



STREET HAVEN

Annual Report

2025-2026



***Rooted in Care,
Growing in
Community***

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Mission

We meet women where they are and offer integrated services to help them lead empowered lives.

Vision

A future where every woman lives in safety, dignity and hope.

WHO WE ARE

Values

1) We respect and value every voice.

We listen actively, honour diverse perspectives, and create opportunities for everyone to be heard.

2) We lead with empathy & compassion.

We approach every interaction with understanding, kindness, and a commitment to human dignity.

3) We champion inclusion.

We foster welcoming spaces where diversity is celebrated and everyone feels valued and respected.

4) We're always adapting.

We embrace learning, innovation, and change to better respond to evolving community needs.

5) We advocate for all women.

We advance equity, amplify voices, and support women in achieving safety, stability, and opportunity.



1960s:

Street Haven was founded in 1965 by nurse Peggy Walpole, who opened Toronto's first emergency women shelter. From humble beginnings in a 'tea room' and from her own home, services expanded to our first permanent shelter location 87 Pembroke St.

1970s:

Street Haven partnered with Correctional Service and in 1976, opened Canada's first residential addiction program for women, Grant House. Walpole was recognized provincially for her leadership, including the Medal of Good Citizenship in 1974.



1980s:

Walpole received the Order of Canada in 1980, while Street Haven expanded into supportive housing, and also launched the Learning Centre in 1988.

1990s:

Street Haven continued to expand supportive housing, and adopted a trauma-informed case management model in 1992. We strengthened continuity across services and improved individualized care.



OUR HISTORY



2000s:

In 2006, founder Peggy Walpole passed away after 41 years of leadership. Her legacy shaped continued service expansion and strategic planning to support low-barrier programs for women recovering from trauma, homelessness, and addiction.

2010s:

Street Haven maintained core programs and restructured its Learning Centre in 2019 into a Training Services program, focused on digital literacy, life skills, and employment readiness. This initiative reinforced confidence-building and pathways to education and employment for women facing systemic barriers.



2020s:

Street Haven expanded during COVID, and opened a hotel-based shelter. New provincial funding supported the launch of a transitional housing program in 2024, and in 2025, Street Haven celebrated 60 years and obtained operator status for a future shelter in Etobicoke. In 2026, another supportive housing location was purchased in Scarborough, further deepening our reach across the GTA.



A Message from our Executive Director & Board Chair



As we reflect on the past year, I am filled with gratitude for the incredible community that makes Street Haven's work possible. Every day, we witness the strength and resilience of the women we serve, and we are continually inspired by the dedication of our staff, volunteers, Board members, donors, and partners who work alongside us. Together, we have continued to create opportunities for women to move from crisis to stability, and from surviving to thriving.

It was a year of meaningful progress. At a time when housing affordability and homelessness continue to affect more women than ever before, through 2025–2026, we have remained focused on expanding our impact while planning thoughtfully for the future. One of our most significant milestones this year was the acquisition of our newest supportive housing property at 93 Pembroke Street. This addition to our housing portfolio represents more than a new building, it represents new opportunities for women to find stability, rebuild their lives, and become part of a supportive community where they can move forward with confidence.

We also continued the important planning work for our new emergency shelter at 3838 Bloor Street West, scheduled to open in 2028. While there is still much work ahead, this project reflects our commitment to ensuring women have access to safe, welcoming spaces and the comprehensive supports they need during times of crisis.

Internally, we reached another important milestone with the completion of our 2026–2029 Strategic Plan. This roadmap reflects the voices of our community, staff, volunteers, partners, and Board of Directors. It sets an ambitious course for the years ahead; one grounded in innovation, equity, reconciliation, organizational excellence, and a steadfast commitment to supporting women.

None of these accomplishments happen in isolation. They are made possible through the extraordinary dedication of our staff, the leadership of our Board of Directors, the generosity of our donors, the commitment of our volunteers, and the strength and resilience of the women who place their trust in Street Haven every day. As we look ahead, we remain committed to listening, learning, growing, and working alongside our partners to ensure every woman has access to safe housing, the support and services she needs, and the opportunity to build the future she deserves.

Thank you for believing in our mission and for walking alongside us. The achievements of this past year are remarkable, but they are only the beginning of what we will accomplish together. Your support makes this work possible, and together we are creating lasting change—one woman, one home, and one community at a time.

OUR IMPACT DRIVERS

Leadership Team



Andrea Paszti
Executive Director



Ajay Walia
Director of
Operations



Grace Kolawole
Director of Shelter
& Housing



Dayna Moreash
Director of
Addictions, Mental
Health & Outreach



Cynthia Lewis
Director of Training,
Employment &
Special Projects

Board Members



Tatiana Soldatova
Chair



Nicole Koteff
Vice Chair



Mary Chang
Treasurer &
Secretary



Grace Ma
Director



Stephanie Andrew
Director



Dr. Roisin Byrne
Director



Neil Vohrah
Director

OUR COMMUNITY & PARTNERS

Throughout the year, Street Haven continued to build and strengthen strategic partnerships that enhanced service capacity and client outcomes. Collaborations with organizations including the Writer's Collective of Canada, Oasis Addiction Recovery, Toronto Public Health, and other community partners who contributed to increased programming opportunities, improved continuity of care, and expanded access to supportive services.

A key new partnership established with 2-Spirits Toronto strengthened Street Haven's commitment to improving access to culturally responsive and affirming services for Two-Spirit, Indigenous, and equity-deserving communities. By strengthening connections with Indigenous-led and Indigenous-serving organizations, Street Haven continues to advance trauma-informed and culturally responsive approaches that support safety and improved outcomes for clients accessing our programs.



Women's Advocacy and Outreach (WAO)

This year, Street Haven was fortunate to form a partnership with an incredible youth-led initiative driven by passionate University of Toronto students who chose to dedicate their time, energy, and advocacy to the women in our community. The WAO aims to create a safe space for proactive, passionate, self-identifying women to make a difference on women's issues in their community and around the world.



Our relationship with WAO has grown in truly meaningful ways this year. Not only have they been fundraising for Street Haven throughout the year, but in January, a group of members joined us at 87 Pembroke to sort and organize donations. Then in March, WAO invited our Executive Director, Andrea Paszti, to speak as a guest at their annual Women Helping Women Convention, with all proceeds from the event generously donated to Street Haven.

The initiative these young women have taken to support our community is inspiring, and it's been so special to have students like these in our corner.

COMMUNITY ADVOCACY

National Housing Day

Beyond our direct services, we recognize that lasting change requires strong collective voices. As co-lead of the Ontario Women's Coalition, Street Haven continued to champion the needs of women experiencing homelessness across the province. Together with coalition partners, we represented the voices of women at Queen's Park on National Housing Day, advocating for systemic investments and policy changes that recognize housing as a fundamental human right.

Showing up for National Housing Day, year after year, matters. Without consistent conversations with our government, those needs get lost in broader housing conversations. We filled the stands during the Question Period at Queen's Park and spoke our hearts and minds at the press conference to make our voices heard. It also gave our Executive Director the opportunity to speak with policymakers directly to discuss concrete housing solutions for women in our province. Meaningful change requires courageous advocacy, and we remain committed to ensuring women's experiences are reflected in the decisions that shape our communities.



Why Volunteering at Street Haven

This year, we invested more intentionally in our volunteer program, building opportunities for both individuals and corporate partners to get involved. Volunteers sorted and organized donations, prepped and served meals, led yoga and meditation sessions, accompanied clients to the gym and even picked up paintbrushes to help freshen up our facilities. Every hour given helps us maintain safe, welcoming spaces and allows our staff to focus on supporting the women in our care.

To every volunteer who joined us this year, thank you. Your time doesn't just help us continue our work, it also shows us how much our cause matters to the people around us.



OUR COMMITMENT TO COMMUNITY



Pride Parade

Street Haven walks in Pride not just to make a statement, but to honour one we've been making since our beginning. Our founder, the late Peggy Walpole, built Street Haven on a simple and powerful belief: take in women with no judgment, regardless of who they are or who they love. That commitment to inclusion is the foundation of who we are today.

Because before Pride in Toronto, Street Haven was already welcoming women from the LGBTQ2S+ community to our shelters for safety and support, a commitment rooted in our earliest years serving this city. That legacy doesn't just live in our history; it shapes our programs, our staff training, & our approach to care every single day.

This year, our presence at Pride reflected that same spirit. Our team set up a booth to speak directly with community members about the work we do. We connected with hundreds of people, met donors and long-time supporters, and had countless conversations about why Street Haven's mission matters, especially to the women in our community who need it most.

Equity, Diversity and Inclusion

This past year, Street Haven developed its first Equity, Diversity, and Inclusion (EDI) committee in collaboration with our consultant at Canadian Equality Consulting.

The mental health program also expanded culturally responsive care through the addition of an afro-centric-spirituality Psychotherapist specializing in supporting Black clients. We also planned education and client-focused workshops for staff to enhance culturally informed practice. Early outcomes from psychotherapy services demonstrated strong impact, with over 90% of engaged clients experiencing measurable reductions in symptoms related to generalized anxiety, PTSD, and trauma.



OUR LONG TIME SUPPORTER

Jim Green

"Over ten years ago, my relationship with Street Haven began modestly, through a workplace giving program. It could easily have stayed that way: a small, annual contribution. But for me, it didn't.

As I began to learn more about the work Street Haven does: the shelter, the support, the programs, the daily commitment to helping women rebuild their lives, something shifted. I developed an admiration for the skill and compassion of the staff, and for the strong leadership that manages the organization.

The cause resonated with me on a personal level. As a young man, a difficult family situation left me in a tough spot. It was the support of dedicated professionals that helped me find my footing again. In the community Street Haven serves, I see parallels to my own journey, and a reminder of how essential Street Haven's services are to women in need.

Over the years, my commitment grew, modestly, steadily, without fanfare. I took the time to meet staff, understand the organization more deeply, and witness firsthand the strength of its team.



This year, I marked my appreciation in my own hands: handcrafting wooden heart-shaped candle holders for every staff member, each one a symbol of the care they provide and the hope their clients receive.

I remain committed to helping as I can, through both financial donations and gifting items from my woodworking craft."



SERVING WOMEN ACROSS THE GTA



Shelter & Our New Transitional Housing Services

Partnerships continue to be at the heart of everything we do. This year, we were pleased to begin a new partnership with the Ministry of the Solicitor General which allowed us to create 10 new transitional housing beds, expanding critical pathways from crisis to stability for women with complex needs. This program supports women from correctional

facilities, probation or parole, through a 3 to 6 month stay, with the end goal of stable and permanent housing, to end the cycle of recidivism and lead women to a more stable future.

This past year, this program continued to provide a critical pathway to stability for women transitioning from homelessness and other complex life circumstances. Referrals remained strong, occupancy remained near capacity, and clients received housing-focused, wrap around supports including mental health, addictions, employment, life skills, and community-based services. Several clients successfully transitioned to permanent housing.

Street Haven advanced planning and redevelopment efforts with the City of Toronto for the future women's shelter at 3838 Bloor Street West, progressing design and operational readiness to expand capacity and strengthen supports for women experiencing homelessness.

Supportive Housing

Across the Supportive Housing portfolio, Street Haven made significant progress on redevelopment and expansion initiatives. Building permits were secured for 91 and 93 Pembroke Street, enabling both projects to move into implementation, while redevelopment planning continued at 87 Pembroke.

Street Haven advanced occupancy and program readiness activities across its housing portfolio and submitted business cases to the Ministry of Health to secure sustainable operational funding for expanding housing programs. A significant achievement was the development and implementation of a comprehensive Supportive Housing Manual, establishing standardized policies, procedures, and service delivery practices.

Street Haven continued to strengthen workforce capacity through training in case management, housing services, crisis intervention, housing stability, harm reduction, life skills development, and community supports. Recognized for its leadership and innovation, the Shelter and Housing Management Team joined the 2025/26 Leading Social Justice Collective Cohort to advance Afrocentric Spiritual Psychotherapy and enhance culturally responsive, trauma-informed care across shelter and housing programs.



SHE FOUND HER HOPE

Diana

At 57, Diana never imagined she'd find herself in a shelter. After a domestic dispute, she found herself coming to Street Haven. In midst of what she said felt like a nervous breakdown, Diana walked through the doors expecting the worst. She'd never been to a shelter before, but what she found was nothing like she had feared. Instead, she discovered a place filled with genuine care, where staff, like her case worker Blessing, treated her with a kindness she'd never experienced. "I never got solid hugs like that from a stranger before," she says, still amazed by the support. The staff notice the little things, they never judge, and always tell her the truth, all traits Diana truly appreciates. Even on her worst days, they make her feel like somebody – like she matters.



Now, Diana is looking toward a future with hope. Her goal is to live independently on her own terms. She wants to change some of her ways, maybe join a fitness club or connect with her community. Thanks to Street Haven, Diana knows she has the support to help her achieve her goal.

Our Impact in Shelter & Housing

Total Shelter Clients served (unique)	264
Shelter Bed nights	27,995
Shelter and Housing client satisfaction rate	> 90 %
Meals served	> 200,000
Total Shelter Clients Housed	61
Supportive Housing Clients served (Apr 1 – Sep 30)	27

Training & Employment Services

During 2025-26, Training Services continued to play a vital role in supporting women to build skills, increase confidence, and achieve their personal, educational, housing, and employment goals. This past year was marked by growth, innovation, and stronger integration across Street Haven's programs. With the addition of a Life Skills Facilitator for shelter and housing clients, we were able to strengthen the integration of services between the Training, Shelter, and Housing programs.

Another program addition was our highly successful Seniors' Social Group, supported by dedicated placement students and volunteers.

The program provided local seniors with meaningful opportunities for social engagement, structured activities, learning, and peer connection. The group remains an important source of support for older adults in the community, helping to reduce isolation while fostering wellness and belonging.

This past year marked the start of our new Employment Support Program. Through individualized employment counselling, job search assistance, and career planning, the program supported 128 clients in working toward their employment goals. With the support and expertise of our training staff, we helped participants build confidence, develop job readiness skills, and pursue meaningful employment opportunities.



Launching the Training Centre

A major achievement this year was the opening of the Training Centre at our 87 Pembroke shelter location. The space serves as a dedicated hub for workshops, meetings, training sessions, and client programming. Equipped with computers available for drop-in use, the Training Centre provides client

with access to technology while creating a welcoming and functional environment for learning, skill development, and community events.

As Training Services continues to evolve, we remain committed to creating inclusive learning opportunities, strengthening program integration across the agency, and supporting women in achieving greater independence, community connection, and long-term success. Through innovation, collaboration, and client-centred programming, we continue to build pathways to opportunity for the women and communities we serve.



SHE FOUND HER JOB

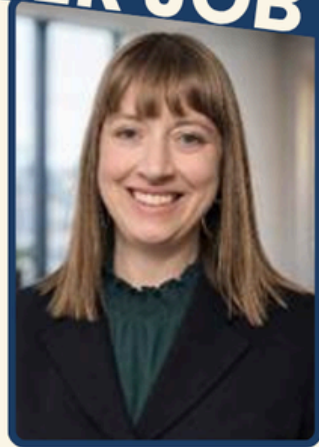
Chris Patzwald

"When I came to Street Haven as a transfer from another employment services organization, I was feeling discouraged and uncertain about my future. Despite my efforts, I wasn't gaining much traction, and I felt that my unique circumstances were not fully understood. At one point, I was even told that it would be very difficult for me to secure meaningful employment. As a result, I had begun to lose hope. My experience at Street Haven was entirely different.

From the very beginning, your team listened, sought to understand my situation, and treated me with dignity and respect. I never felt judged. Instead, I felt supported, encouraged, and empowered. While others focused on the obstacles, the Street Haven team focused on possibilities. You assured me that you would help me in every way you could & you delivered on that promise many times over.

Today, I am proud to say that I have launched my own consulting business and am pursuing a path that is both exciting and fulfilling. The transformation in my outlook has been remarkable. I have gone from feeling hopeless and uncertain to feeling optimistic, energized, and deeply grateful for the opportunities ahead.

I cannot say enough positive things about my experience with Street Haven. The support I received has had a profound impact on my life, and I will always be thankful for the role your organization played in helping me rediscover my confidence, purpose, and direction. Please extend my heartfelt thanks to everyone who contributed to my journey. The work you do truly changes lives, and I am living proof of that."



Our Impact in Training & Employment

Employment Services Program Employed (WCG)	23
Number of Life skills workshops delivered	181
Number of Literacy and Basic Skills workshops delivered	51
Total Clients served for Pathways to Independence (unique)	41
% of Total Clients that Remain Housed	100 %
Client satisfaction rate	99 %

Addictions Residential Treatment, Mental Health and Outreach Services



role in fostering recovery-oriented environments by supporting activities such as cooking, nutrition education, and life-skills development.

Live-In Treatment

Street Haven's Live-in Treatment Program continued to provide high-quality, trauma-informed addiction treatment to women throughout the year, maintaining near-full occupancy in the 90-day live-in treatment program. The team remained focused on enhancing the client experience through expanded programming, wellness activities, community outings, volunteer engagement, and increased opportunities for peer support and community engagement. Individuals with lived and living experience continued to play an important

Outreach & Harm Reduction

Outreach Services continued to expand its reach and strengthen community connections throughout the year. The outreach team increased engagement beyond the downtown core through community presentations, direct service delivery, and partnership development with local organizations. Continued participation with initiatives such as FOCUS (Furthering our Communities Uniting Services) East and West supported collaborative responses and improved access for women who may not otherwise connect with traditional services. Outreach services remained grounded in harm reduction, trauma-informed practice, and meeting clients where they are.



Mental Health

Street Haven's Addictions, Mental Health, and Outreach Programs continued to strengthen service delivery through increased access, enhanced clinical supports, expanded community partnerships, and ongoing quality improvement initiatives. Across all areas of programming, the team remained committed to providing trauma-informed, women-centred, and recovery-oriented services that respond to the complex and evolving needs of the individuals we serve.

A significant focus throughout the year was the continued evolution and strengthening of Mental Health Services. The introduction of two service streams allowed for increased flexibility: one stream embedded mental health supports directly within addictions programming, and a second stream offering flexible, community-based and drop-in supports for women within the Street Haven umbrella. This model increased responsiveness and improved access to care for clients across Street Haven programs. This redesigned model represented a significant shift toward more integrated care, and ensuring mental health supports were available at multiple access points.



Quality Improvement Project

Quality improvement was a major area of focus throughout the year, including active participation in the Excellence through Quality Improvement Project (EQIP). This initiative focused on improving client engagement within Grant House's live-in addiction treatment program using client feedback,

attendance tracking, focus groups, surveys, and the implementation of targeted change strategies. The team successfully exceeded the project goal of improving client experience within Grant House programming, increasing outcomes from a baseline measure of 62% to 82%. The project concluded with a sector-wide share-back event where the team presented findings, outcomes, and strategies for continued implementation.



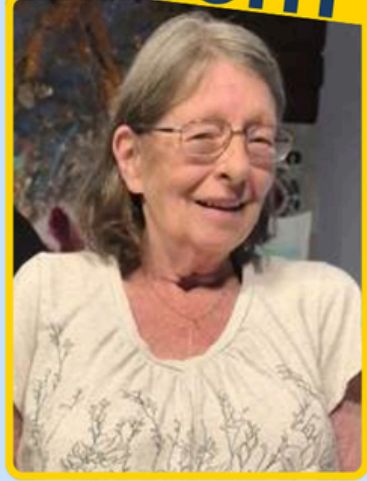
SHE FOUND HER LIGHT

Luann

"My story starts when I was 30 and my father passed away. I couldn't handle it, so I started drinking, and I drank for four years. I had a suicide attempt, and I thought, 'This isn't me.' I knew I needed a change.

I had an outreach worker from Grant House who helped me fill out my application. When I first came here, I had some goals that I shared with my counsellor, and she mapped out a plan with me for how I could reach them. We worked on things like codependency, boundaries, and being social, because I hadn't been social for seven years. I'm thankful to Street Haven because they uplift women, they give women their dignity back.

Street Haven is not a shelter to me. It's like a home to me. To be loved again and know what love is, is amazing, and that is what I get here."



CaseWORKS – New Client Management System

The organization also successfully expanded the implementation of CaseWORKS, Street Haven's client management system. Initially introduced within the Addictions and Mental Health Programs, CaseWORKS is now utilized across Housing, Supportive Housing, and Shelter Services, improving documentation, continuity of care, data quality, and integrated service delivery across programs.

Our Impact in Addictions, Mental Health & Outreach

Treatment Clients served	57
Treatment Days	3060
Mental Health Clients Served (unique)	75
Clients with increased overall wellness (according to OQ45)	90 %
Outreach Clients served (unique)	65
Outreach Services – Wait Time	< 7 days
Client Satisfaction Rate	> 96 %

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📍 1001-2 Carlton Street, Toronto, ON M5B 1J3

✉ info@streethaven.com

☎ 416-967-6060

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