



## A MESSAGE FROM THE EXECUTIVE DIRECTOR AND BOARD CHAIR



Dear friends,

This year, Gerstein Crisis Centre focused on improving accessibility at the Centre through new technology, active participation in integrated service collaborates and building and maintaining partnerships within and across sectors to assure that individuals in crisis have somewhere to reach out to and get the supports they need to be well. We have actively connected to individuals who find themselves at the margins, who often don't reach out for support or don't know where to go for help.

**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.

The staff engaged in an organization-wide training on health equity and diversity as we came together to learn, reflect, and strategize on challenges within our work and communities. We teamed up with other harm reduction providers to strengthen our ability to work with folks dealing with concurrent mental health and substance use issues. All staff have been provided with training in overdose prevention, creating access to Naloxone throughout all our services. We also created a new recovery program focusing on physical activity and fitness for transitional age youth.

It has been a difficult year for our community. Wait lists for housing and high support services continue to grow, more lives have been threatened or lost to experiences of homelessness and the opiate crisis takes its toll. Throughout this, Gerstein Crisis Centre continues to focus on the importance of accessible, respectful and dignified services and to look at how we can contribute to creating soft places for people to land when things are getting rough.

This has been a value since the beginning of our service where the community came together to create an alternative for people in crisis. We had a unique opportunity this year to celebrate a milestone with one of our founding partners and namesake for the Centre as Dr Reva Gerstein turned 100! In honour of her birthday, we worked with film maker Sean Stiller to create a short tribute to the legacy Dr. Gerstein has created at the Centre. We encourage you to visit our website to view this short film [www.gersteincentre.org](http://www.gersteincentre.org).

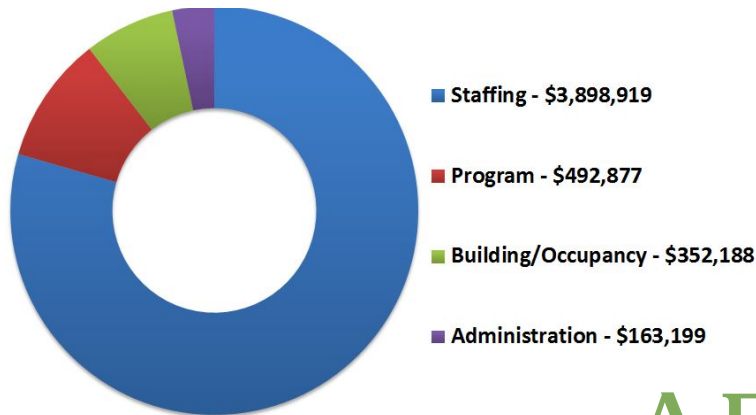
Yours sincerely,

Susan Davis  
Executive Director

Susan Heximer  
Board Chair

## Financial Summary

Operating Expenses for the year ended March 31, 2017



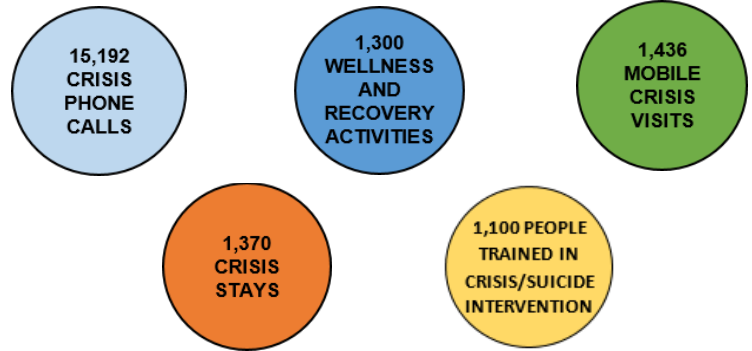
Revenue

Toronto Central LHIN - 97%

Foundation grants, donations, training revenue, City of Toronto, and other income - 3%

If you would like a full copy of the 2016-17 Audited Financial Statements, please contact Pamela Rodgers at [prodgerson@gersteincentre.org](mailto:prodgerson@gersteincentre.org) or

## Gerstein by the Numbers



## A Focus on FOCUS

We asked P.C. Melissa Huntley about the partnership that Gerstein Crisis Centre has with the Toronto Police Service through the FOCUS table.

### What works about the partnership?

"The Gerstein Crisis Centre has been an integral member of the Downtown East FOCUS table since its inception in October 2016. They are often the first agency to offer support and if they aren't leading the intervention, they are likely assisting in some capacity. For a long time, they were the only mobile service providers for people under the age of 55. And because of this, they were often called upon to be the first point of contact in interventions."

### What does this partnership bring to the FOCUS table?

"The relationship with The Gerstein Crisis Centre and the Toronto Police Service is an important one. They are open to collaborating with officers for the wellbeing of the people in need. Toronto Police Service is cognisant of the risks the workers are taking when responding to cases of acutely elevated risk and is always available to be close by during an intervention for the protection of the workers. The relationship between Gerstein Crisis Centre and Toronto Police Service has grown over the course of this last year through the weekly meetings, case conferences and joint interventions. These positive experiences have helped mold a positive and cohesive working relationship..."

"The collaborative relationship between The Gerstein Crisis Centre, the FOCUS table and Toronto Police Service has brought support to cases of the highest risk in the Downtown East. Through our partnerships, we were able to provide services in the safest possible manner while providing the clients the utmost respect and dignity. The Gerstein staff is devoted to their work and has achieved many successes with FOCUS cases."



## Our Board of Directors 2017-2018

Dr. Reva Gerstein - Founding Chair (ex official)

Susan Heximer - Chair  
Christina Foisy - Vice-chair  
Greg Beach - Secretary/Treasurer

Arnie Basu Mallik  
Lucy Drumonde  
Marcy Gerstein

Asante Haughton  
Jaipreet Kohli  
Lisa Manuel

Joanne O'Brecht  
Hricha Rakshit  
Jaco Uwland

Thank you to all of our hard working board members.

We would like to extend a big thank you to our wonderful outgoing Treasurer, Eva Serhal for her years of hard work and dedication to the Gerstein Crisis Centre.

# Celebrating our Community Partners

## Griffin Centre

values and appreciates the strong collaborative partnership that exists with Gerstein Centre since 1997. Gerstein Centre is an important community mental health partner of our agency and is a well recognized community mental health leader in providing supports to people with complex service situations including those with intellectual disabilities and mental health concerns.

As one of the original community mental health partners of the Griffin Community Support Network (GCSN), over the years Gerstein Centre has been instrumental in providing a range of recovery based mental health crisis services and working as a strong "ally" with Griffin Centre and its other Network partners in promoting more responsive services for this often highly marginalized group of people.

Gerstein Centre's strong commitment to supporting people with some of the most challenging needs and their flexibility further speaks to their dedication in assisting individuals whom otherwise would often "fall through the cracks" in trying to access mental health services.

We highly value and look forward to continuing our work with Gerstein Centre as an important community mental health partner which shares our values of promoting wellness and recovery in supporting people in their own communities. Thank you Gerstein Centre for your commitment to partnership in our collective efforts to provide responsive services.



**Barbara McDonald, CEO Griffin Centre**

## What is special about FRESH at Habitat

is that tenants of boarding homes are employed to engage and support other boarding home tenants. Their firsthand knowledge is invaluable. They share that lived experience (of boarding home living) and can relate in meaningful ways. Plus, they make "recovery" real! They live it, and they engage other Habitat tenants in it. The FRESH Project has also offered us specialty programming like yoga and exercise. Our staff help to set the stage for the work that they do, and we see firsthand the difference that they make.



**"This partnership gives us all hope; it has been invigorating!"**  
- Joanne Knutson, Habitat Services

# A Renewal of Commitment



Artwork by Fiona Seth

In 2007, thanks to a generous donation on the occasion of Dr. Reva Gerstein's 90th birthday, by her sons Irving and Ira and their families, the Gerstein Centre established "The Reva Gerstein Legacy Fund" to honour Dr. Gerstein's commitment to Psychiatric Survivors. Over the past 10 years, the Fund has been used to help projects that are run by and for Psychiatric Survivors, and particularly reflect her interest in education and research. There are many wonderful projects that have been supported through the Reva Gerstein Fund. From a documentary film to art groups, a social phobia group, several art and photography projects and resource websites, the projects have been creative and all support the independent spirit of the survivor community. The Fund has enabled several individuals to return to school to continue studies interrupted by mental health issues and several others have been able to embark on studies that have supported their recovery journeys. We are thrilled that the Gerstein Family has renewed their generous commitment to the Reva Gerstein Legacy Fund.

***"Receiving the Reva Gerstein Legacy Fund enabled me to explore the medium of screen printing to create new prints for my illustrations. It wouldn't have been possible otherwise."***

**- Fiona Seth, Reva Gerstein Legacy Fund**

**Recipient**

**We gratefully acknowledge, with thanks, the Foundations and key donors supporting our work**

- Bertrand Gerstein Family Foundation
- Echo Foundation
- Jackman Foundation
- Ontario Power Generation
- Ontario Trillium Foundation
- Paloma Foundation
- Philip Smith Foundation
- Bell Community Fund



**...our Financial and Community Partners**

- The 519
- C.M.H.A. Toronto
- Griffin Centre
- Houselink Community Homes
- Lifeline Syria
- Ossington Men's W.M.S. and Eva's Satellite
- P.A.R.C.
- Regeneration Community Services
- Reconnect Health Services
- Ryerson University
- Salvation Army Maxwell Meighen Centre
- Sistering
- Stella's Place
- Toronto Hostels Training Centre
- University Health Network (T.W.H.)
- West Neighbourhood House
- Woodgreen Community Services

**...and the hundreds of individuals who have generously given to Gerstein Crisis Centre over the past year.**

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Twitter.com/GersteinCrisis



Gersteincentre.org