StreetHealth

2024 TOP 100 CHARITY
Charity Intelligence's Highest Rated Charities
★★★★★

WINTER 2025 NEWSLETTER

338 Dundas Street East, Toronto ON, M5A 2A1
416.921.8668 ext. 229 and 274
info@streethealth.ca
www.streethealth.ca
Charitable Registration # 11920-0541-RR0001

StreetHealthTO | street-health-community-nursing-foundation | streethealthtoronto

A Year of Significant Challenges

2024 was a year of significant challenges throughout our community.

Street Health clients are struggling with health issues resulting from homelessness and the lack of accessible, judgment-free care. Fortunately, our team of nurses and mental health workers includes a mix of experienced and new employees who bring knowledge and a science-informed approach to their work every single day.

In 2024, Street Health was selected as a **FIVE-STAR, Top 100 Charity by Charity Intelligence Canada**, for the effectiveness of each dollar donated. This rating allows you, our supporters, to know that your kind contributions are being used to fund direct services and making a difference. We also conducted our first client satisfaction survey since 2022, and we were heartened to see that 96% of our clients feel their needs are met by Street Health.

Throughout the year, events beyond our control have threatened the sustainability of our much-needed programs and services. **The Ontario government's misguided law to close several Safe Consumption Sites (SCS)** and the weeks-long **strike at Canada Post** have hit Street Health hard.

The Ontario government intends to close SCSs located "within 200 meters of a school or daycare" on March 31st, 2025. This means that five Toronto SCSs will close. The result will be devastating for communities that rely on these essential services. With the closures, we will see an increase in **emergency room visits, overdose deaths**, and **911 calls**.

While Street Health's Overdose Prevention Site (OPS) may not be impacted by this new legislation at this time, we are bracing for an influx of demand that could overwhelm our small site. Since the government's announcement about this in August, Street Health has been involved in efforts to raise awareness, advocate and build support to avert the threat to this pillar of harm reduction that many members of our community (including seniors, women and people with disabilities) need and use to survive. As of December, Queen's Park passed this new law, and an impacted partner SCS site has launched a legal challenge. Street Health supports this challenge as without SCSs, people will be using drugs **unsupervised**, in alleyways, parks and on the streets.

In addition, the **Ontario government has begun to clear out encampments** and move people who are homeless out of parks and city spaces. Those who are homeless need safe, affordable housing, shelter and support. Attacking those who need our help does nothing to solve the homelessness and addiction crisis in Ontario.

On top of this, we end the year with a Canada Post strike, which has adversely impacted our fundraising capabilities during the critical holiday giving season. The strike limited Street Health's opportunity to secure new donors and greatly reduced donations from our supporters who rely on traditional mail and cheques. The funds you provide to Street Health are crucial in enabling us to ensure that those experiencing homelessness have access to healthcare, such as wound care, warm clothing and mental health support. Our OPS runs completely on donations. **Without community support, our nursing, harm reduction, identification (ID) and client-resources will be severely limited while the need is very high. All this to say, your contribution right now is very important!** Your gift will be part of our life saving efforts. You can make a one-time credit card contribution or set up a monthly donation on our website (www.streethealth.ca) or by calling 416-921-8668, x 274.

You can also gather some friends and family members, to fundraise and join us for Coldest Night of the Year (CNOY) on February 22, 2025. Our staff will be leading small groups on a community walk to share their experiences and insights into the homelessness situation. You will visit our OPS, learn how to recognize an overdose and administer Naloxone and share an informative and family-friendly few hours with other supporters. This is our once-a-year event, and we hope you can join us.

Thank you for being a Street Health Supporter and for doing all you can to help those who are marginalized in our community.

If you can, please make a gift today!

Please visit streethealth.ca/donate, or use this QR code.

The federal government intends to amend the Income Tax Act to extend the deadline for making donations eligible for tax support in the 2024 tax year, until February 28, 2025.

Join Us for the Coldest Night of the Year 2025!

Winter doesn't wait for anyone, and for those experiencing homelessness in Toronto, the season can be especially brutal. This February 22, we are proud to once again participate in the Coldest Night of the Year event, raising awareness of the challenges faced by our homeless community.

We invite you to brave the cold with us! As you walk, you'll have the opportunity to speak with Street Health staff, learn more about the vital services we provide, and even take a tour of our building and services.

Walking with us is more than just a fundraiser — it's a way to show you care. Every step you take and every donation you make directly supports individuals struggling to survive the winter. We encourage you to:

- Become a Team Captain and ask your friends and family to join your team
- Ask five people to donate to your team or walk with you
- On February 22, join Street Health staff on the community walk to learn more about the issues our organization and community face
- Join us for refreshments after the walk

Your kindness matters. Please join us on February 22nd 2025, and be part of our biggest event of the year.

Sign up today, and let's make this winter a little warmer for those who need it most.

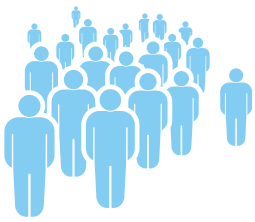
cnoy.org/location/torontosherbourne

Client Survey Results 2024

In the 2024 survey, feedback was gathered from 225 clients about Street Health's services and operations to provide a better outlook on the future directions of Street Health.

Thank you to those who participated, and to the students of University of Toronto for providing their assistance in the surveying process.

Client Snapshot



- **66%** are 30-59 years old
- **41%** identify as Cis Female
- **48%** are Cis Male
- **11%** are Trans, Agender, Nonbinary, Two Spirited, Genderfluid and other
- **20%** are new clients who have been using Street Health services for less than a year
- **67%** live on the streets, in shelters or in shelter hotels
- **88%** did not consider English as a barrier to receiving services
- **72%** rely on social assistance for income
- **37%** have been using Street Health services for 1-5 years
- **50%** prioritize gaining and securing housing everyday

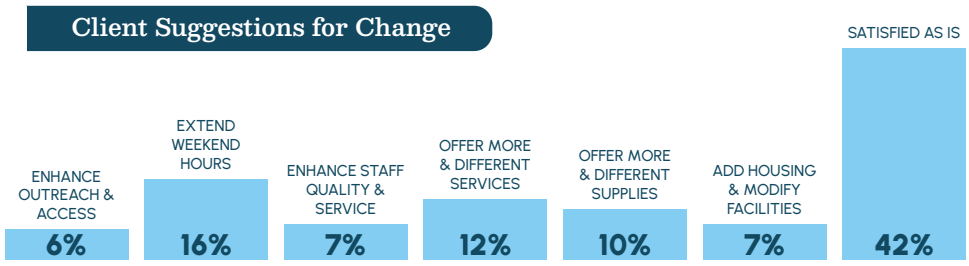
Client Satisfaction Results

- **96%** services met needs
- **93%** recommend Street Health to others
- **91%** received timely service

Client Feedback on Staff Support

- **80%** report that staff are available during crises
- **86%** indicate that staff show respect for choices and a non-judgmental attitude
- **85%** find communication with staff is easy

Service Use and Accessibility

- **56%** USE NURSING SERVICES
- **53%** USE CLIENT SERVICES/REFERRALS
- **67%** USE SERVICES AT LEAST ONCE A WEEK
- **58%** USE HARM REDUCTION SERVICE
- **56%** USE ID SERVICES
- **79%** BELIEVE HOURS OF SERVICE MEET NEEDS

Client Suggestions for Change