



Haven Highlights

Agency Updates & Events

Fall/Winter Newsletter 2025 Issue



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(Interim)**
Andrea Paszti

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A note from our Executive Director

The past fiscal quarter has been a time of remarkable progress and activity for Street Haven, marked by both celebration and growth. Our organization proudly hosted a number of key events that brought together partners, funders, and dedicated staff. Highlights included the official ribbon cutting ceremony for our Transitional Housing Program, a significant milestone that symbolizes our continued commitment to supporting women on their journey toward independence. In addition, the staff Townhall and Annual General Meeting (AGM) offered valuable opportunities to reflect on achievements, share insights, and strengthen our collective vision for the future.

Program growth has continued steadily, supported by ongoing renovation projects that aim to enhance the quality and accessibility of our facilities. These improvements are part of our broader effort to create safe, empowering, and dignified spaces for the women we serve. A major highlight of the quarter was the successful acquisition of a grant from the City of Toronto, which will enable the opening of a new Street Haven shelter in Etobicoke—a crucial step in addressing the growing demand for transitional and emergency housing.

Our newsletter will provide a detailed overview of program updates, highlights our dedicated team and thank you to the York group Executive committee at Cathedral Church of St. James and the impactful events that shaped this productive quarter.

Shelter & Housing

Street Haven's emergency shelters achieved a remarkable rise in Quality Assurance scores—from 55% to an average of 90%—reflecting our strong alignment with Toronto Shelter Standards and commitment to exceptional care. Staff also completed EDI training led by a consulting Psychologist, deepening understanding of trauma-informed practices.

As we observe a shift in our shelter and housing demographics from predominantly refugee women to an increasing number of non-refugee women, we are responding to the evolving needs by strengthening our harm reduction strategies. Many of the women we now serve are actively using substances while navigating complex mental health challenges. In response, we have expanded our harm reduction supply inventory through a new partnership with Parkdale Queen West, ensuring consistent access to essential resources.

Refresher staff training on advanced harm reduction and trauma-informed care is scheduled in the coming weeks, equipping our team with the tools to support women wherever they are in their healing journey. While we remain committed to the Housing First model, we are proud to report that we successfully housed 10 women this quarter, reflecting our ongoing dedication to stability and dignity for all clients.

We were honoured to welcome Lorraine Clarke from Toronto Shelter and Support Services, who commended our culturally sensitive, anti-racist programming. Integration of Afrocentric Spiritual Psychotherapy continues to strengthen our holistic approach to care.

Facility growth is ongoing, with new Transitional Housing beds at 87 Pembroke and major renovations at 91 and 93 Pembroke soon to be underway in upcoming months.



Training & Employment Services

Street Haven's Literacy and Basic Skills programming at Grant House continues to thrive, with Successful Housing and Computer Basics tutoring exceeding client targets. The Pathways to Independence program also expanded, reinforcing our commitment to personalized support.

Our Employment Support program surpassed enrollment targets this quarter. The team continues to explore innovative strategies to assist clients in overcoming employment barriers while balancing funder expectations. Strengthened partnerships with community organizations are helping more clients transition successfully into the workforce.

Our Life Skills Facilitator has fostered strong client relationships through engaging workshops and outings, including creative activities and a trip to Toronto Islands. The growing volunteer program saw 24 new inquiries and participation in five corporate events, enhancing community involvement and support across Street Haven programs.



Mental Health & Grant House

Grant House's Addictions, Mental Health, and Outreach Programs maintained full occupancy in transitional housing, reflecting strong demand and the program's vital role in supporting women toward stability and recovery. Streamlined processes reduced residential program waitlists, allowing more timely access to housing and services.

Client satisfaction remained high, with over 90% reporting positive experiences. Program engagement increased, particularly in outreach, which served 40% more clients than the previous quarter. Collaborative initiatives, such as the creative writing program, offered meaningful opportunities for self-expression and empowerment, enhancing holistic support.

Formal mental health assessments highlighted growing client interest in support services, especially with our mental health staff at Grant House. Staff advanced quality improvement projects, including participation in the Excellence through Quality Improvement Project, updating treatment group curricula, and addressing attendance and engagement barriers.

A new partnership with Community Head Injury Resource Services (CHIRS) strengthened staff capacity to support clients with acquired brain injury and substance use challenges. Overall, these past months showcased growth, collaboration, and a continued commitment to delivering compassionate, client-centered care.



Events & Partnerships

Transitional Housing Program

Thanks to our generous funders, the Ministry of the Solicitor General, and alongside our local MPPs, friends, and partners, we officially launched our Transitional Housing program at 87 Pembroke. With the major renovations for this project complete, we are looking forward to filling this 10-bed program at the shelter site, to serve unhoused, correctional clients, in our communities.



**Visit our Website
to find our
upcoming events
and how you can
support us!**



Annual General Meeting

Thank you to our current and former Board members for your ongoing support of Street Haven. The AGM was a success, despite some unforeseen events including an emergency fire alarm that evacuated the building! Despite the need for improvisation, the event was attended by many staff and several of our partner agencies and supporters.



Staff Town Hall

Thanks to our new Social Committee, consisting of staff across all program streams, we held our bi-annual Town Hall at the Regent Park Community Centre, on October 15th. The event was attended by a large portion of the staff body, and was full of engagement and activities. Management provided program updates, survey results, and a Q&A session. The highlights of the event were our staff awards, celebrating our staff's achievements and contributions to Street Haven.



Client Events/Workshops

Transitional Housing Program

Big gratitude to Junius Cheng, who gave an amazing inspirational talk on building a personal brand, resume and cover letter building strategies to our clients and the staff. A special thanks to GreenShield team for helping move furniture around, in the kitchen and supporting keeping everything running smoothly which made a big difference.



Visit our Website
for latest updates
Today!



We have updated our website with latest Annual Report and Financial Statements for 2024-25.

Volunteer Highlight

Lexy Boahene, OCAD student and Graphic Designer

In just two months, Lexy has transformed the way Street Haven shows up in the world. With her creative eye and design expertise, she brought a new sense of calm, unity, and recognition to our branding — introducing the soothing blue and yellow palette and the cohesive style that now reflects our mission of empowerment and hope.

Her work reminds us that visibility matters — that when our message is clear and recognizable, our reach and impact grow.

As Lexy moves on to focus on her studies and new creative projects, we want to thank her for her incredible contribution. Your talent, heart, and vision have left a lasting mark, Lexy — one that will continue to inspire everything we create. We wish you all the best in what's ahead and know that you've made a real difference here at Street Haven.



Staff Highlight

Sakshi Cooper, Intake Administrator, Training & Employment Services

This month, we're recognizing Sakshi Cooper for the insight, teamwork, and dedication she brings to Street Haven each day. Sakshi's thoughtful approach and steady presence have helped strengthen our programs and the connections we build with one another and the women we serve.

As an intake administrator for the employment services team at Street Haven, Sakshi is responsible for registering clients seeking employment services to the employment program. Apart from facilitating the intake and orientation sessions, Sakshi is also responsible for offering post-employment support to clients. Sakshi takes pride in making Street Haven reach the 7th spot for volume intakes in Toronto in the second quarter. As a service provider in its early stages of offering employment services, this accomplishment indicates Street Haven's commitment to supporting women across Toronto.

Sakshi's own words:

"Street Haven has connected me with a strong community of women. Both the women we serve and those we work alongside are constant reminders that women are the backbone of the workforce and key drivers of systemic change."



From our Clients own words

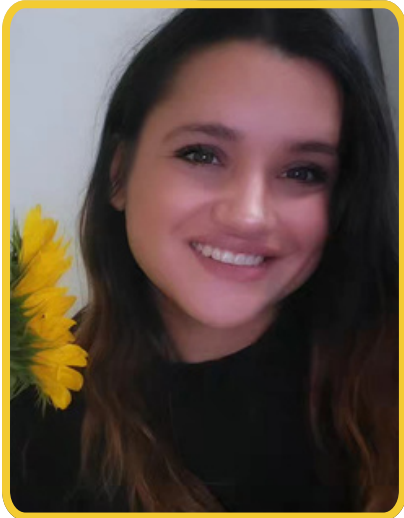
“Five years ago, I walked through the doors of Grant House with my service dog by my side. I didn’t know what to expect – I just knew I couldn’t keep living the way I was. I had been addicted to crystal meth since my teens.

After years of trauma and instability, using was how I survived. I wanted to stop, but I didn’t have the support or safety I needed to begin. Grant House changed that. From day one, I was met with kindness and patience and for the first time, I felt safe enough to believe in myself.

When my program ended, my case worker helped me find supportive housing that would accommodate me and my service dog. I stayed connected to Grant House through aftercare meetings and support groups – something that made all the difference during my first year of recovery.

Today, I’m writing this from my own apartment in downtown Toronto, celebrating four years of continuous sobriety. I’ve published my poetry, built a life of independence, and am working toward a diploma in social service work so I can help others the way I was helped. I’ll always be grateful to my case worker and the Grant House team for being a light in my darkest moments and for showing me that recovery is possible.”

- Diana, Grant House Graduate



Read Diana’s full story on our [website](#) to learn more about her inspiring journey – and how your support helps women rebuild their lives.

Upcoming Advocacy

Event	Date & Time	Location	Description
National Housing Day	November 20th 2025, 9:30 am	Queen’s Park	Street Haven will once again join sector leaders at Queen’s Park on National Housing Day to advocate for greater investment in safe, affordable, and supportive housing for women.

In Gratitude

Street Haven is deeply thankful to the York Group Executive Committee at the Cathedral Church of St. James for their generous gift in support of senior women in our community.

With this support, we can provide transportation, healthy snacks, and materials for creative and engaging activities like yoga, arts and crafts, and conversation circles.

We are grateful to the York Group Executive Committee at the Cathedral Church of St. James for their compassion and partnership in helping senior women live with dignity, connection, and joy.

Whether you’ve donated your time, resources, or partnership, we sincerely appreciate your belief in our mission and the women we serve. To make a donation and continue supporting Street Haven, visit: streethaven.org/donation



What’s up with Haven?

We are thrilled to have been selected by the City of Toronto as one of the new shelter service providers, and will be opening a 60-65 bed facility in Etobicoke in 2028.

Over the coming months, Street Haven will be engaged in planning meetings along with our City partners and funders. This is monumental for Street haven as we continue our ongoing growth and reach across Toronto region.