Social Development Canada

Health Canada

### City of Toronto:

- Community Crisis Response Program
- Employment and Social Services
- Housing Connections
- Social Development, Finance and Administration
- Solid Waste Management Services
- Toronto Public Health

## Progress Place Community Partners

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

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|--|--|--|
| Access Alliance                                | Lenczner Slaght LLP                        | The 519  |
| Addictions and Mental Health Ontario           | Mainstay Housing                           | The Corner   |
| All Saints Community Church                    | Making Art Making Change                   | The Globe and Mail   |
| Alzheimer Society                              | Mayor John Tory                            | The National Club  |
| AOLE Clothing                                  | Mazon Canada                               | The Neighbourhood Group  |
| Art Gallery of Ontario                         | Medallion Corporation                      | The Neighbourhood Organization                                     |
| Artscape Weston Common                         | Mid-West Toronto Ontario Health Team       | The Waterfront BIA   |
| A-Way Express                                  | Mills & Mills LLP                          | Toronto Community Housing Corporation                              |
| Blakes, Cassels, & Graydon LLP                 | Minden Gross LLP                           | Toronto District School Board                                      |
| Body Plus                                      | Mission of Hope                            | Toronto Foundation   |
| Centre for Addiction and Mental Health         | MP Ahmed Hussien                           | Toronto Mental Health & Addiction Supportive Housing Network       |
| Chef's Hall                                    | MP Marci Ien                               | Toronto Metropolitan University                                    |
| Christian Resource Centre - 40 Oaks            | MPP Suze Morrison                          | Toronto Police Service Disability Community Consultative Committee |
| CHUM Charitable Foundation                     | MPP Faisal Hassan                          | Toronto Public Health  |
| Church Wellesley BIA                           | North York Community House                 | Toronto Public Library Mount Dennis                                |
| Church Wellesley Neighbourhood Association     | Our Lady of Lourdes Church                 | Toronto Public Library St. James Town                              |
| Church Wellesley Safety Network                | Pam Feldman                                | Toronto Public Library Weston                                      |
| Clubhouse Canada                               | Patagonia                                  | UHN - Toronto Western Hospital                                     |
| Clubhouse International                        | Quandl                                     | UHN - Toronto General Hospital                                     |
| Community Police Liaison Committee 12 Division | Rangle.io                                  | Unison Health and Community Services                               |
| Compagnie Parento                              | Raymond James Ltd.                         | Unity Health St. Joseph's Health Centre                            |
| COSTI  | Reconnect Community Health Services        | Unity Health St. Michael's Hospital                                |
| Councillor Frances Nunziata                    | Regeneration Community Services            | Unity Health Providence  |
| Councillor Kristyn Wong-Tam                    | Regent Park CHC Diabetes Education Program | University of Toronto  |
| Crosstown Family Health Team                   | Reitmans - Scarborough Town Centre         | Up With Women  |
| Deloitte                                       | Rekai Centre                               | UrbanArts  |
| Dentons LLP                                    | Ricoh                                      | Vibe Arts  |
| Dixon Hall                                     | Rita Tesolin                               | WeirFoulds LLP   |
| Downtown East Toronto Ontario Health Team      | Rotary Club of Toronto                     | Wellness Together Canada   |
| Elder Abuse Prevention Ontario                 | Royal Ontario Museum                       | West Park Healthcare Centre  |
| Food Share                                     | RW&CO - Fairview Mall                      | West Toronto Ontario Health Team                                   |
| For Youth Initiative                           | RW&CO - Yorkdale Mall                      | Weston King Neighbourhood Centre                                   |
| Frontlines                                     | Salaam Foundation                          | Weston Masonic Temple  |
| FundThrough                                    | Salaam Foundation                          | Weston Property Management   |
| George Brown College                           | Second Harvest                             | Wilson Dunn Promotion Inc.   |
| Greenrock Charitable Trust                     | Seeds of Hope                              | Winners - College Park   |
| Hospice Toronto                                | Shakespeare in Action                      | Writers Collective of Canada                                       |
| Humber River Family Health Team                | Sherbourne Health Centre                   | Yonge Street Mission   |
| Jane Lee                                       | Sodexo                                     | York South Weston Planning Table                                   |
| Joe Malone London (Estée Lauder)               | StackAdapt                                 | York West Active Living Centre                                     |
| John Howard Society                            | Storm Crow Manor                           | York Weston Pelham Cluster   |
| Kitchen24                                      | Sunshine Centre for Seniors                | Yorktown Family Services   |
| Learning Enrichment Foundation                 | Susan Tonkin                               |  |
|  | Syme Woolner Neighbourhood & Family 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](tel: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](mailto:rtnt@progressplace.org)

### Connect with us

 [theclub@progressplace.org](mailto: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](http://progressplace.org)