

Street Haven

ANNUAL REPORT



2024 - 2025

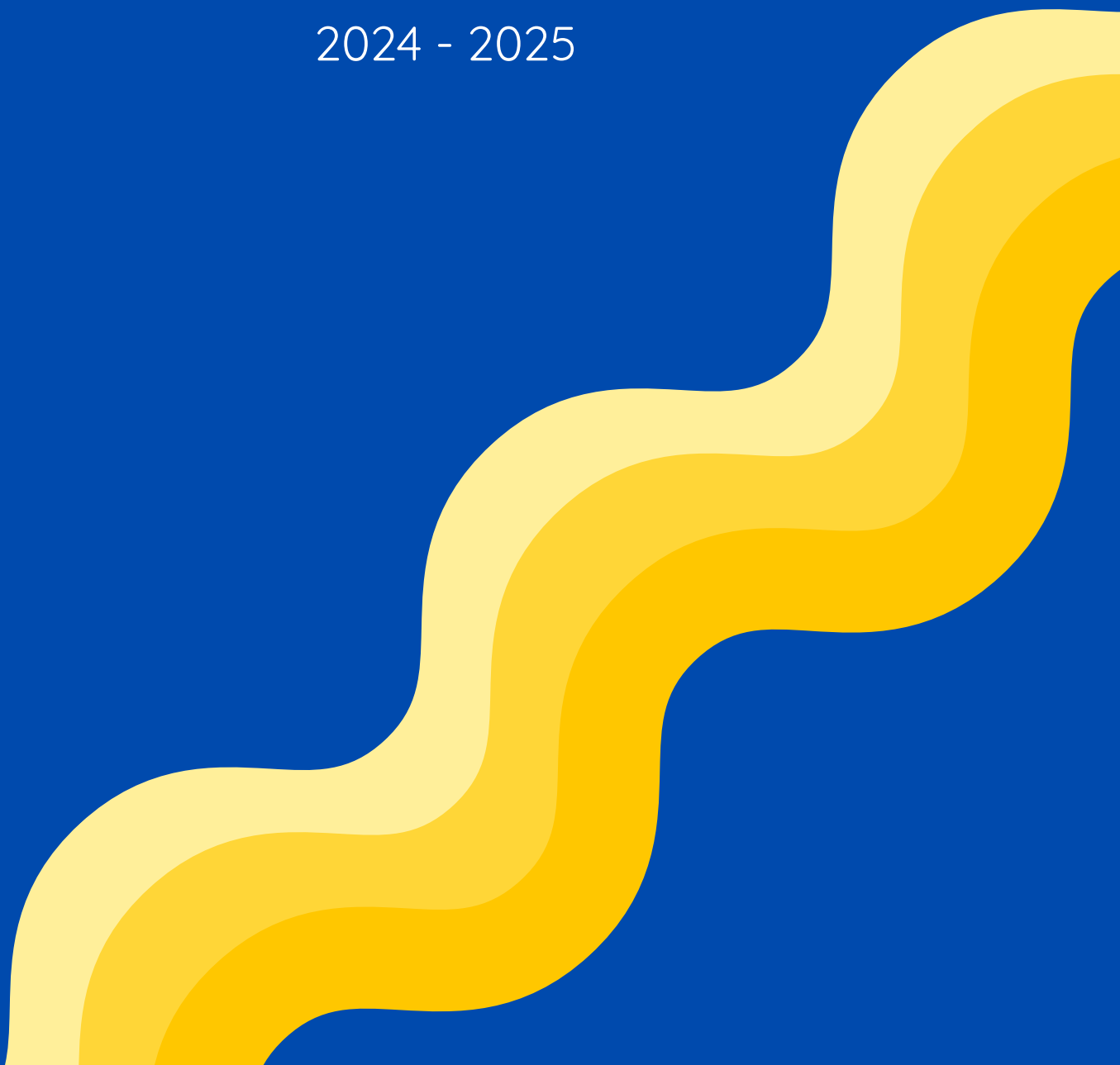


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500,000+

Meals served annually

Top 15

In the Toronto's Integrated Employment Service (IES) Program for 2025.

28,092

Nights of shelter provided

Mission

We are driven to provide integrated support for women as they move forward in their own journey

Vision

We are building an inclusive community that empowers women to grow and thrive.

Values

- We **respect** and value every voice.
- We lead with **empathy** and **compassion**.
- We champion **inclusion**.
- We are always **adapting**.
- We **advocate** for all women.

Leadership Reflections

Board Chair



Tatiana Soldatova

This milestone year marked Street Haven's 60th anniversary and a renewed commitment to practical, dignified support for women. From the Board table, I focused on strengthening governance, aligning strategy with community needs. Our goal is to welcome more women into safe, stable spaces while we continue to enhance wraparound services across shelter, housing, addiction recovery, mental health care, and employment training.

In my work beyond Street Haven, I continue to bring people together around city building and design. As co-founder of Syllable Inc., an Advisory Member at Urban Minds, and a volunteer with JVS Toronto, I see daily how thoughtful design and mentorship can open doors to opportunity. Those same principles guide our Board's priorities at Street Haven. We will carry this momentum into the coming year, deepening partnerships and ensuring our programs reflect the resilience and potential of the women we serve.

Sincerely,

Tatiana Soldatova

Executive Director, Interim



Andrea Paszti

In 2024–25 we advanced integrated, person-centred care across all Street Haven programs. Renovation projects moved forward to increase capacity and improve comfort and safety. Program teams strengthened coordination between intake, shelter, supportive housing, treatment, and follow-up, so that women experience fewer gaps and more consistent pathways from crisis to stability and employment readiness. With the support of donors and community partners, we introduced enhancements that reinforce trauma-informed, culturally safe practice and added targeted skills training to support long-term independence.

I draw on more than 25 years of leadership experience in social services and healthcare, with a background in applied behaviour analysis and program accountability. My focus this year has been on quality improvement, staff support, and clear outcomes measurement, so that every dollar invested translates into better access, smoother transitions, and stronger results for the women we serve. We will continue this careful, evidence-informed work in the year ahead, building on a proud tradition and meeting today's needs with compassion and care.

Sincerely,

Andrea Paszti

From our **Senior Management**



Senior management at Street Haven plays a crucial role in maintaining the organization's strength, compassion, and structure. Their leadership ensures that the core values of dignity, respect, and empowerment are upheld in every aspect of service delivery. They develop and implement strategic plans that align with Street Haven's mission to support women experiencing homelessness and trauma. By overseeing operations, fundraising, staff development, and community partnerships, they ensure the organization remains financially sustainable and responsive to the evolving needs of the community.

Senior leaders also foster a supportive and inclusive work environment, promoting teamwork and compassion among staff. Their ability to navigate challenges, advocate for resources, and lead with empathy directly contributes to Street Haven's positive impact. By staying deeply connected to both frontline realities and long-term goals, senior management ensures that Street Haven continues to be a safe, welcoming, and well-organized haven for the women it serves every day.

Shelter Services

In 2024/2025, Street Haven's Emergency Shelter Program continued to provide essential, culturally inclusive support to women experiencing homelessness. Operating across two locations—87 Pembroke (30 beds) and St. James Hotel at 26 Gerrard St E (47 beds)—our 77-bed shelter offered safety, meals, clothing, and medical care to women from diverse backgrounds.

This year, we successfully transitioned over 25 women into independent living, provided many meals to community members, and distributed vital supplies. Shelter services worked closely with training services and our addictions and mental health programs to provide integrated and holistic care to our clients. Specialized programming delivered includes: 1:1 group counselling, employment training, and art therapy.

We also celebrated several events, including Black History Month and our 60th Anniversary Staff Party at our 87 Pembroke location. We offered mentorship, language classes, and employment readiness training to support integration into Canadian society. Our emergency shelter also provided legal assistance and counselling, creating a safe haven for refugee women. Street Haven remains committed to delivering trauma-informed, culturally relevant care that empowers women to rebuild their lives with dignity and hope.



Supportive Housing

Street Haven's Supportive Housing Program provides stable, culturally tailored housing for 32 women across our downtown East Toronto locations: 91 & 109 Pembroke and 607 St. Clair Ave W. Designed for women recovering from trauma, mental health challenges, or substance use, our program emphasizes individualized care and cultural relevance.

Our team offered regular check-ins, mental health support, and access to education and employment opportunities. Collaborating with Inner City Health Associates (ICHA), we delivered personalized care plans and medical services, fostering stability and well-being.

This past year, we introduced workshops, including Mental Health and Wellness sessions tailored to the experiences of racialized women. These workshops addressed stress, anxiety, and healing through culturally sensitive approaches. Life skills programming further supported independent living.

Community engagement remained central to our work. Our team helped create an inclusive environment where women could socialize, volunteer, and mentor others. Programs promoted empowerment through peer support and community-building activities.

As we prepare to expand into a new integrated campus at 87, 91, and 93 Pembroke, we look forward to deepening our impact and serving more women in our community.



Addictions, Mental Health & Outreach

This year marked a powerful chapter of growth, resilience, and renewed commitment at Grant House, with a focus on addiction, mental health, and outreach services. Our team is proud to share the ongoing impact of our live-in treatment program and the services we provide to the community.

Grant House has expanded its reach through new partnerships focused on housing stability, enabling us to serve more individuals in the long term who are affected by Toronto's ongoing homelessness crisis. These collaborations have created new pathways for support, ensuring our clients have access to comprehensive care beyond our walls. In the 2024-25 fiscal year, the treatment program served 53 residential treatment clients, 63 Outreach clients, and 95 clients through our mental health services. The average client satisfaction rate for all programs exceeded 90%. Equity and inclusion practices remain at the heart of everything we do. We've deepened our commitment to prioritizing BIPOC individuals in our communities, creating safer, more inclusive spaces for healing. This focus has been reflected in both our programming and staffing, reinforcing our goal of culturally responsive care.

A major milestone this year was the launch of a newly funded mental health initiative. This program introduced clients to psychotherapists, including an art therapist, creating opportunities for individuals to explore past trauma through creative and evidence-based therapeutic practices both on an individual and group basis.

Our outreach team has also expanded, enabling us to connect with more individuals where they are, both literally and figuratively. From pre-treatment engagement to post-treatment support, or even those not interested in treatment at the current moment, we are proud to walk alongside our clients through every stage of their journey.

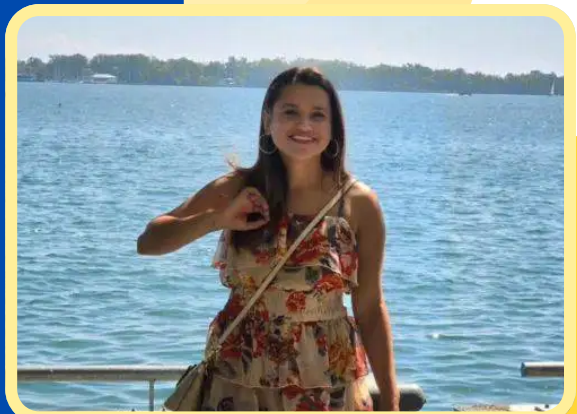
Grant House remains a place of possibility, where healing, support, inclusion, and community care converge. We are excited for the work ahead and deeply grateful for the clients, staff, partners and community agencies that make it all possible.

Thanks to You...

Five years ago, Diana walked through the doors of Grant House with her service dog by her side, uncertain and overwhelmed but determined to change her life. After years of trauma and addiction beginning in her teens, she was ready to seek support and healing.

Grant House provided her with the stability, safety, and care she had long been missing. Through trauma-informed group programming, one-on-one case management, and a supportive community, she gained the tools to understand her addiction, build healthy routines, and set meaningful goals for her future. Her case worker helped her find stable housing and create a strong discharge plan to support long-term recovery.

Today, she celebrates four years of continuous sobriety. She lives independently in downtown Toronto, has published poetry, and is pursuing a diploma in social service work. Her dream is to use her lived experience to support others on their path to healing. She remains deeply grateful to the Grant House team for their unwavering support and guidance, and she offers this message to others beginning their recovery: "You are not alone. Recovery is possible."



Training Services

2024-2025 was a significant year for Training Services growth and development. Many of our programs expanded and offered updated models for service delivery. Our Literacy and Basic Skills program “Upgrade Your Skills” provided small group tutoring, focused on skills most in demand from our clients including digital literacy and Successful Housing workshops. We delivered three 8 week workshops, supporting 18 clients to learn computer skills, while continuing to support clients in our residential addiction program with weekly Successful Housing workshops.

Pathways to Independence continued to grow and evolve as we served 46 clients with life stabilization supports this year. Our caseworkers worked with a diverse group of clients to ensure their long term success in housing after experiencing homelessness. Training Services started new programs: Inclusion of Women in the Workplace, where we facilitated focus groups with clients and employers to understand their experiences in the workplace, as well as a developed a mentorship program to connect our clients with professionals in different sectors.

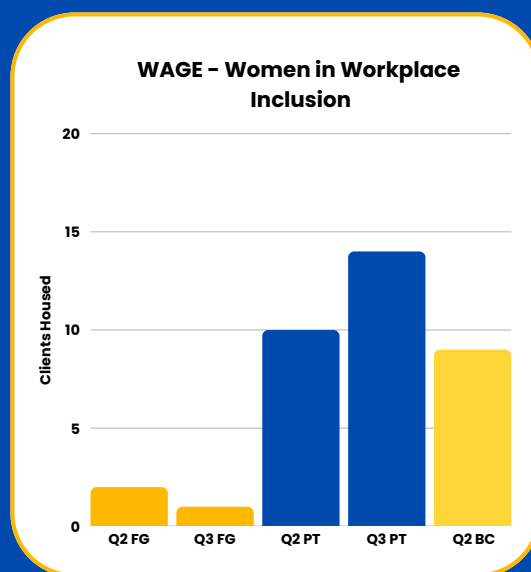
We continued to provide employment support to clients, both individually and through Pathways to Employment group workshops. We are excited to announce that we will continue to support our clients towards employment as we build a new Employment Supports program with the goal to support 100 clients each year. The growth of our new programs, the Inclusion Project and Employment Support program also saw an expansion of our team, and we welcomed 4 new team members this year!

Special thanks to the team for working together to facilitate our Senior’s Social Group out of Regent Park Community Centre, supporting isolated seniors to make social connections and enhance their skills. This was a very busy and active group where close friendships were formed and clients participated in many innovative activities including a cooking workshop, a visit to the Art Gallery and concluding with a Kintsugi bowl workshop. Overall, Training Services worked with 138 clients this year, meeting diverse needs and supporting individuals in their unique journeys.



The Inclusion Project

Launched in October 2024, the Inclusion Project ran through October 2025 as a year-long initiative aimed at advancing workplace equity. The program was designed to strengthen both sides of the employment process by supporting women job seekers while helping small and medium-sized enterprises create more inclusive workplaces. Over the year, the project addressed systemic barriers such as bias against women re-entering the workforce, subtle sexism, and exclusionary hiring practices. Businesses received free resources, including inclusive job templates, policy support, and KPI assessments, with customized DEI trainings available for those committing additional time. At the same time, women were supported through mentorship programs, speed mentoring events, and skilled trades boot camps, creating a comprehensive, wrap-around approach to inclusion. barriers like bias against women re-entering the workforce, subtle sexism, and exclusionary hiring practices.



Women and Gender
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Client Testimonials



Karen Corrodos

"My experience at Joubert House has been very positive. The programs bring structure and joy to my days, and with staff support I've been able to maintain stable housing and care for my health. Their encouragement has made a real difference."



Esther Wambui

"Working with Steet Haven has been a turning point in my life, to me it is more than a job, because I get to give hope, build community and make the women feel that they belong. Street haven to me isn't just a place, it's a family, and I am honoured to serve alongside people who helped me when I needed it the most."



Susan Milford

"My time at Street Haven and Joubert House has been truly positive. I am especially grateful to Fatima for her support through my mental and physical health challenges—I don't know what I would have done without her. The staff have been consistently kind and helpful, and I deeply appreciate the meals, donated clothing, and personal care items. Celebrating holidays at Joubert House has also brought me a real sense of joy and belonging."



Pathways to Employment program participants

"I am grateful I walked through the doors of Grant House. I arrived lost and broken, carrying grief that felt unbearable. With the guidance of caring counsellors, I found hope, healing, and the belief that I was worth everything. Today I have stable housing and look forward to having my daughter back in my life. I wholeheartedly recommend Street Haven for anyone struggling with substance use or mental health—their holistic care is truly life-changing."

– Tina, Grant House Client

Building Strength in our Community

We extend our heartfelt thanks to our 2024–25 volunteers and donors. Generosity sustains our mission and ensures that women in our community continue to access the vital services and supports they need.



Our 2024 Walk-A-Thon



National Housing Day at Queen's Park 2024



Seniors Group Graduation



Pathways to Employment program participants



Celebrating together



A team building activity for the shelter team

The Year by Numbers

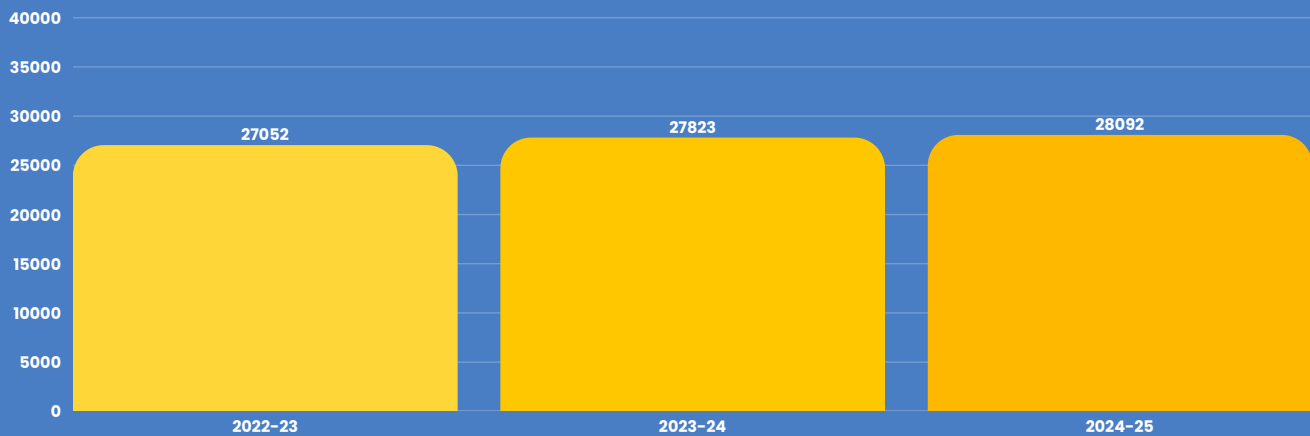
A statistical view of our growth and progress.

Program Area		Achieved	Target
Housing & Shelter	Shelter Clients Served	244	230
	Total Shelter Clients Housed	27	60
	Supportive Housing Clients Served	27	28
	Shelter & Housing Satisfaction Rate (%)	95%	>75%
	Shelter Bed Nights	28,092	
Residential Addiction, Outreach and Mental Health	Combined Program Satisfaction (%)	92%	75%
	Residential Addictions Clients Served	53	60
	Outreach Clients Served	63	60
	Mental Health Clients Served	95	60
	Graduation Rate for Residential Treatment (%)	61%	50%
	Residential Addictions Bed Nights	2641	2500
Training	Pathways to Independence Clients Served	24	50
	Number of Workshops Delivered	142	90
	Successful Housing: Program Client Satisfaction (%)	96%	100%
	Pathways to Independence Satisfaction (%)	100%	100%
	Pathways to Independence Eviction Prevention Rate (%)	96%	100%
	Literacy & Basic Skills Clients Served	51	51

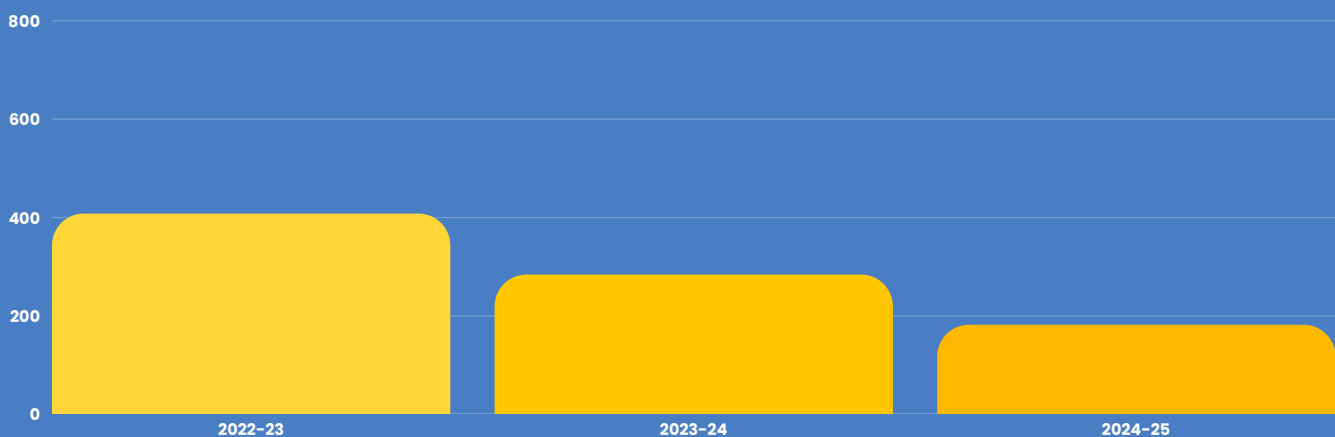
The Year by Graph

A graphical view of our growth and progress.

Total # of Person Days of Shelter Provided
Shelter and Housing Services



Total # of Unique Clients Served
Shelter Services (all sites)



Celebrating our History

This year, in celebration of our 60th Anniversary, Street Haven launched a dedicated history project to preserve and share its rich legacy with the broader community. Our 16ft timeline and exhibit was initially unveiled at our 60th Anniversary Gala.

Alongside our exhibit commemorating 60 years of service to women, we began developing plans for our Doors Open project, which would invite the public to our historic Pembroke Street location. In May 2025, visitors would be invited to explore our timeline exhibit and the progress Street Haven has made in the community since 1965.

In early 2025, utilizing the materials compiled for the timeline and exhibit, we initiated the process of preparing a proposal for Street Haven's founder, Margaret "Peggy" Ann Walpole, to be submitted to the Dictionary of Canadian Biography. We also began working to digitize and publish all our past newsletters on our website. These efforts aim to preserve and make accessible the voices, activism, and impact of our community, especially the women we have served, for future generations. Our history project emphasizes that understanding our origins is essential to shaping our future.

Judith Walpole DeSwaaf



Peggy Ann Walpole's sister Judith Walpole DeSwaaf joins us at our 60th Anniversary Gala after donating her sister's Order of Canada Medal, Queen's Good Citizenship Medal among other awards and accolades to our exhibit. We are grateful for Judith's continued support.



Partners

We are deeply grateful for the generous support of our partners, whose commitment and collaboration make our work possible.



Women and Gender
Equality Canada

Femmes et Égalité
des genres Canada



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