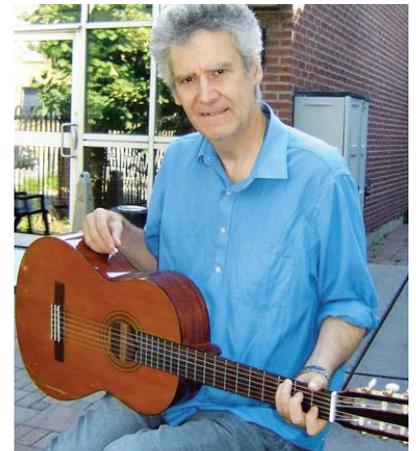


Together,  
In Community,  
We Succeed



St. Jude  
Community Homes  
2016 Anniversary  
Report

St. Jude Community Homes has been providing supportive housing for people with serious mental health difficulties for 25 years.



We began with the belief that *everyone* has the right to a clean, safe, affordable home. Today, our community includes 91 residents in self-contained apartments, 16 staff and a strong Board of Directors. We operate two buildings in Regent Park and a third building on Gerrard, support tenants at a satellite site, and are the transfer payment agency for the 21 clients living in the House of Compassion.



# It starts with a community

Sometimes the small things say it all.

When a St. Jude staff member heard residents say our dinner plates were too heavy, the plates were replaced with lighter ones. Residents were delighted. They said, "You did that just because we spoke up?"

Of course! We know that when we work together, good things happen.

Since St. Jude was first formed in 1986 we have brought this philosophy to everything we do. Together, we have created stable homes for over 200 residents, and seen these residents take charge over their own recovery.

This year, we have a fresh opportunity to build on our foundation and take another leap forward to benefit our residents and the broader community.

St Jude has a new Executive Director and a new strategic plan in the making. Through the environmental



**Dan Carbin**  
President



**Carol Zoulalian**



**Dan Carbin**

scan leading up to this strategic plan, we have seen new opportunities to foster self-sufficiency among our residents; help aging residents prepare for their future; increase our residents' connection with the broader community; strengthen St. Jude's own contribution to the Regent Park neighbourhood; and extend our reach without losing the benefits of a close-knit community.

In other words, our community impact can be even bigger. We are very excited by the possibilities.



**Carol Zoulalia**  
Executive Director

## St. Jude Timeline

**1986**

Concerned citizens meet to address Toronto's homeless problem. St. Jude Community Homes is born

**1987**

St. Jude Community Homes incorporated as a registered charity

**1988**

Construction begins at 431 Dundas Street East

**1991**

431 Dundas opens

**1993**

Our new Community Development philosophy gains momentum

**1999**

St. Jude Community Homes approved for a \$2.4Million expansion

**2005**

Milan Street opens

**2006**

Partnership with House of Compassion formalized

**2007**

Our Gerrard Street partnership creates 21 Independent Living units

**2012**

Our partnerships with CRC creates 5 Independent Living apartments at 40 Oak Street

# What does a great community look like?



## A stable home

### Residents say...

**"I love having my own apartment!"**

"I have a stationary bike in my apartment and it helps me concentrate and picks up my mood."

**"I like having my own private room where I have people over only when I want to."**

"St. Jude has given me a safe and stable home, which has helped me immensely in my recovery."

In a city where rents are rising, vacancies are rare, and affordable homes are replaced by higher priced housing, a stable home is not something our residents have been able to take for granted. That changes when they move to St. Jude.

St. Jude offers a permanent home where residents can stay as long as they like. Many of our residents choose to live here for 10 years or more. In our entire 25 year history, only three people have ever been evicted. All units are self-contained apartments with their own washrooms and kitchen area.

This stability is made possible by St. Jude's flexible supports tailored to enhance each resident's journey of recovery, whatever that means for them. Throughout, we ensure everything we do fosters independence, dignity, self-determination and hope.

***"I am proud to call St. Jude a neighbour."***

*"I want to live in a community where everyone has appropriate housing, and St. Jude plays an important role in that regard."*

– Katie Clements, neighbour and St. Jude Board member

# A community of peers

At St. Jude, we create opportunities for residents to take ownership of their building and support each other.

Take, for example, our meal program. 59 residents share breakfast and dinner together five days a week. These shared meals ensure everyone has access to good, nutritious food. They also provide opportunities for residents to enjoy each other's company.

Or take residents' Town Halls. Residents decide the meeting schedule, the format and the topics they'd like to discuss. The Town Halls have been used to share news, conduct visioning exercises or hear from guest presenters. For example, this fall the Dream Team, a group of mental health activists, led 20 enthusiastic residents in a discussion of what recovery means to them, and what they can do to stay well.

## ***Keeps me from isolating myself***

*"I get five good healthy meals a week. I have depression and I would probably eat TV dinners all the time without it. Having dinners with other residents keeps me from isolating myself."* – John Darragh

## **Residents say...**

This year, seven residents worked with five staff to design and administer a resident survey on St. Jude's meal program. The findings:

- 87% said they enjoyed socializing at dinnertime
- 87% said they had made a friend through the meal program
- 63% said they wanted to develop their skills through educational community kitchens
- 97% said they looked forward to meals.



# Healthy lives

**“St. Jude staff are very supportive!** When I had surgery on my foot and I was laid off for about six weeks, the staff provided help and aid like getting medicine, transportation and washroom items.”

---

**“Great food, good companionship, very beautiful and good staff...”** We like all the supports and meetings and celebrations. It means a lot to me. Also my worker helped me to my appointments with my physician.”

---

**“I like the support staff give me.** I got help with the dentist. I can't afford market rates. And I got help with my balance issues and age-related problems. I am 65 years old and appreciate the help St. Jude gives me. I also enjoy our meal program (and the lighter plates).”



St. Jude is a mental health organization, but we know physical health is equally essential. Good homes and good food are the foundation of health. We are also pleased that fully 88% of our residents have their own family doctor and psychiatrist, and many are linked to external supports.

We will be increasingly linking with external supports to ensure residents can stay in their homes as they age. This year, our staff evaluated the supports needed by our residents and worked closely with the CCAC to ensure residents had the help they needed to bathe, do laundry, clean their apartments and install safety devices.

# Opportunities to learn

St. Jude creates a learning environment for both staff and residents. Staff are encouraged to take on leadership roles, try new approaches, and identify and develop polices and practices.

Residents also have opportunities to strengthen their skills. St. Jude hires residents as breakfast facilitators, cleaners, gardeners and office workers. These part-time jobs allow residents to earn extra income while working alongside full-time staff in a supportive environment.

At residents' request, St. Jude invited a certified peer facilitator to lead a recovery-based education program this year. At the end of the eight-session program, eight residents had developed their own Wellness Recovery Action Plan. Now we are exploring opportunities for the 50% of residents surveyed who want to upgrade their computer skills.



## Our resident workers say...

*"I like this job because I like to do maintenance work, it keeps me busy and gives me money."*

– Sang

*"I've had opportunities to work at both Milan and Gerrard as a breakfast facilitator and then a relief cleaner. I didn't think I'd be able to find a job because of my illness – I didn't believe I had it in me to 'stick with it' – and I feel fortunate to work at St. Jude. I know staff are here if I need support or a break."*

– Matt

## Sharing knowledge for the common good

St. Jude's staff routinely share their knowledge and experience, and learn from others, through committees, networks and advisory groups, including:

- Regent Park Executive Directors' Network
- Toronto Mental Health and Addictions Supportive Housing Network
- Centre for Addiction and Mental Health Constituency Committee
- Toronto Central Local Health Integration Network Reference Group Ontario Perception of Care Tool, and the Stage Screening and Assessment Implementation Team
- Ontario Non-Profit Housing Association
- Addiction and Mental Health Ontario
- Mid-East Health Council, Health Link

# A contributor to our neighbourhood

## A thriving multi-agency model

*"St. Jude leases 5 units at CRC's 40 Oaks, housing 5 amazing individuals, very loved in our community, and providing them with housing support with competent, dedicated and passionate workers. We are proud to see the multi-agency model thriving, with agencies working together and forming strong partnerships that have a real impact in the Regent Park Community."*

Natalie Nogueira, 40 Oaks  
Housing Co-ordinator



**Our residents don't just live in a building; they live in a neighbourhood.**

At our Gerrard Street location, St. Jude has made a particular effort to get to know our neighbours. St. Jude joined the Beech Hill Residents Association, and looks forward to working with local businesses and residents to promote the well-being of the entire neighbourhood.

In Regent Park, close to our Milan and Dundas Street buildings, we see a particular opportunity to contribute to local housing providers, drop-ins and other programs that serve the same people we do, but may not have the funding or on-staff expertise to provide mental health supports.

For example, St. Jude has partnered with the CRC to support five tenants in their new building at 40 Oak Street. This partnership enables St. Jude to offer residents an opportunity for more independent living, and for CRC to house people they want to serve, but are not funded to support.

# What does success look like? Ask our residents!



## St. Jude helped me realize a dream

On graduating [with a Community Services Worker diploma], I secured a part-time admin support role at St. Jude. St. Jude has helped me realize a dream of working in a community-focused agency that helps people. Through on-the-job training St. Jude has taught me many new skills, preparing me for future employment opportunities in Toronto. My living and working experience at St. Jude are invaluable and much treasured.

– Hayley Cameron

## Being more independent

“What I like about St. Jude is having my own kitchen, which I never had before, and being more independent than where I lived before moving in. Even being able to do my own laundry is a luxury I did not have previously. I look forward to learning how to use a tablet this week. The resource staff are great.”

– Doug Cahill

## Dignity and respect

“I am an artistic painter living at St. Jude and I truly feel treated with dignity and respect by the staff. The residents are great too. I am given privacy and supports helping me on my recovery journey. Thank you St. Jude.”

– Frederick Stadler

## Planning for next five years

This year, St. Jude’s Board of Directors began to develop its strategic plan for the next five years. Although that work is not yet complete, we see a clear path for St. Jude that includes:

- Meaningful programs – co-designed with residents – that support each resident on the path to recovery, and help older residents prepare for their future
- A deepened connection with our extended community in Regent Park and beyond
- Preparing to grow to meet the increasing need for mental health services and affordable homes, without losing the qualities that make St. Jude special
- Diversified funding to sustain and grow our success for the next 30 years.



# Our leadership team



Dan Carbin  
**President**

Andrew Clarke  
**Vice President**

Cynthia Wolf  
**Treasurer**

Michael O'Driscoll  
**Secretary**

Jacqueline Rankine  
Jenna Hitchcox  
Katie Clements  
Mahsa Izadpanah  
Matthew Forrester  
Michelle Rossi  
Shane Smyth

**Thank you to our  
outgoing Board members**

Lucas Lung  
Laurel Ostfield

## Our Dedicated Team of Staff

**Executive Director**  
Carol Zoulalian

**Program Managers**  
Alan Drury  
Shannon McCauley

**Operations Manger**  
David Livingston-Lowe

**Program Resource Workers**  
Debbie Morris  
Judy Taylor  
Linda Csiki  
Luis Estrada  
Peter Scott  
Veena Vengadessin

**Chefs**  
Greg Marentette  
Sarah Hendry

**Property and Maintenance  
Care Takers**  
James Anderson  
Ron Thomas  
Resident Cleaners  
Damian Chromicz  
Jeffrey Flaxman  
Sang Le  
Wayne March  
Matthew Forrester

**Resident Administrative  
Assistant**  
Hayley Cameron

**Resident Breakfast  
Facilitators**  
Bianca Woodruffe  
David Quon  
John Domegan  
John Reid  
Melvin Jackson  
Sarah Watt  
Sean, Gonsalves  
Simon Campbell

# You help make it happen

## Our service partners

Toronto Christian Resource Centre  
House of Compassion  
May Chan, Gerrard Street property  
All our long-term contractors have been loyal and generous with SJCH over the years.

## Our funders

Ministry of Health and Long-Term Care  
Toronto Central Local Health Integration Network  
City of Toronto

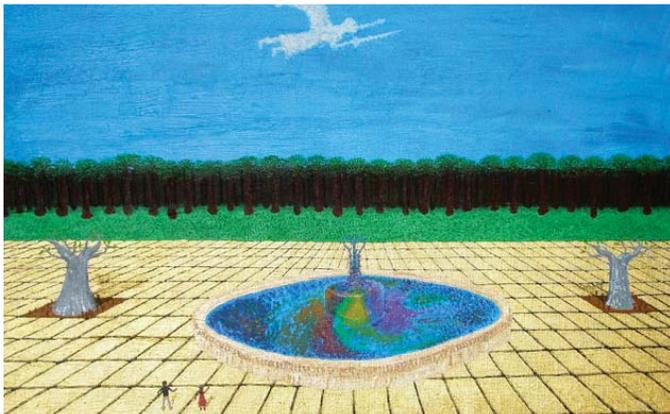
## We would specially like to thank

Vera Iwanow our Senior Program Consultant, Housing, Forensic Mental Health and Community Services Unit, Provincial Programs Branch, Ministry of Health and Long-Term Care, and Nello Del Rizzo our Senior Consultant, Performance Management, Toronto Central Local Health Integration Network, for their support.

## Our Donors

Abell Pest Control  
Alois Stadler  
Dorothy Pearson  
Mary Green  
Mark Michelin of St. Jamestown Steak & Chops  
Philip Scott

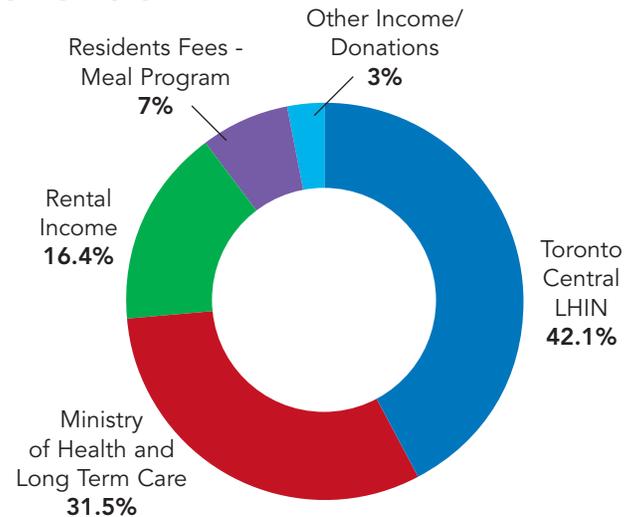
## Your donations help to change lives



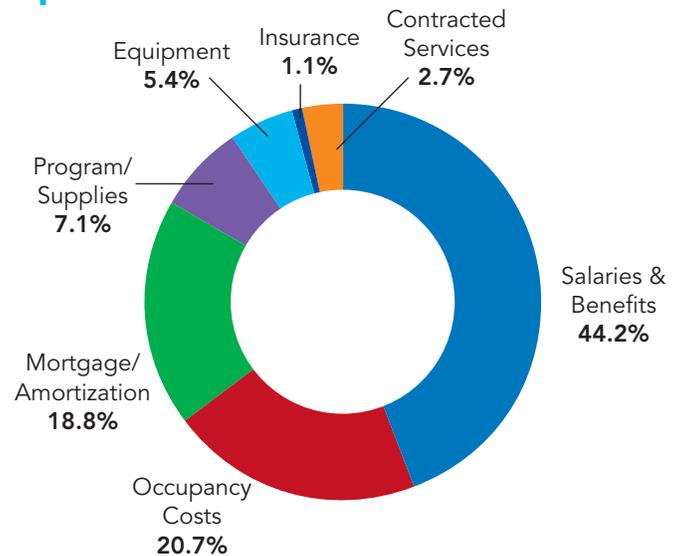
# Financial Statements

year ended March 31, 2016

## Revenue



## Expenditures





To donate please contact us directly or online  
<https://www.canadahelps.org/en/donate/>



431 Dundas Street East, Toronto ON M5A 2B1  
[www.sjch.ca](http://www.sjch.ca) | 416.359.9241

All artwork in this report was created by St. Jude residents.

