

Street Health

CLIENT FEEDBACK SURVEY RESULTS

In January 2014 Street Health conducted a client survey to find out what clients think about how we are doing and to suggest what we can do better.

166 clients completed the survey. Clients had experience with at least one of Street Health programs including Mental Health, Nursing, Id and/or Harm Reduction services.

Our Clients

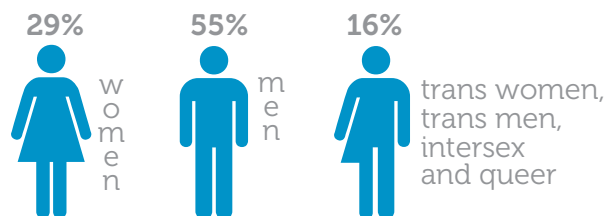
Years of Using Street Health Services



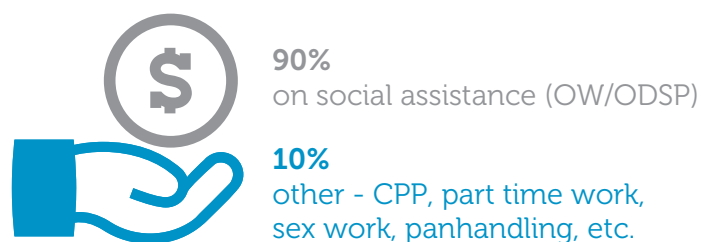
Age



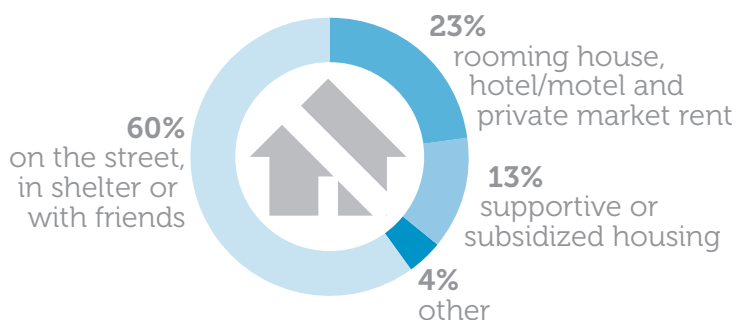
Gender



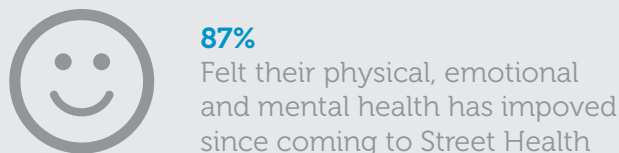
Income



Living situation



Client Feedback



Clients commented on staff and the nature of service delivery as being:

Nonjudgmental Caring Friendly Approachable Respectful

Our commitment to listen to Street Health clients

You Told Us:



Street Health buildings are not wheelchair accessible

We will be making the Coach House wheelchair accessible thanks to a grant by Ontario Trillium Foundation by summer 2015.



It is difficult to know about all the services at Street Health

We have developed a pamphlet that outlines all our services, location of clinics and hours.



You want to get more involved with Street Health

We revised and simplified our membership application process.



You want expanded weekend hours

We are in conversation with the staff and other organizations to coordinate better access to weekend hours.



TTC is very costly and can be a barrier to getting to Street Health and other places

We are advocating with the Fair Fare Coalition for reduced TTC fares.

OUTREACH NURSING

Since Street Health began in 1986, the demand for our services has grown in direct correlation to the massive increase in Toronto's homeless population. Street Health has responded to this demand by developing a wide range of innovative programs.

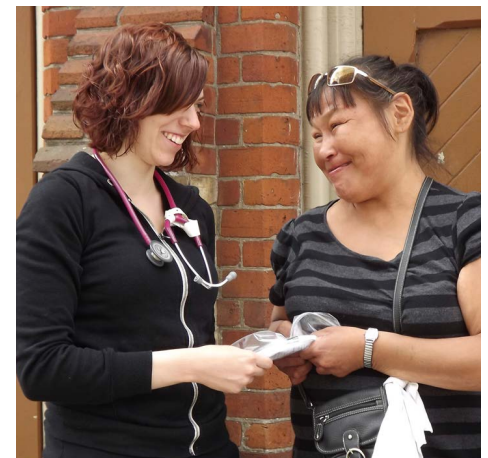
Nursing is considered to be one of the most vital programs at Street Health. Our nurses work tirelessly to provide care and compassion in a community where disease and infection spread easily and the hope for recovery is bleak. Our nurses deal with every type of health related issue including, tuberculosis, mal-nutrition, heart disease, hepatitis, and HIV/AIDS. The appreciation and respect that our nurses receive from the community cannot be duplicated.

During the winter of 1998, Street Health recognized a growing need in the community and decided to take the Nursing Clinic Program a step further. It was at this point that the Outreach Nursing was introduced.

Outreach is aimed at treating homeless people who are living outdoors and may have severe mental health issues that make it impossible for them to attend scheduled nursing clinics. These people are often very confused and isolated from society. They face increased danger to their lives as a result of violence, stress, depression, and extreme weather conditions. The nurses work with the mental health team to ensure that clients are receiving the best and most appropriate care possible.

Over the years, the team has gradually learned of the secluded

places where people are living and often do follow-up visits to these hidden makeshift shelters. Through unrelenting hard work and acceptance, the team has established trust among the most vulnerable population, and a definite presence in the community. Nurses will be expanding their hours of outreach in the coming weeks in order to better serve our community.



A NEW ID CLINIC LOCATION AT SISTERING!

Sometimes the key that opens the door to needed services is simply having valid government ID.

If you want to open a bank account, apply for housing, get income supports, cash a cheque, vote in an election, or see a doctor...you will need ID. One of the biggest challenges in the homeless community is getting and keeping identification documents. Theft is common on the street or in the shelter system, ID can be seized by authorities and not returned, and issues of mental health or addiction can sometimes cloud personal memory. In any of these cases, if you are unable to 'prove who you are', you could be denied basic yet essential services. In most of these cases, Street Health ID Workers are able to help. Even when people have no ID at all, our ID Team can still help them apply for a **birth certificate** for those born in Canada, or a **record of landing** for newcomers. With this necessary document in hand, the team can then help clients obtain an **Ontario Health Card** and **Social Insurance Card**.



Myra, a Street Health ID worker runs the women's only clinics that have recently begun at Sistering.

Usually within six to eight weeks, the documents are mailed to Street Health and distributed through our on-site mail service.

Clients from far beyond our existing service area have contacted us seeking help in applying for replacement documents. Although our team already operates seven ID clinics each month in drop-in centres across Toronto, we realized the need to expand this service to reach clients who may not be able to come to us.

As a direct response to client feedback, Street Health staff are pleased to announce:

A new ID Clinic in the Bloor West area, located at:

SISTERING

962 Bloor Street West
(west of Ossington Subway Station)

1st and 3rd Monday of each month
11:30am-1:30pm

** Since Sistering is an women's agency, this clinic is for women only.

- - Recognizing that theft and loss are common on the street and in the shelter system, we also provide an ID Safe here at Street Health, a safe and secure place to store valuable government ID.

For more information about this, and our other ID Clinics, please contact our team at (416) 921-8668.



ANNOUNCEMENT!

On Wednesday December 3rd, Street Health will be hosting the 2nd Annual Holiday Lunch for the homeless community! Roast turkey and all the trimmings will be served by Jewell Catering.

The event will take place at the All Saints Church, at 315 Dundas St East at noon. We are expecting over 400 people from the community to attend.

Thank you so much to our generous sponsor Janssen for making this special day possible!

BOARD LIST FALL 2014

EXECUTIVE:

Don Locke – Board Chair
Samara Starkman – Vice Chair
Michelle Mallette- Treasurer
Diane Walter - Secretary

BOARD MEMBERS:

Ric Atcheson
Jordan Berman
Adam Borovilos
Mary Murphy
Shivaneer Nadarajah
Janey Shin
Michael Treuman



SPRING BBQ

Thank you to our generous friends at Enbridge Gas Distribution and Pillars Meats for helping Street Health to host our 6th Annual Spring Community Barbeque! We welcomed summer to the Dundas and Sherbourne neighbourhood by hosting a fun-filled community event for all of our clients and friends.

Hundreds of people came out to the parking lot outside of our offices at 338 Dundas Street to enjoy time with friends, great music, and of course, a delicious, free lunch! Volunteers and staff served tasty sausage on a bun and cold drinks to over 500 hungry attendees. 800 sausages and 200 veggie dogs were served!

It was a wonderful day for Street Health's community. We sincerely enjoyed the opportunity to re-connect with the neighbourhood after a cold, icy winter. Thank you everyone for coming out to support us!



Street Health



@streethealthtoronto

HOW YOU CAN HELP

- SEND A DONATION TO STREET HEALTH -

Your donation will help us to expand our programs to better serve our clients.

- ORGANIZE A FUNDRAISER -

Street Health would love to help you plan a fundraising event through your club, church, or office. Please call for more details.

- ADVOCATE FOR THE HOMELESS -

Express your concerns to your municipal, provincial, and federal politicians...
WRITING A LETTER CAN MAKE A DIFFERENCE!

- GIVE STREET HEALTH A VOICE -

Our staff would be happy to speak to your organization, staff, club, or church about our programs and the needs of our clients.

- DONATE SLEEPING BAGS AND WINTER WARMTH ITEMS -

Please give your used sleeping bags, winter coats, warm clothing, new socks, and footwear to Street Health for our Sleeping Bag Distribution and Winter Warmth Project.

HAVE YOU VISITED OUR NEW WEB SITE YET?

Lots of useful information for donors and service providers.

Making a donation online is quick, easy and secure!

Be sure to check out our regular blog posts as well!

www.streethealth.ca



StreetHealth

Together We Can Make It Work

(416) 921-8668

info@streethealth.ca

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