

Autonomy  
**Hope**  
Wellness  
Respect  
Home  
Support



Community  
Possibilities  
Recovery  
**Dignity**  
Health  
Diversity

# ANNUAL REPORT

## 2018-2019

## Letter From Our Leadership

Dear Friends,

This year marks our 30<sup>th</sup> anniversary! We look back with pride on the work and growth that we have achieved, celebrate our unique contributions to the sector, and the positive reputation we've earned as a collaborator and partner. We are also compelled to look forward to consider how to hold true to our mission and values and prepare for the next decade amongst significant change in the health care community (see Gerstein Turns 30).



Executive Director Susan Davis (left) and Board of Directors Chair Susan Heximer (right)

The Board recently engaged in a refresh of mission, vision, and values through consultations with staff and service users to ensure that we continue to provide timely support to the people we serve. The feedback validated a number of things that matter, including: accessibility of services, being treated with respect and dignity, freedom to make choices and maintain autonomy, having a safe place to be, and the kindness of staff. We also heard that improved access to phone lines and beds would improve client experiences, as well as activity programming through FRESH (see Street to Trail) which bring joy and connection.

Collaboration, partnership and creating pathways that improve equitable and low-barrier access to services will continue to be our focus, as well as amplifying the client voice, improving their experiences when seeking service, and supporting communities that promote well-being.

In terms of new partnerships this year we have worked in collaboration with the TCLHIN, St. Michael's Hospital, the City of Toronto and other community partners to enhance our mobile services by working closely with outreach teams, harm reduction workers, emergency room staff and 24-hour drop-ins to offer increased crisis support through our Mobile Crisis Intervention and Follow-up Team. (See MCIF A Coordinated Response). Over the last eight months, this team has reached out to over 300 people following a crisis that led them to an emergency room, and provided immediate crisis support to others who are living on the street, facilitating connection to much needed services.

We would like to thank our talented and caring staff for all their work this year. Some of the original staff are celebrating an amazing 30 years along with the organization this year, and many others have numerous years of service. We are fortunate to have such a knowledgeable and committed group of people. We would also like to acknowledge our Board, who have worked hard to respond to the challenges and opportunities of the past year. Their commitment to the Gerstein Centre and all who rely on its services is abundantly clear and we are grateful.

Sincerely,

A handwritten signature in black ink that reads "Susan Davis".

Susan Davis  
Executive Director

A handwritten signature in black ink that reads "Susan Heximer".

Susan Heximer  
Board of Directors Chair



## Our Community



Celebrating the holidays



Moving Towards Fitness group participants



Patio at Gerstein Charles location



One of our resident bedrooms



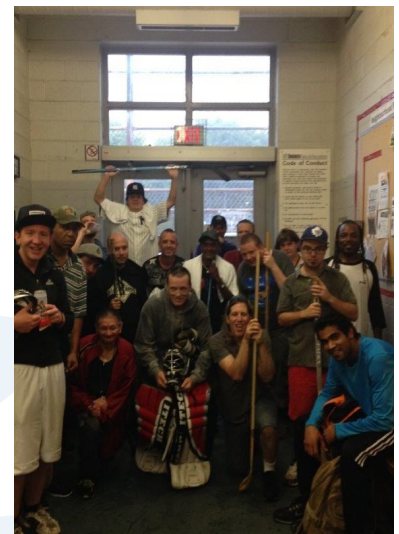
Residents relax at the living room at our Bloor location



Volunteers preparing lovely meal for our residents



Our self-serve kitchen at the Bloor location



FRESH hockey group participants cheering after a game

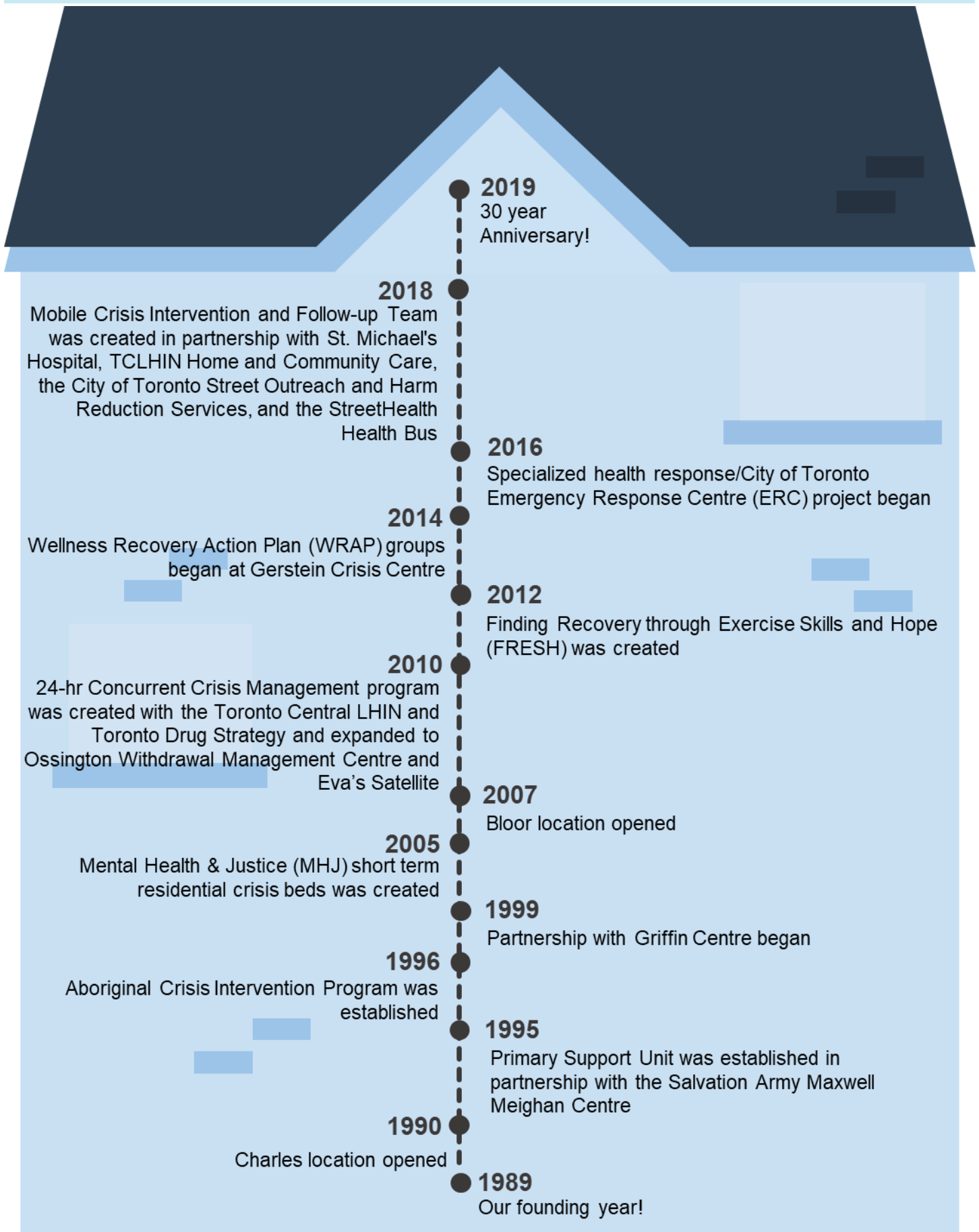


Entrance to Bloor location



Our home on Charles Street

## Gerstein Crisis Centre turns 30!





## What's New

### FRESH: Street to Trail (S2T)



S2T strives to decrease barriers for marginalized adults by increasing their accessibility to nature. With day hikes and multi-day excursions outside the city, S2T enables participants to build self-confidence while receiving the physical and mental health benefits of nature. In December 2018, FRESH partnered up with S2T. The monthly hikes last up to 4 hours and occur at locations such as Minden, Forks of the Credit, and Orangeville. There are up to 9 participants at a time on the hikes and a FRESH staff. Over 50 participants have been involved since December. Hikes are facilitated in all weather conditions except when they are extreme and pose a risk to participants. Visit our website to find out more.

*"You get into the trail and it gives people time to think, to clear their heads. It gives you a break from whatever may be keeping you down in the city." - S2T Participant*



Two participants of the S2T program enjoying a trail walk

### Mobile Crisis Intervention and Follow-up Team (MCIF): A Coordinated Response



MCIF team on their way to a visit

In response to a request by the City of Toronto and the TCLHIN, Gerstein Crisis Centre received funding to deliver enhanced mobile mental health and addiction crisis intervention services 24-hours a day, 7 days a week in Downtown Toronto. The MCIF officially launched in January of 2019 and immediately began providing streamlined crisis intervention services to outreach teams, drop-ins, harm reduction workers, and St. Michael's MHESA unit through a dedicated phone line. Since then, we have provided services to approximately 300 clients. Through the project's numerous partnerships with other health services providers, we have been able to connect our clients to case management, primary care, addiction supports, and other services. We have received positive feedback from our partners, clients and other stakeholders and hope to continue to provide this enhanced, streamlined, and coordinated service going forward.

**Feedback we've been given:** *Psychiatrist at emergency room said she was very grateful we saw the client quickly and that she had a solid discharge plan. Drop-in centre staff were happy that the team responded and listened to the client and then took him to a resource she had been trying to get him to for months. A client said, "you've made it easy to talk about both my mental health and substance use - not once did I feel I had to perform to get support."*

**Check out our website refresh at:**  
[gersteincentre.org/](http://gersteincentre.org/)

Our corporate sponsor q30 design has helped us refresh our website and make it more accessible. We have an updated look and improved navigation to get you the information you need more easily.



## Gerstein by the Numbers



CRISIS PHONE  
CALLS

**17,844**



WELLNESS &  
RECOVERY

**1,987**



MOBILE TEAM  
VISIT

**1,574**



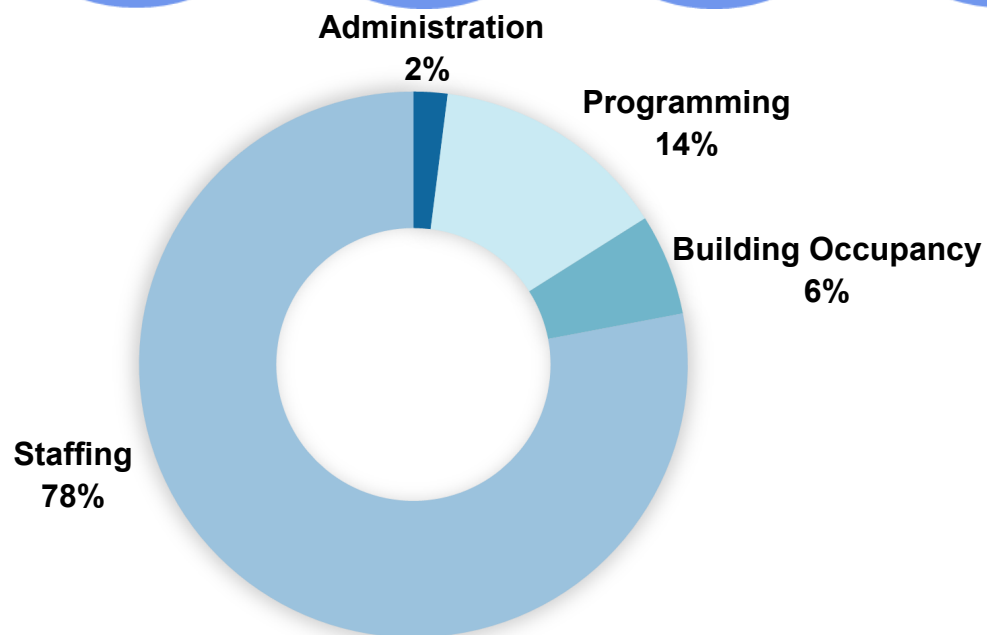
CRISIS  
STAYS

**563**



TRAINING

**1,000+**



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 2018-19 Audited Financial Statements, please contact Pamela Rodgerson at [prodgerson@gersteincentre.org](mailto:prodgerson@gersteincentre.org) or (416) 929-0149 x226

### Board of Directors 2018-2019

Reva Gerstein: Founding chair, Ex-officio

Christina Foisy, Vice Chair

Susan Heximer, Chair

Greg Beach, Secretary/Treasurer

Lucy Drumonde

Tobin LeBlanc-Haley

Lisa Manuel

Arnie Basu Mallik

Kathryn Mettler

Marina Morrow

Marcy Gerstein

Jaipreet Kohli

Hricha Rakshit

Jaco Uwland

Adam Wheeler

# Thank you!

## Thank you to Our Many Volunteers

Volunteers throughout the organization support the work we do here at Gerstein Centre. One of the ways people volunteer at the Centre is cooking the evening meal. They fill the house with the smell of delicious home cooking and sometimes even baking. Our client feedback often singles out the exceptional meals with great appreciation. Thank you.

## We gratefully acknowledge, with thanks, the foundations and key donors supporting our work

Bertrand Gerstein Family Foundation

Ontario Trillium Foundation

ECHO Foundation

JAM's Big Ride

Q30 Designs

Cantores Celestes

Philip Smith Foundation

Jackman Foundation



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


### Gerstein-on-Bloor

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**Main:** (416) 604-2337

### Gerstein-on-Charles

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Toronto, ON  
M4Y 1V3  
**Admin / Referral:** (416) 929-0149  
**Crisis Line:** (416) 929-5200

### Our Links

 [Twitter.com/GersteinCrisis](https://twitter.com/GersteinCrisis)

 [Gersteincentre.org](http://Gersteincentre.org)

**Charitable Registration # 13058 6522 RR001**