

A MESSAGE FROM THE EXECUTIVE DIRECTOR



Dear Friends,

Over the last few years, Gerstein Crisis Centre has celebrated a number of big milestones. We had our 25 year anniversary in 2014, Reva Gerstein's 100th Birthday in 2017, and next year we will be turning 30! So much has changed yet focusing on providing respectful, dignified crisis services to people living with mental health and addiction issues remains the same. However, we have grown over the years resulting in innovative partnerships that have helped us expand and enhance the services we offer. We still face challenges including our community facing long wait lists for housing, case management, access to psychiatric supports and ongoing counseling. Many more lives have been threatened or lost to experiences of homelessness and the opiate crisis is taking its toll. 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 as well as contributing to the development of networks of support to assist people in their recovery.

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.

We continue to operate 24-hours a day. Our staff answered over 50,000 calls last year and our crisis beds operated at over 90% capacity. This year, Gerstein Crisis Centre partnered with the City of Toronto Office of Emergency Management and other community partners to develop a coordinated specialized health service response which supports the City and the Red Cross during an emergency. An Emergency Reception Centre is created to temporarily house people when a major event occurs and they are displaced (see more in the article inside).

As many of you already know, we have an extremely dedicated, skilled and experienced team of staff. We are proud as an employer to say that we have a large number of long time staff who have been with us for well over 10 years and a surprising number over 20 years! As you can imagine, this results in many long standing and close relationships brought together by common purpose and approach. I would like to say thank you to all the staff for their commitment, kind engagement, and the stability they offer our service while maintaining the flexibility needed to serve the people who come to us in crisis.

I would also like to acknowledge the incredible work of our FRESH project and the many workers who make such a difference in participant's lives. We are finishing up a three year project with Ontario Trillium Foundation and have a short film that was created to show the impact FRESH has had on people's recovery. Please visit our website at www.gersteincentre.org to view the film.

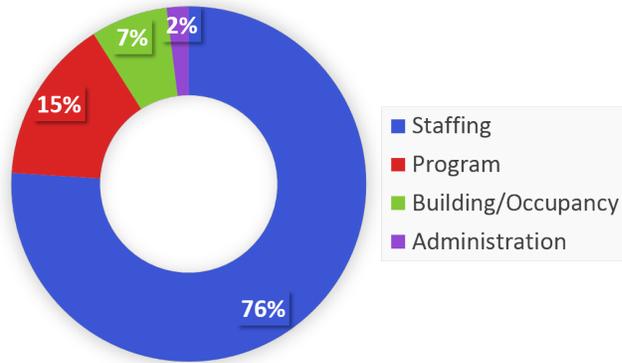
Yours sincerely,

A handwritten signature in black ink that reads "Susan Davis". The signature is written in a cursive, flowing style.

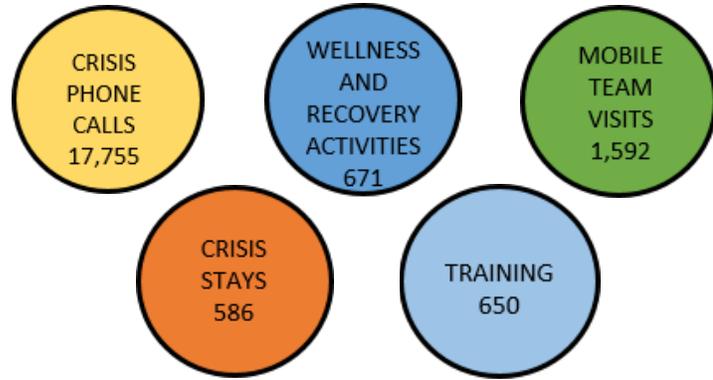
Susan Davis- Executive Director

Financial Summary

Operating expenses for the year ended March 31, 2018



Gerstein by the Numbers



Total revenue: \$5,103,991

TCLHIN - 97% Other (City of Toronto, Ontario Trillium Foundation, charitable donations) - 3%

If you would like a full copy of the 2016-17 Audited Financial Statements, please contact Pamela Rodgerson at prodgerson@gersteincentre.org or (416) 929-0149 x226

Emergency Response Centres (ERCs)

In this year, GCC partnered with the City of Toronto's Office of Emergency Management and other community-based health providers to support community members in the case of an emergency. When an ERC is created for individuals to stay at while they are looking for housing and supports in emergency situations, GCC provides the initial support for individuals staying at the ERC who are in need of support revolving around mental health and/or addictions. When our service is no longer required, individuals may be passed on to other community agents. In August, our staff assisted with the ERC that was created after the fire at 250 Parliament street. Due to the scale of the emergency, 2 ERCs were created, one at Regent Park Community Centre and the other at Parliament street Community Centre. Staff went in to see if people staying there needed mental health support and also helped give out blankets, comfort, and supplies to those in need. They worked with 13 people and extensive support was given to those enrolled in our services including some who stayed at our houses for more than the 3 day limit until they found housing. COSS was called in to help seniors.

Finding Recovery Through Exercise Skills and Hope (FRESH)

Our FRESH staff have made a video describing the program, check out our website <http://gersteincentre.org/wellness-and-recovery/fresh/> to view it.



Our Board of Directors 2017-2018

Dr. Reva Gerstein - Founding Chair (ex officio)

Susan Heximer - Chair

Arnie Basu Malik

Asante Haughton

Joanne O'Brecht

Kathryn Mettler

Christina Foisy - Vice-chair

Lucy Drumonde

Jaipreet Kohli

Hricha Rakshit

Greg Beach - Treasurer

Marcy Gerstein

Lisa Manuel

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.