

# Gerstein Crisis Centre

*Annual Report 2014*

## *A MESSAGE FROM THE EXECUTIVE DIRECTOR AND BOARD CHAIR*

It has been a big year for Gerstein Crisis Centre as we celebrate 25 years of service. Our long time Executive Director, Paul Quinn, retired and new leadership began with Susan Davis as our new Executive Director and Elaine Amsterdam as our Coordinator of Crisis Services. After 25 years, it is important to take stock and acknowledge both where we have come from and where we are today.

We are so fortunate to have a committed team of staff, some of whom have been with us from the beginning. We recognize what that longevity says and means for our organization. We remain firmly connected to our roots and to our core values of respect, autonomy, dignity, diversity, collaboration and accountability.

### ***Our Purpose and Mission:***

To provide a community based, alternative approach to crisis intervention by delivering individualized non-medical support to people experiencing a mental health crisis.

### ***Our Vision:***

To be an accessible source of support and recovery for individuals experiencing mental health crisis; to work collaboratively with partners to create improved access to services and to promote wellness, recovery and strong consumer survivor networks.

### ***Our Values:***

Respect, autonomy, dignity, diversity, collaboration and accountability are at the core of all we do. We value the whole person and acknowledge and respect their needs and wishes for recovery.



Over the years, while remaining within our mandate and our philosophy, we have grown and we will continue to do so in order to fill gaps, increase access to services, and improve the coordination of services for individuals in crisis. As well as our initial telephone crisis line, mobile team, and 10 crisis beds, we now offer over 40 short-term crisis beds across a variety of services and partnerships. They help individuals dealing with a mental health crisis and facing complex issues including substance use/concurrent issues, justice involvement, dual diagnosis and homelessness. We have also developed partnerships and services to increase access for individuals to recovery-based training, employment and activities, all in keeping with our commitment to promote wellness, recovery and strong consumer-survivor networks. Education and training made available to the community, as well as in-house learning exchanges for new Canadians and people with lived experience honours our commitment to diversity, equity and accessibility.

We want to thank our founders, including our founding chairperson, Dr. Reva Gerstein, our previous Executive Director, Paul Quinn, our funders, our incredible staff, our volunteers and the many people with lived experience who have worked tirelessly to make their voices heard in order to transform how we look at mental health and recovery. We are with you and we are listening.

Susan Davis  
Executive Director

**25**  
years  
1989-2014

Helen Hook  
Board Chair

# Highlights 2014

**New Executive Director**, Susan Davis and Coordinator of Crisis Services, Elaine Amsterdam are hired

**We are actively working** with our local Health Links (Mid East Toronto and South Toronto) in collaboration with other services to improve local service coordination.

**FRESH project** keeps people active throughout the year. Ten FRESH participants go on a Boundless Adventure trip and the Monday night Ball Hockey team enters a team in the 'Play On' Ball Hockey Tournament.

**Reva Gerstein Legacy Fund** provides funding to individuals with lived experience pursuing education, community or business ventures.

**Cross Sectoral Collaboration** with Toronto Police continues with training for police officers around mental health crisis and through participation on community consultation and advisory committees to improve police response to people in crisis.

**Staff team continues to build expertise** by participating in a variety of training opportunities including Mindfulness, CBT, Aboriginal Cultural Competency, Harm Reduction, Health and Safety

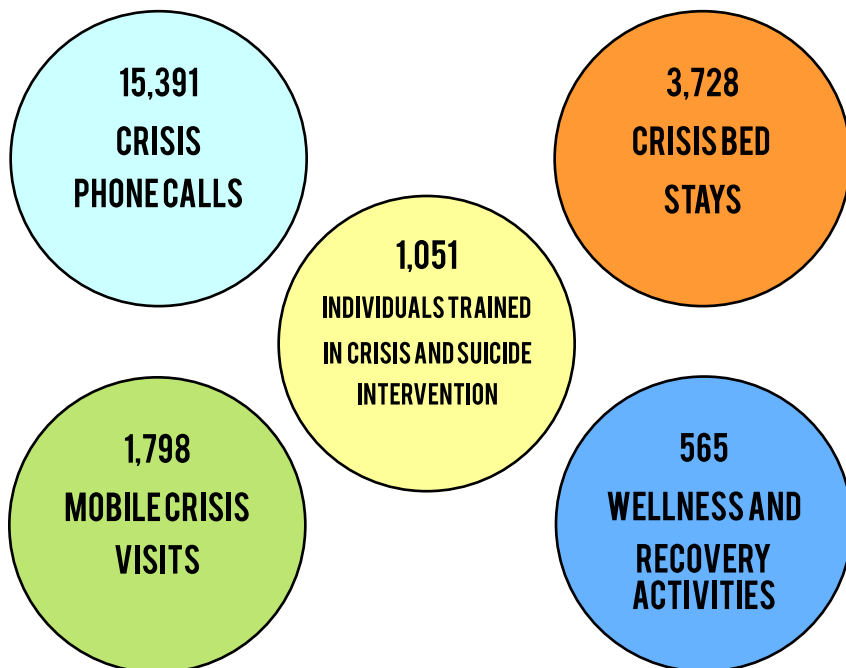
**Our website is redesigned** and updated through the expertise and generosity of q30 Design. Please visit our new website at [www.gersteincentre.org](http://www.gersteincentre.org)

**Partnership with Ryerson University** providing learning exchanges with New Canadians who are Internationally Educated Social Workers is a great success.

**Substance Use Crisis Team** is well established and developing capacity for transitional aged youth.

**Partnership with Regeneration Community Services** is created to provide subsidies for transitional housing to homeless individuals dealing with serious substance use and concurrent issues.

# Gerstein by the Numbers

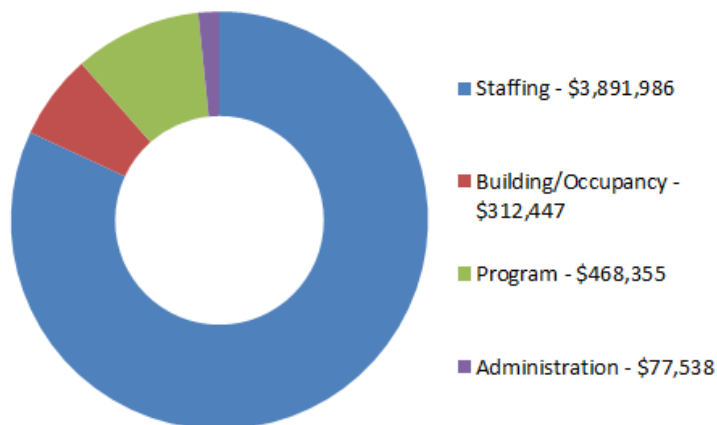


## Financial Summary

### Operating Expenses

for the year ended March 31, 2014

**\$4,750,326**



### Revenue

Toronto Central LHIN - 97.5%

Foundation grants, donations, training revenue and other income - 2.5%

*If you would like a full copy of the 2013-14 Audited Financial Statements, please contact Pamela Rodgerson at [prodgerson@gersteincentre.org](mailto:prodgerson@gersteincentre.org) or 416-929-0149 x226*



# STAFF RECOGNITION

## Celebrating 25 Years

Gerstein Centre is very fortunate to have a very dedicated, committed, flexible and creative team of staff. We would like to take this opportunity to say 'Thank you' and to recognize their years of service.

### 25 years of Service

Elaine Amsterdam	Leandro Pinero
Michael Aucoin	Lee Robson
Nicki Casseres	Darna Savariau-Daley
Susan Davis	Steve Somora
Collette Kelleher	

### 20+ years of Service

Adriana Guerrero	David Ramsden
Kinsi Ismail	Sinead Savage
Marc LaFontaine	Mary Catherine Travers
Daniel McNeil	Grace Thompson
Hilary Parker	Vicki Thompson

### 15+ years of Service

Heather Campbell	Pamela Rodgerson
Ali Gholipour	John Sodonis
Paige Itwaru	

### 10+ years of Service

Alison Pais	Ehsan Sharif
Laura Paquette	Lori Yates

### 5+ years of Service

Alina Abhulimen	Paula Douglass	Sarah Houghton	Laura Timperio
Josephine Akyianu	Chan Drepaul	Dominique Leval	Maggie Villarroel
Jeff Alcombrack	Susan Fairbairn	Evelyn Mitchell	Mike West
Melissa Banton	David Fiege	Robin Sarniak	Mark Wiseman
Nicole Dent	Margaret Flood	Wayne Scullion	
Veronica Depradine	Dani Hassett	Sim Shukla	



## Paul Quinn Retires

Paul Quinn, our much beloved Executive Director of 25 years, retired in January. His compassionate, honest, collaborative and intelligent leadership built a very strong foundation for the organization. Paul's commitment to improving the lives of people dealing with mental health issues was clear in everything that he did. He listened to the voices of people with lived experience and worked to improve the service and system from that perspective. His willingness to support people in their efforts to succeed or try again if that was what was needed was appreciated by all. We all wish Paul the very best in his retirement.

## Our Board of Directors 2014

Helen Hook - Chair	Brian Davis	Yogie Ramon Manik	Stephen Sheepway
Susan Heximer - Vice-chair	Lucy Drumonde	Jun Maranan	Monika Szopinska
Eva Serhal - Secretary/Treasurer	Christina Foisy	Kathleen Mitchell	Jaco Uwland
Dr. Reva Gerstein - Founding chair (ex officio)	Frank Gerstein	Georgina Murphy	Vera Voroskolevska

Thank you to all of our hard working Board members. We would like to acknowledge with gratitude, outgoing directors Charles Finlay and Joanne O'Brecht for their considerable contributions over the past 6 years.



# HOPE, RESILIENCE AND RECOVERY

## RUNNING FOR RECOVERY

-by Matt Bell (excerpted from Canadian Running Magazine online October 2014)



Matt Bell is a Peer Worker, FRESH worker and WRAP facilitator and an inspirational support

Running is a great equalizer, there's no need for language, and you don't have to be a brain surgeon to do it. Yet, it builds pride, dignity, self-esteem and for me, it built a second chance at life. Through a series of poor choices and untreated mental health issues in my youth, I became homeless and street involved. I used drugs to mask the pain of childhood abuse and became vulnerable and stripped of dignity and mental wellbeing. Then a close friend's suicide made me gain perspective and seek help.

Recovery wasn't an easy road; I screwed up, pissed people off and disillusioned myself. Not having another option I stuck with it. Now, I help others on their recovery journeys as a FRESH (Finding Recovery through Exercise Skills and Hope) worker at the Gerstein Crisis Centre. Crossing the finish line in the 2013 Scotiabank half marathon was a pivotal moment in my life. It helped me believe that I could finish what I started and that a rich, productive and happy life wasn't some elusive, unattainable goal but a reality.

Incredibly, a FRESH participant who was inspired by me ran the race with me! Scott was dealing with personal challenges, and without a lot of training he decided he needed to run for his recovery. We both ran for a stronger future. We know we can get there!

I ran again in the Scotiabank Marathon this year in support of the FRESH Project. Thank you to all my supporters.

## We gratefully acknowledge, with thanks, the Foundations and key Donors supporting our work

- \* Bertrand Gerstein Family Foundation
- \* Paloma Foundation
- \* Ontario Trillium Foundation
- \* Echo Foundation
- \* Manulife
- \* Ontario Power Generation

## ...and our Financial and Community Partners

- \* Griffin Centre
- \* Regeneration House Community Services
- \* Salvation Army Maxwell Meighen Centre
- \* T.W.H. Ossington Withdrawal Management Service and Eva's Satellite
- \* Houselink Community Homes
- \* Ryerson University
- \* Toronto Hostels Training Centre
- \* University Health Network (T.W.H.)



## Thank you!

to all of our supporters and participants in the 2014 Scotiabank Toronto Waterfront Marathon. Together, we raised \$20,630 for the FRESH Project.

## Please visit our new website!

We would like to thank Peter Scott, Principal at q30design and his team for their generous donation of time and expertise in designing and developing our website.

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