



Self-Help
resource centre

Annual Report 2015-2016

Coming together. Seeing Strength. Growing Change.

Mission, Vision & Values

Mission

The Self-Help Resource Centre leads peer support initiatives in communities, focusing on those facing multiple social and systemic barriers. We increase access by building the capacity of individuals and organizations in collaboration with dedicated staff, volunteers, partners and community members through outreach, networking, training, consultation, resource development, and knowledge exchange.

Vision

We envision a world where we come together to connect meaningfully and share knowledge, where we see strength in every person and their lived experience, and where we grow change by listening to all voices, particularly those most marginalized, in order to build empathy and create universal access to better systems.

Values

- We believe in the power of individuals coming together around a common issue or goal to promote mental health and wellbeing
- We believe that every person has a right to be met with compassion, accepted in a non-judgmental way, and treated with respect, and we support an environment of mutual respect
- We value experiential knowledge, and the strengths and assets that individuals, organizations and communities bring
- We nurture the development of individual potential by providing an environment that promotes self-determination, and encourages learning and personal development
- We believe that each of us is enriched when we are able to work collaboratively with one another to share experiences, perspectives, information, knowledge and supports
- We embrace diversity, and support non-discriminatory policies and practices. Diversity refers to different racial and cultural backgrounds, age, gender, sexual orientation, and visible and invisible challenges
- We support our community by providing a variety of flexible and responsive programs and services designed to build capacities in individuals and communities that have faced barriers to accessing services
- We are committed to ensuring the provision of high quality, comprehensive services from well-informed, well-qualified staff.

Peer Support

The Self-Help Resource Centre (SHRC) defines peer support as a process of sharing common experiences, situations or challenges. Peer support is an exchange of getting and giving support. It involves the practice of self-care and sharing “what works”. Peer support is not based on medical models of illness and disorder, rather it is the provision of emotional, practical and informational supports by people with lived experiences, to cultivate mutual empowerment. Peer support initiatives are run by and for the participants.

History

SHRC has been working with people, communities and organizations for 29 years. We have worked in partnership with federal, provincial and local organizations and groups developing peer support programs for people living with diabetes, polio, cancer, lupus, mood disorders, and many mental health challenges. All partner organizations share a strength-based approach to navigation of life challenges and transitions.

Message from the President

It has been a pleasure to serve as president of the board during this transformative year for the Self-Help Resource Centre. Peer support is a driver for change, and the SHRC continues to be an innovator in services that enhance well-being and create access to resources in communities across our cities.

Our strategic directions are a statement of our commitment to the power of peer support. Our board of directors, staff, volunteers, students, partner organizations and the countless individuals across the province have benefitted from the connection and strength that groups can provide and are a testament to the good work the SHRC does on a daily basis.

This year, we have continued to Change Lives by connecting individuals to peer support groups in their communities through the use of our provincial database. The SHRC remains a Leader through the development of innovative, capacity-building initiatives such as the ODSP Peer Navigator Program. In collaboration with our partners and stakeholders and by identifying key areas of focus, our team strived to develop new ways to measure our work and Know our Impact. Finally, with the development of a comprehensive multi-year funding development strategy, our organization is poised to Stand Strong and expand its reach in the years ahead.

None of the success this year would be possible without the dedication and support of the full SHRC team. I would like to take this opportunity to thank our dedicated staff, our highly skilled students and volunteers, along with our dynamic board of directors. Working in collaboration with our agency partners, funders and stakeholders, the SHRC will continue to forge new roads ahead in communities and expand the reach of peer support.

Just as a peer support group is made up of individuals who share a common experience or issue, the SHRC team shares a common vision—to ensure that every person, regardless of circumstance, has access to peer support and the opportunity to share and build meaningful experiences. We are Better Together, and that makes us stronger, both as individuals and as communities.

Michelle Westin
President



Message from the Executive Director

It's an exciting time for peer support. I'm honoured to be part of a movement, and an organization, that believes there is always room for more - more people, more support, more space, more ideas, more voices, and more change.

I have spent the past year meeting changemakers, leaders, everyday heroes, and amazing individuals working in peer support. These people have many traits in common: resilience, compassion, and kindness, to name a few. But the thing that stands out most for me is their ability to hold a space that is welcoming. In that space, it doesn't matter what you feel, where you've been, or where you might be going, you are welcome. In that kind of space we grow; we flourish.

Here at SHRC, we have been fortunate to see growth and flourishing. We saw our 17-year-old Family Councils Program take flight and become its own organization, Family Councils Ontario. Our brand-new ODSP Peer Navigator Program grew from an idea to a reality, offering support to people on Ontario Disability Support Program (ODSP) or applying for ODSP. Our community-of-practice for peer workers collaborated to create new resources on transforming anger, understanding power and privilege, and navigating systems, to highlight a few. Our fee-for-service offerings increased by 72%, meaning we're reaching new audiences who see value in what peer support has to offer.

We've seen challenges, too. The funding climate for the not-for-profit charitable sector is undergoing massive transformation, and there is some uncertainty about what it will mean for organizations like ours – during times of change we need to be agile and adaptable, which is something we've been successfully working on for the past 18 months. SHRC is one of over 3,000 charities operating in the Greater Toronto Area alone; the pursuit of funding is highly competitive while demand for services continues to grow. We are meeting these challenges with careful consideration and thorough strategic planning. In early 2016, we launched our new mission, vision, and strategic directions to guide our path from 2016 -2020. We looked at the unique challenges people are facing, and how we can best support positive transformation in the most efficient way, and in the way only we can. Together we will Change More Lives, Be A Leader, Know our Impact and Stand Strong. It's exciting to see where change will take us.

We couldn't do it without the support of our funders the United Way Toronto & York Region, the City of Toronto, and the Ministry of Health and Long-Term Care; our individual donors; our program partners, and of course our internal team. We are surrounded by changemakers, leaders, everyday heroes, and amazing individuals in our staff, students, board and volunteers. It is an honour and a privilege to walk this path with you; thank you for your generosity, your counsel, your passion, and your purpose. We truly are Better Together.

Chrystal Dean
Executive Director



Highlights

Change More Lives

- Over 800 peer support groups in our online searchable database.
- Over 4,700 people accessed our services in-person.
- Over 35,000 people reached through online and printed information.
- 38 volunteers were trained and gave a total of 1,784 hours as peer workers.

Be A Leader

- Developed and launched a new strategic plan taking us from 2016-2020, and a new multi-year funding development plan.
- Introduced three new programs: Mindfulness Ambassadors Council (MAC), ODSP Peer Navigator Program, and the Wellness Tools and Resource Workshops.

Know Our Impact

- Increased our reach, participating in more public meetings and events, better circulating our resources, and increasing our workshop participant numbers by 264 percent.
- Created a volunteer research team to help better inform our strategic decisions.
- Began introducing standardized evaluation tools across all of our programs.
- Grew our online audience: Website 22% increase in unique visitors; Facebook 42.1% increase in following; Twitter 17.2% increase in following.

Stand Strong

- Posted a surplus in our 2015-16 budget, standing us in good stead for the 2016-17 financial year.
- Secured \$80,000 of new funding over two years for the ODSP Peer Navigator Program.
- Positioned SHRC in its most financially and operationally flexible position, with a reserve fund

of \$67,447 to allow time and space to see through our growth strategies.

- Posted a 72% increase in fee-for-service from 2014-15 to 2015-16, and successfully reduced our overhead operating expenses by over 30 per cent.
- Expanded our team: an increase of 47% of staff capacity from the prior year, and built a volunteer program, with a peak of 20 volunteers.



Program Overview

Program	Stream	Description
Mindfulness Ambassador Council (MAC)	Youth & Young Adults	MAC focuses on the social and emotional competencies youth need to regulate emotions, think critically, act compassionately and walk away with important life skills that will support them through all of life's challenges.
ODSP Peer Navigator Program	Community	A program for people applying, or who are already on Ontario Disability Support Program (ODSP) looking to successfully navigate the ODSP system while sharing resources, building social supports and developing wellness tools.
Peer Support Facilitator Training - Intro & Adv	Community	A collaborative two-level training program for members of the community wishing to gain the skills of peer facilitation to create and sustain peer support groups that bring positive, transformative change to people's lives.
Peer Support Group Referrals	ALL	Connecting people with our database of over 800 peer support groups via online self-search, phone or in-person referral.
Peer Support Programming for Organizations	ALL	Tailored consultancy for organizations to help establish or enhance peer initiatives within their organization.
Peer Worker Community-of-practice (CoP)	Community	An ongoing monthly group providing an opportunity for peer support group and one-on-one facilitators to get support from other peer facilitators, share valuable resources and experiences, and brainstorm solutions to challenges in the field.
Wellness Tools & Resource Workshops	Youth & Young Adults, Supporters, Workplace	Workshops to support people in a variety of challenges, including managing stress, working in groups, dealing with conflict, listening, communication, boundaries and assertiveness, self-talk and self-compassion, and creating a self-care practice.
Youth WRAP*	Youth & Young Adults	Youth WRAP program participants identify their personal resources and wellness tools and explore how they will use those tools in their daily lives to overcome potentially triggering or stressful situations. *Based on Mary Ellen Copeland's Wellness Recovery Action Plan program.
Volunteer & Student Placement Program	ALL	In partnership with community organizations and local post-secondary institutions, SHRC welcomes students and volunteers to help deliver a range of programs designed to work with marginalized communities through the power of peer support. We learn as much from them as they do us!

What people are saying about our trainings:

What did you like most/find most useful?

"Workshop was practical and gave a lot of info, we practiced what we learned and it expanded my mind on enjoying peer facilitation."

"The action plan was really helpful in seeing that things are possible."

"What I liked most and found most useful was the openness and exchange of ideas."

"Very helpful!!!"

"Thank you. I am happy to find my questions answered and I feel confident that I invested in my recovery."

What youth are saying about our youth programming:

What did you like most?

"I felt more calm and I had forgotten most of my stresses in life. I learned ways to focus and stay calm."

"I liked getting to know everyone and discuss coping mechanisms and mental health in a positive environment."

"Having a group where I felt welcomed and being able to work with others."

"I like that we got into a deeper level of situations and get to build that bond. We talked about ourselves which made me feel included and the facilitators made me feel secure."

"Everything, being here."

SELF-HELP RESOURCE CENTRE OF GREATER TORONTO
Statement of Financial Position
March 31, 2016

	2016	2015
ASSETS		
CURRENT		
Cash and cash equivalents	\$ 45,161	\$ 26,127
Short-term investments	25,000	50,000
Accounts receivable	34,919	6,144
Harmonized sales tax recoverable	2,464	6,389
Prepaid expenses	5,632	7,852
	<u>\$ 113,176</u>	<u>\$ 96,512</u>
LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable and accrued charges	\$ 11,606	\$ 13,309
Government remittances payable	5,448	8,128
Deferred revenue	28,675	17,276
	<u>45,729</u>	<u>38,713</u>
NET ASSETS	<u>67,447</u>	<u>57,799</u>
	<u>\$ 113,176</u>	<u>\$ 96,512</u>

SELF-HELP RESOURCE CENTRE OF GREATER TORONTO
Statement of Changes in Net Assets
Year Ended March 31, 2016

	2016	2015
NET ASSETS - BEGINNING OF YEAR	<u>\$ 57,799</u>	<u>\$ 37,732</u>
Excess of revenue over expenses	9,648	20,067
NET ASSETS - END OF YEAR	<u>\$ 67,447</u>	<u>\$ 57,799</u>

SELF-HELP RESOURCE CENTRE OF GREATER TORONTO
Statement of Revenues and Expenditures
For the Year Ended March 31, 2016

	2016	2015
REVENUE		
Grants	\$ 320,570	\$ 388,048
Fees for services	17,906	10,435
Miscellaneous income	2,562	4,162
Fundraising revenue	3,307	6,443
Donations	4,585	4,889
	<u>348,930</u>	<u>413,977</u>
EXPENSES		
Salaries and benefits	227,306	240,057
Program expenses	36,111	53,023
Professional fees	28,496	31,465
Rental	24,556	24,041
Office and general	17,870	18,920
Insurance	6,110	3,913
Travel	4,421	4,526
Staff training	2,228	3,431
Bank charges	991	1,193
Volunteers and board cost	710	1,175
AGM and special events	483	1,013
Expense recovery	(10,000)	-
Sub-contracts	-	11,153
	<u>339,282</u>	<u>393,910</u>
EXCESS OF REVENUE OVER EXPENSES	<u>\$ 9,648</u>	<u>\$ 20,067</u>

Our Team



Staff

Aditya Muralidhar, ODSP Peer Navigator
 Chrystal Dean, Executive Director
 Danica McPhee, ODSP Peer Navigator
 Darin Squire, ODSP Peer Navigator
 Deandre Bonnelle, Program Assistant
 Erol Mehmeti, ODSP Peer Navigator
 May Karry, Bookkeeper
 Melissa Corcoran, Program Manager
 Michael Friedman, Program Assistant
 Robin Simmons, ODSP Peer Navigator
 Zebina Virji, ODSP Peer Navigator Program Coordinator

Former staff

Althea Knight, Youth & Young Adults Coordinator
 Darya Amiri, Program Assistant
 Eileen O’Sullivan, Receptionist & Database Coordinator
 Lorraine Purdon, Family Councils Program, Director of Planning & Partnerships
 Natasha Sorella, Program Assistant
 Samantha Peck, Family Councils Program, Director of Communications & Education
 Samantha Warford, ODSP Peer Navigator Program Coordinator
 Shane Owens, Program Assistant
 Stephanie Eira, Program Assistant

Board Of Directors

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 Cristina Arrais, Treasurer

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 Earl Silver, Director
 Lauren Cole, Vice President
 Lynn Hornacek, Past President
 Michelle Westin, President
 Norm Smyth, Director
 Somya Sood, Director

Volunteers

Abdel Al-Sharif
 Akanksha Agarwal
 Althea Knight
 April Millo
 Aurelija Tarvydas
 Brittany Bosley
 Darya Amiri
 Dharshika Watson
 Donnett Bailey
 Erin Wisler
 Farjad Agha
 Girma Hailu
 Hayley Darychuk
 Irit Dror
 Jeff Schapira
 Katherine Kinsley
 Kayla Cowan
 Lucia Jakobs
 Madeleine Burkhardt-Jones
 Nasrin Hussein
 Norm Long
 Olivia Kwiecien
 Serge Lanoue
 Shari Gibot
 Tammy Clayton
 Tim Brown

Supporters

Thank you to our fantastic and supportive sponsors:

The City of Toronto
 The Ministry of Health and Long-term Care
 United Way Toronto & York Region

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