Krasmancentre

Inspiring Excellence in Peer Support One Connection at a Time

2025-2026 Annual Report

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Land Acknowledgement

Aaniin, Boozho,

We begin with acknowledging that we live and work on the treaty lands of the Mississaugas of the Credit First Nation and the First Nations of the Williams Treaties area; the traditional territory of many Indigenous peoples including the Anishinaabe, the Haudenosaunee and the Huron Wendat. Right now, these lands are home to many diverse First Nations, Inuit, and Metis people.

We recognize and thank the neighbouring communities of the Chippewas of Georgina Island First Nation, the Chippewas of Rama First Nation, Beausoleil First Nation, the Mississaugas of Scugog Island, and the Mississauga's of the Credit First Nation.

We acknowledge these Nations (and any other recorded or unrecorded Nations who cared for the land) as the past, present and future caretakers of this land.

The first step for those of us who are settlers is understanding our own roles in colonialism and how we benefit from it.

Across Turtle Island, Indigenous, Black, and other racialized and oppressed peoples continue to be subjected to the harms of colonialism, capitalism, and white supremacy.

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We acknowledge the fact that Black folks' arrival in the Americas was the direct result of the dehumanization and forced migration of African peoples through the trans-Atlantic slave trade.

Now is not the time for silence, but the time for us to learn and understand the truth, to build respectful and trusting relationships and to take action to dismantle racism and oppression – in big ways, and small ways, guided by the Core Values of Peer Support:

- Hope and recovery.
- Empathetic and equal relationships.
- Self-determination.
- Dignity respect, and social inclusion.
- Integrity, authenticity and trust.
- Health and wellness.
- Lifelong learning and personal growth.

We are committed to ongoing learning, and we strive to move forward in a good way, with Black folks, Indigenous folks, all those who are racialized and all those who experience various forms of oppression.

Miigwetch

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Vision

People with lived experience of mental health and/or addiction challenges live full lives of their choosing within supportive, inclusive communities.

Mission

To support and empower people affected by mental health and/or addiction challenges by providing inclusive peer-support programs.

Our Guiding Peer Support Values

- Hope and recovery.
- Self-determination.
- Empathetic and equal relationships.
- Dignity, respect and social inclusion.
- Integrity, authenticity and trust.
- Health and wellness.
- Lifelong learning and personal growth.

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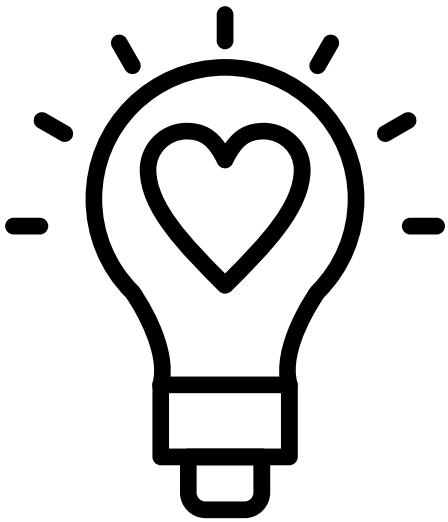
The Krasman Centre is a Consumer/Survivor Initiative that provides peer support-based programs, welcoming hubs, and vital resources for individuals with lived experience of mental health, substance use, and housing challenges—as well as their families and supporters. We serve communities across York Region, parts of Simcoe County, and North Toronto, with accessible drop-in centres located in Richmond Hill and Alliston.



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Anchor Statement

The Krasman Centre affirms our commitment to peer support, grounded in recovery and self-determination. Every person who connects with us does so in relationship with someone who understands—someone who listens without judgment, shares lived experience as knowledge and walks alongside them toward self-defined wellness. We believe that people can recover and achieve their goals if given access to the necessary power and resources. We believe that people must have the opportunity to heal and recover from oppression and trauma to facilitate mental health recovery.

Our vision of a world where people live full lives of their choosing within supportive, inclusive communities guides our work - rooted in hope, respect, choice, and empowerment. By centering voices with lived experience and celebrating each step forward, we embody peer support in its truest form.

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Executive Director and Board Message

As we reflect on the past year, we are struck by both the challenges we have navigated and the opportunities that have emerged for Krasman Centre and the communities we serve. Across the mental health, addiction, housing, and community services sectors, demand for support continues to grow, while organizations face increasing pressures related to affordability, workforce capacity, infrastructure, and funding uncertainty. Yet through these challenges, we have continued to demonstrate the resilience, innovation, and adaptability that have long defined Krasman Centre.

This year was transformational for our organization. Following extensive consultation and reflection, we completed the development of our new Strategic Plan 2026–2030, creating a roadmap for the next chapter of Krasman Centre's evolution. As Krasman Centre has grown in both size and complexity, we recognized the need to strengthen our internal structures, systems, and capacity to support the future. The plan affirms our commitment to lived-experience leadership, peer support, reconciliation, equity, inclusion, organizational sustainability, and - community impact, while positioning us to respond effectively to an increasingly complex environment.

The planning process occurred alongside a comprehensive organizational review and redesign initiative.As Krasman Centre has grown in both size and complexity, we recognized the need to strengthen our internal structures, systems, and capacity to support the future. This work has focused on creating greater clarity, accountability, sustainability, and organizational resilience while remaining firmly grounded in the values of peer support and our identity as a Consumer/Survivor Initiative.

One of the most significant challenges we faced this year was securing an appropriate long-term home for our Richmond Hill operations and Drop-in Centre. We look forward to moving into our longer-term space later this year. The search for accessible space, lease negotiations, renovation planning, and eventual relocation required tremendous effort. While this process tested our adaptability, it also highlighted the strength of our relationships and the importance of creating welcoming, accessible spaces where people can experience belonging, connection, and hope. Despite these pressures, we also experienced meaningful growth and innovation. Opportunities emerged to expand peer support into new settings, including emergency housing programs and additional hospital partnerships.

We strengthened relationships across the health, housing, and social service sectors and continued to explore new ways to bridge gaps in care through lived-experience-based supports. These developments reflect a growing recognition of the value and effectiveness of peer support as an essential component of community wellness and recovery.

We also continued investing in organizational modernization, including enhancing communications, implementing new technologies, improving data collection systems, and advancing quality improvement efforts. These initiatives are helping us build a stronger foundation for accountability, participant engagement, and service excellence while preparing us for the future.

None of these achievements would have been possible without the extraordinary commitment of our staff and volunteers. Their compassion, professionalism, creativity, and willingness to draw upon their lived experiences continue to create spaces where people feel welcomed, understood, and supported. Every day, they demonstrate the transformative power of peer support and the profound difference that authentic human connection can make in people's lives. We are equally grateful to the participants, family members, and communities who place their trust in Krasman Centre. Your courage, resilience, insights, and

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-experiences shape our work and remind us why we do what we do. Thank you for sharing your journeys with us and for allowing us to walk alongside you.

To our Board of Directors, funders, donors, Indigenous partners, healthcare organizations, municipalities, housing providers, and community partners, thank you for your leadership, collaboration, and unwavering support. Together, we are building stronger relations, creating new opportunities, and advancing a shared vision of inclusive communities where people can thrive.

As we look ahead to 2026–2030, we do so with optimism and determination. Guided by our new Strategic Plan, we will continue to strengthen peer support, advance equity and reconciliation, build organizational sustainability, invest in innovation, and expand our impact across the communities we serve. While challenges remain, we are confident that by working together and staying rooted in our Consumer Survivor Initiative and peer support values, we will continue to inspire hope, foster connection, and support people in living full lives of their choosing.

Susan Dobson
Executive Director

Mark Bailey
Board Chair

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Leadership Team as of March 31, 2026

Susan Dobson, **Executive Director**

Julie Shand, **Director of Operations**

Kalisha Cope, **Drop-In Centres Manager**

Wren Braaten, **Manager of Peer Support Outreach Programs**

Amy Thompson, **Manager of Warm Line and Peer Crisis Support Services**

Linda Elwin, **Manager of Equity, Diversity, Inclusion, Anti-Racism, and Community Liaison**

Board Members as of March 31st, 2026

Mark Bailey, **Chair of the Board**

Kelsie Foy, **Vice Chair of the Board**

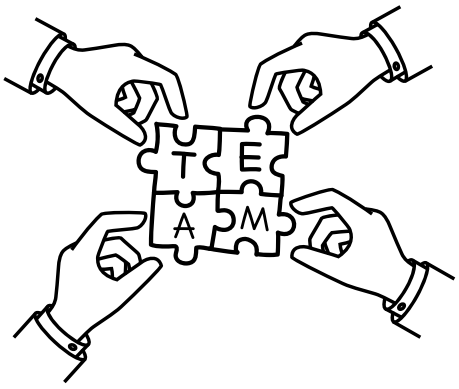
Ernesto Gaskin, **Treasurer**

Vacant, **Secretary**

John Trainor, **Director**

Binaifer Khushrooshahi, **Director**

Karthik Elangovan, **Director**



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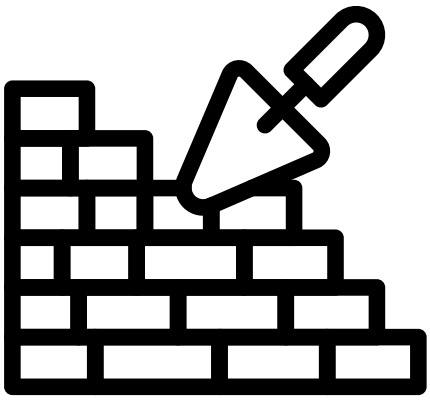
2025-2026 Key Highlights

This year marked a transformational period for Krasman Centre as we advanced major initiatives to strengthen the organization and expand our impact across York Region, South Simcoe, Toronto, and beyond.

Building for the Future

One of the most significant achievements was securing a new permanent location for our Main Office and Richmond Hill Drop-in Program. During the year, lease negotiations were completed, capital funding was secured, renovation planning commenced, and preparations began for a major relocation that will provide a safer, more welcoming, and more sustainable space for our community. Support from the Region of York, United Way, and other partners has been instrumental in helping move this project forward.



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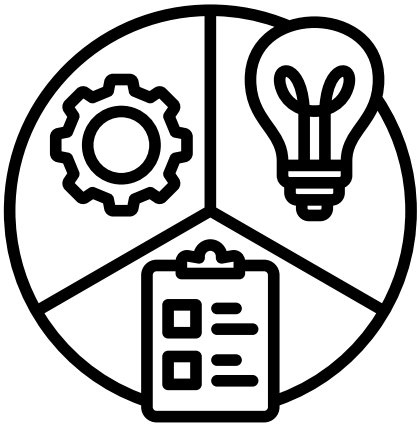
Strategic Planning & Organizational Renewal

In partnership with external consultants, Krasman Centre undertook a comprehensive organizational review, resulting in a new 2026-2030 Strategic Plan and organizational redesign process.

This work involved extensive engagement with staff, leadership, and the Board and focused on strengthening operational effectiveness, clarifying roles and responsibilities, improving communication, and positioning the organization for sustainable growth. Implementation of the redesigned structure began during the year, including the establishment of new leadership roles and enhanced career pathways for staff.



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Expanding Peer Support Across Systems

Krasman Centre continued to be recognized as a leader in peer support innovation.

Highlights included:

- Expansion of peer support partnerships in healthcare settings, including Royal Victoria Regional Health Centre.
- Growth of community-based peer supports through partnerships with Housing York Inc., Blue Door, Women's College Hospital, and other community organizations.
- Advancement of a Georgina-based peer support drop-in pilot, “The Sanctuary,” to address service gaps in the northern York Region.



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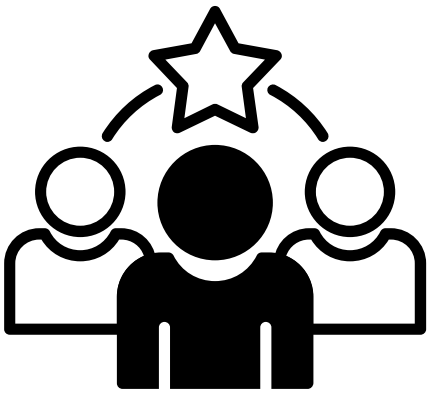
Advancing Peer Leadership and Sector Influence

- Krasman Centre presented at and submitted presentations to conferences hosted by PeerWorks, Peer Support Canada, the Canadian Alliance to End Homelessness, and the Power of Peer Support Conference. Staff also delivered peer support education and training to community partners, helping build peer support capacity across Ontario.
- The organization also increased internal training capacity through advanced Wellness Recovery Action Planning (WRAP) facilitator training and continued development of fee-for-service learning opportunities.



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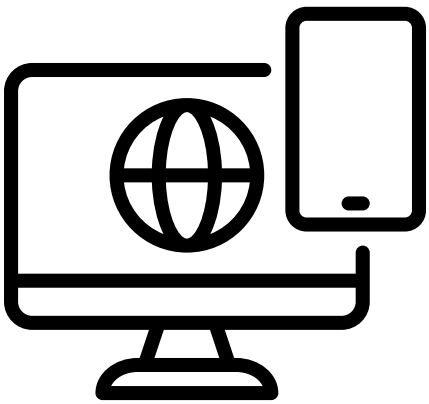
Operational Excellence and Digital Transformation

- Krasman Centre continued significant work to strengthen organizational infrastructure and prepare for future accreditation requirements.
- Key accomplishments included:
- Implementation planning for VitalHub CaseWORKS, a digital information and reporting platform aligned with Ontario Health's data requirements.
- Preparation for Accreditation Canada's upcoming survey process and strengthening governance practices.
- Development work to establish a Finance Committee to enhance financial oversight and support organizational sustainability.
- Ongoing policy modernization, including governance, procurement, ethics, and emerging AI governance considerations.



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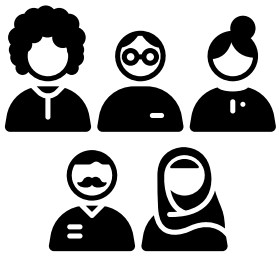
Equity, Diversity, Inclusion, Anti-Racism and Indigenous Reconciliation

- Equity and anti-oppression remained central to our work. Through the Anti-Racism Anti-Oppression Change Committee, Krasman Centre hosted and supported numerous community education initiatives and staff learning opportunities.
- Highlights included:
- Emancipation Day recognition activities and Black History Month initiatives.
- Traditional West African Dance community events.
- Participation in anti-racism and health equity training opportunities.
- Strengthened relationships with Georgina Island First Nation and collaboration to offer peer support training and culturally safe programming.
- Creation of affinity-based peer support spaces for staff from equity-deserving communities.



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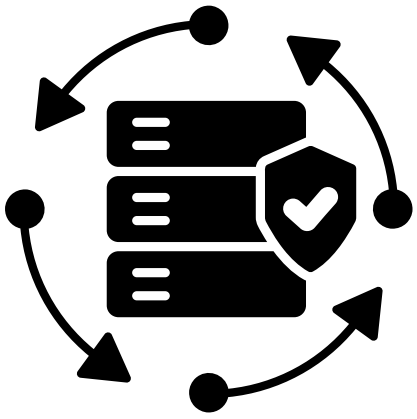
Governance and Leadership

Krasman Centre welcomed several new Board members during the year, strengthening expertise in governance, finance, strategic planning, risk management, and organizational development.

The Board also supported the development of enhanced governance structures, policy review, and succession planning initiatives. The Board approved the organization's 2024-2025 audited financial statements and continued its commitment to sound fiscal stewardship and accountability.



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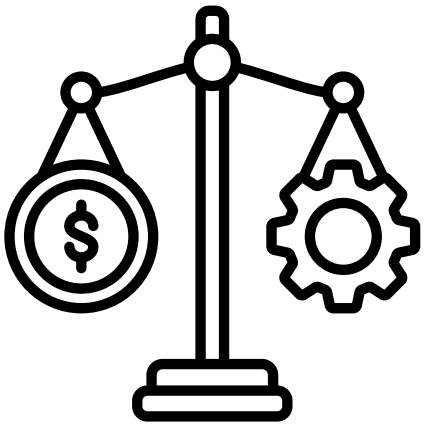
Financial Stability and Funding Success

Despite a challenging funding environment, Krasman Centre successfully secured and renewed several key funding agreements, including support from Ontario Health, the Region of York, United Way Greater Toronto, Reaching Home, OLG, and other partners. Additional capital funding was secured to support renovation and relocation costs.

These investments have enabled the organization to advance strategic priorities while continuing to deliver high-quality peer support services across communities.



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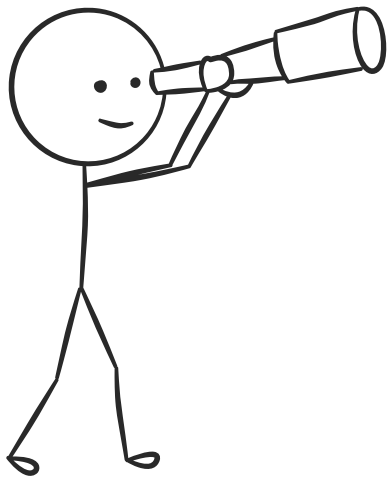
Looking Ahead

As we enter the next chapter of our work, Krasman Centre is well positioned for growth. With a new strategic plan, strengthening of our leadership structure, expanded partnerships, new program opportunities, a future home for our Richmond Hill programs, and ongoing commitment to peer leadership and equity, we remain focused on our mission of supporting wellness through peer support, connection, and hope.



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Program Highlights 2025-2026

During 2025-2026, Krasman Centre continued to provide peer-led mental health, substance use health, outreach, housing, and system navigation supports across York Region, South Simcoe, and Toronto. The results exceeded Ontario Health performance targets for both attendance days and non-identified service interactions while remaining within the target range for individuals served.

Expanding Reach Across Ontario Health-Funded Programs

Across all Ontario Health-funded programs, the organization:

- Supported 4,491 unique individuals.
- Recorded 18,157 attendance days.
- Provided 64,693 Warm Line interactions through phone and chat services.



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Growth in Service Reach

- Krasman Centre served 4,491 unique individuals in 2025-2026
- An increase of 667 individuals compared to the previous year's total of 3,824.
- This growth reflects increasing demand for peer-led mental health and substance use health supports across the communities served.



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Mental Health Programs

Mental health programs funded by other sources and initiatives reached:

- 3,655 unique individuals
- 24,762 attendance days

Key mental health programs included:

1. Richmond Hill Drop-In Enhancement

The organization's largest mental health program, serving an increasing number of individuals who are unhoused, supported:

- 1,922 unique individuals
- 14,417 attendance days
- The program continued to provide a vital community hub for peer connection, recovery support, and social inclusion.



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2. Community Peer Navigation

Peer Navigator services connected individuals to resources, housing support systems, services, and recovery supports:

- NYGH Peer Navigator Program: 1,105 individuals served and 6,324 service contacts
- Richmond Hill Peer Navigator Drop-In Program: 492 individuals served and 2,417 attendance days
- York Region Peer Support Outreach Program: 231 individuals served and 711 attendance days

3. Application Support Worker Program

Supporting individuals in accessing benefits, housing, and community resources:

- 205 unique individuals
- 1,220 attendance days



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4. PREP Program

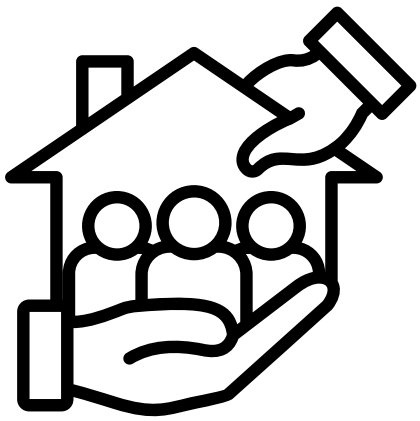
The PREP initiative provided ongoing structured peer support training, mentorship and paid internships:

- 15 individuals
- 2,016 attendance days

5. Housing and Transitional Supports

Specialized housing and shelter-related supports achieved strong outcomes:

- Safe Beds York: 82 individuals, 239 attendance days
- Safe Beds Simcoe: 7 individuals, 17 attendance days
- Beaverton Heights Transitional Shelter: 93 individuals, 834 attendance days



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Substance Use Health Programs

Substance use services reached:

- 1,592 unique individuals
- 6,584 attendance days

Key Substance Use Health Programs

1. Wellness Collaborative

This collaborative model provided peer-based support for individuals navigating substance use and recovery journeys.

It is the largest substance use initiative and it served:

- 864 unique individuals
- 4,489 attendance days



Image source: Recovery Research Institute. (n.d.). Harm Reduction. https://www.recoveryanswers.org/resource/drug-and-alcohol-harm-reduction/

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2. Women's College Hospital, Substance Use Clinic

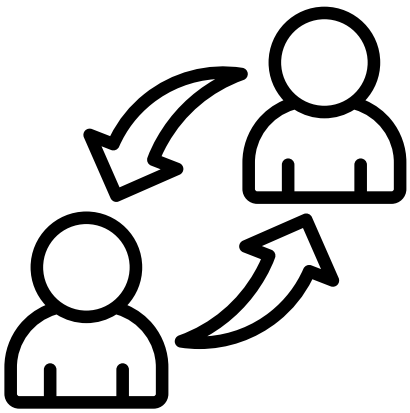
Peer support embedded within WCH assisted:

- 434 unique individuals
- 966 attendance days

3. Withdrawal Management Program – Peer Support

Peer support through the York Region Withdrawal Management partnership contributed to:

- 229 individuals served
- 968 attendance days



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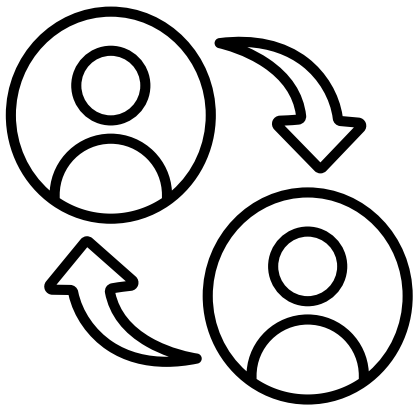
Miijim Taaswin Program

The Indigenous-focused Miijim Taaswin program provided culturally responsive peer support and food resources to:

- 65 unique individuals
- 161 attendance days



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Warm Line and Virtual Peer Support

The Warm Line Peer Crisis Support Service remained one of the organization's most accessed services. The interactions offered immediate peer-based emotional support and social connection to individuals across our catchment.

Throughout the year, peers responded to:

- 56,724 telephone calls
- 7,969 online chats
- 64,693 total interactions





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Community-Based Programs and Initiatives

Major programs included:

Ontario Health-funded community initiatives continued to foster connection, recovery, and belonging:

Alliston Drop-In:

- 793 individuals and 3,690 attendance days

Family Support Program:

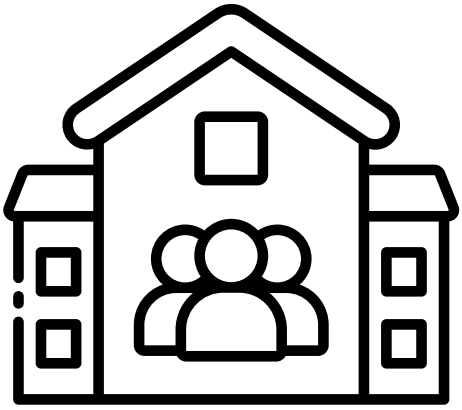
- 74 individuals and 469 attendance days.

Welcome Basket Program:

- 215 individuals and 366 attendance days

LEAMHA Initiative:

- 7 participants engaged as we relaunched the program at the end of the 25/25 fiscal year.



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In 2025-2026, Krasman Centre's peer-led programs supported more than 4,400 individuals through over 18,000 attendance days and nearly 65,000 Warm Line interactions. Demand for services continued to grow, with 667 more people accessing supports compared to the previous year.

Through drop-in programs, peer navigation, outreach, housing supports, substance use health programs, and the Warm Line, the organization remained committed to providing accessible, recovery-oriented, and person-centered support that promotes hope, connection, and community inclusion.



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Financial Highlights 2025-2026

The audited financial statements for the year ended March 31, 2026 demonstrate continued financial stability and responsible stewardship of resources. The organization received an unqualified audit opinion from Kreston GTA LLP, confirming that the financial statements present fairly, in all material respects, the financial position and results of operations in accordance with Canadian accounting standards for not-for-profit organizations.

During 2025-2026, total revenues were $3.77 million, an increase from $3.63 million in the previous year.

Revenue was received from a diverse range of sources, including Ontario Health, municipal, provincial and federal government programs, community grants, donations, and fundraising activities.

Total expenses were $3.71 million, with the majority directed toward salaries and benefits that support the delivery of peer-led programs across York Region, South Simcoe, and Toronto.



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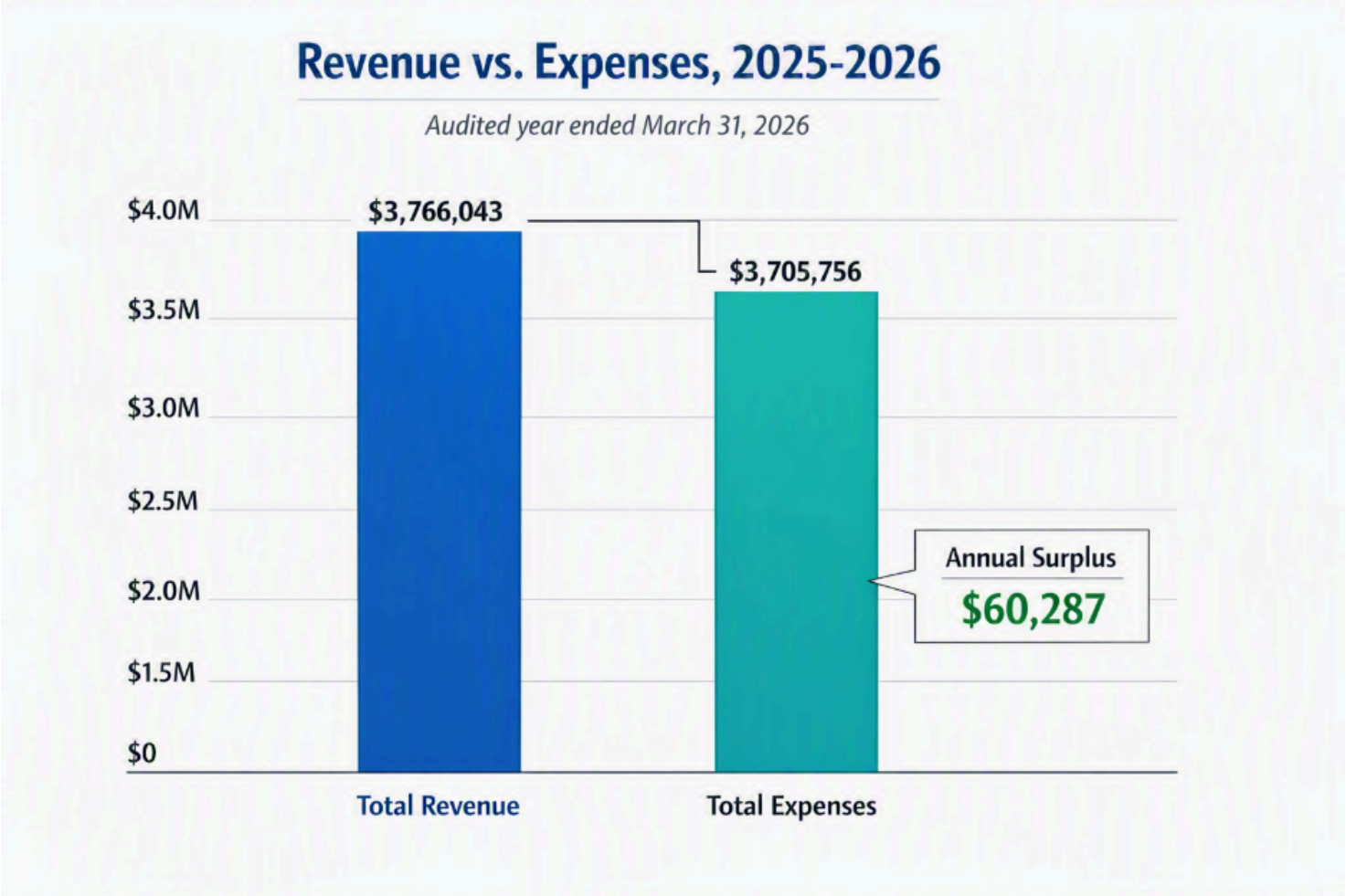
Revenue vs. Expenses



Revenue exceeded expenses by $60,287 in 2025-2026, demonstrating a modest operating surplus while maintaining significant investment in programs and services.

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As a result, the organization recorded an operating surplus of $60,287, compared with a surplus of $20,408 in the previous year. The primary source of the 2025-2026 surplus was the Fundraising Fund, which generated a surplus of $58,479. This accounted for nearly all of the organization's overall surplus of $60,287 for the year. The Fundraising Fund's strong result was driven by increased contributions, donations, grants, and fundraising revenue.

Total fund balances increased from $218,507 to $278,794, strengthening the organization's financial position and capacity to respond to emerging community needs.

Cash and cash equivalents increased to $704,818, up from $599,400 the year before, providing a solid foundation for ongoing operations. Total assets at year-end were $1.04 million, while liabilities and deferred revenue totaled $763,059.

Recognizing the importance of long-term sustainability, the Board approved the creation of a $100,000 contingency reserve to strengthen organizational resiliency and support future service continuity.

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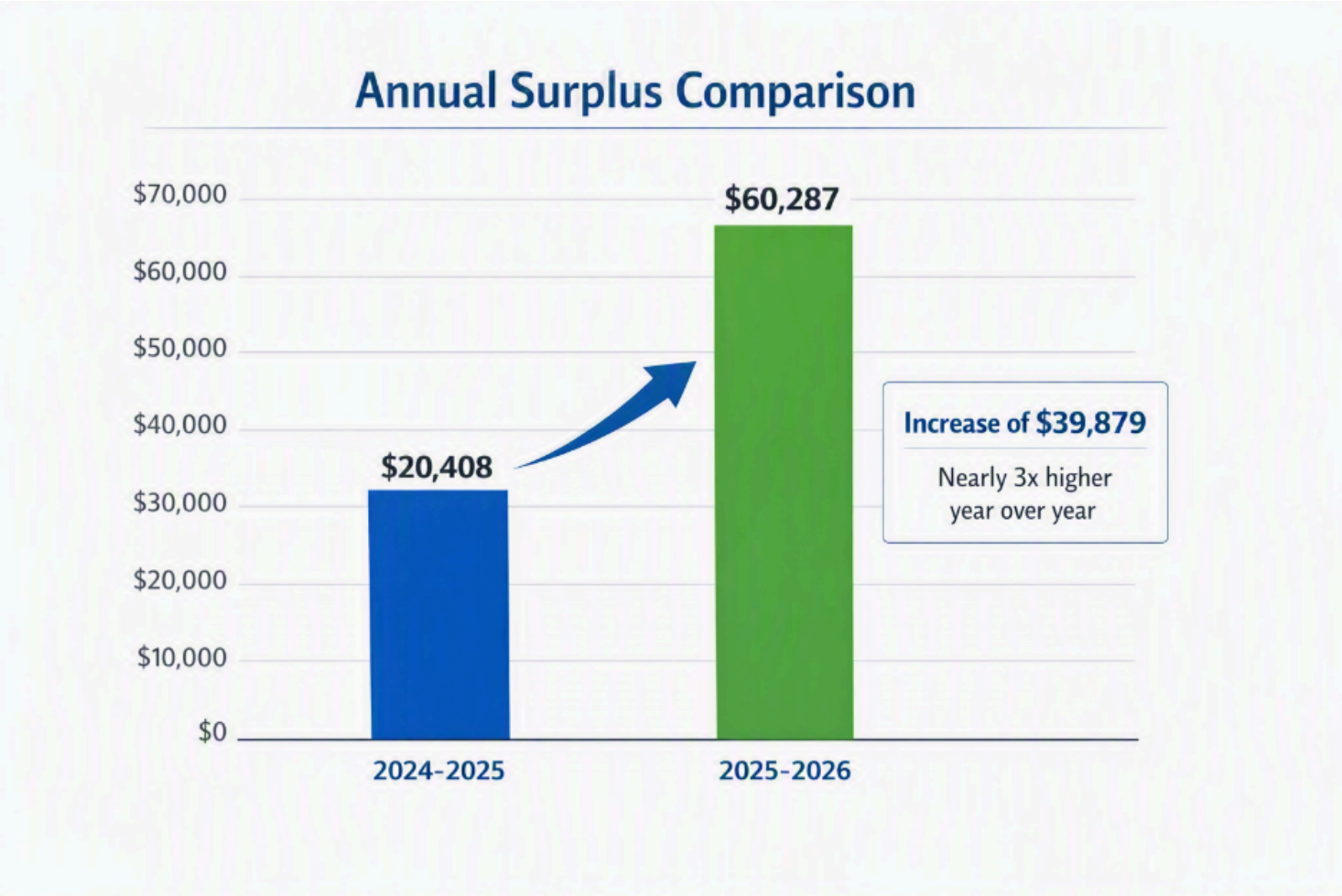
Annual Surplus Comparison



The annual surplus increased by $39,879 compared with the previous year, reaching $60,287 in 2025-2026 and reflecting stronger year-over-year results.

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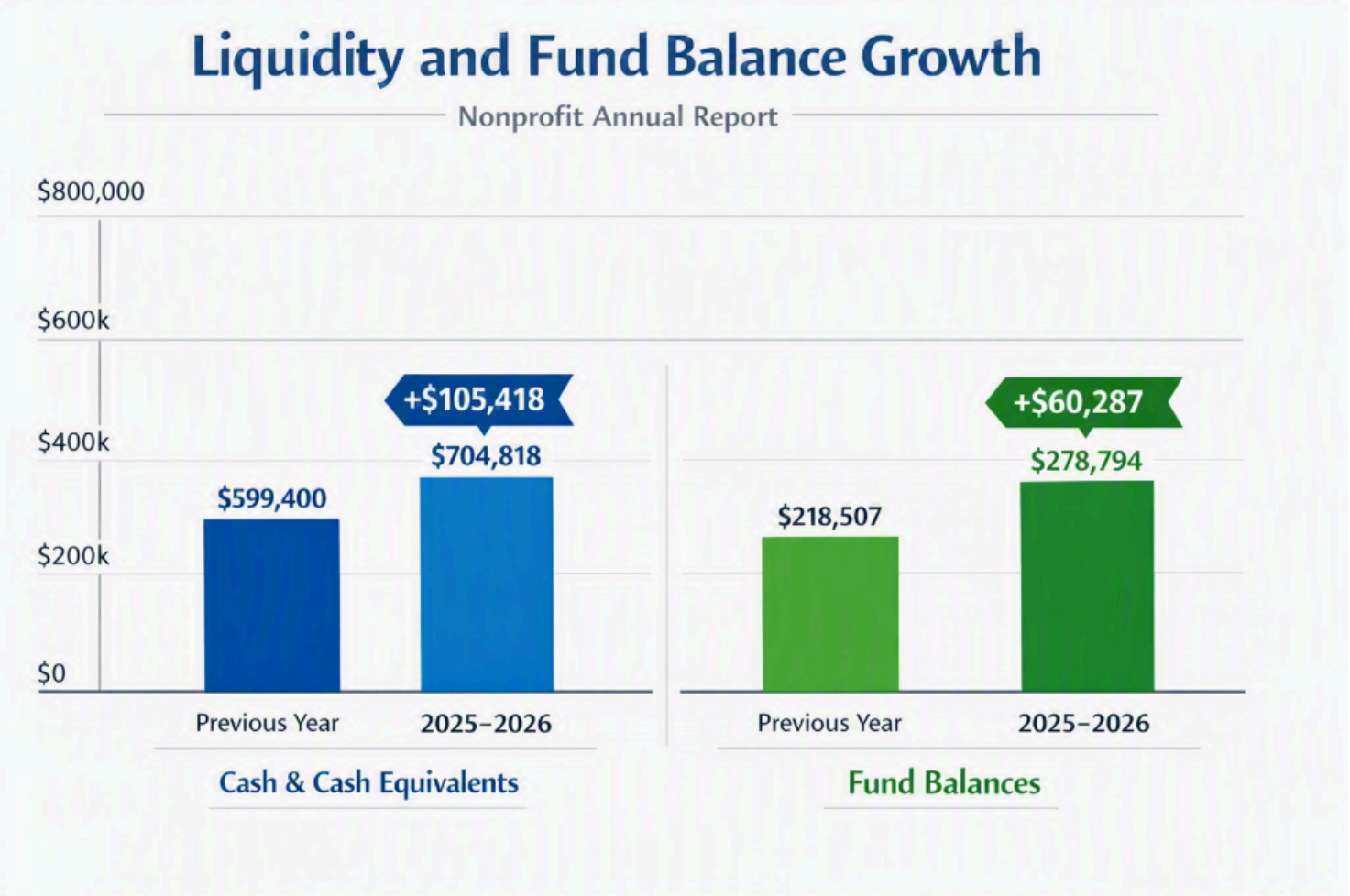
Cash and Fund Balance Growth



Cash and cash equivalents increased by $105,418, while fund balances rose by $60,287, strengthening liquidity and organizational resilience.

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At a Glance

Total Revenue: $3,766,043

Total Expenses: $3,705,756

Annual Surplus: $60,287

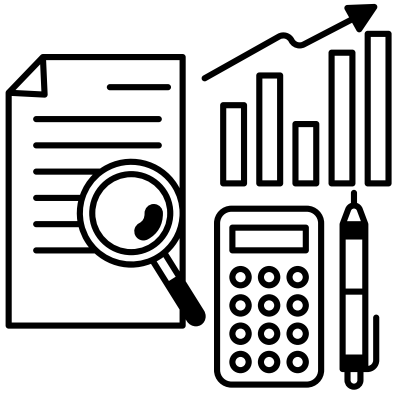
Total Assets: $1,041,853

Cash and Cash Equivalents: $704,818

Fund Balances: $278,794

Board-Approved Contingency Reserve: $100,000

This strong financial performance reflects continued investment in peer-led mental health, substance use health, housing support programs, outreach, and recovery-oriented programs, while maintaining prudent financial management and accountability to funders, donors, partners, and the communities served.



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Financial Dashboard



This dashboard summarizes the organization's financial position at year-end, highlighting stable revenues, controlled expenses, improved liquidity, increased fund balances, and the new contingency reserve.

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Thank you to our generous funders and donors:

- Ontario Health
- Regional Municipality of York
- United Way Greater Toronto
- Richmond Hill Hall Charities Association
- Addiction Services Central Ontario
- Your Support Services Network
- North York General Hospital
- Women's College Hospital
- Inn From the Cold
- Richmond Hill United Church Outreach Committee
- Southlake Regional Health Centre
- Royal Victoria Regional Health Centre
- Blue Door
- LOFT Community Services
- The Town of Georgina
- York Region Public Health
- Simcoe Muskoka District Health Unit

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Thank you to our generous funders and donors:

- North York South Simcoe Ontario Health Team
- North York Toronto Health Partners
- Eastern York Region North Durham Ontario Health Team
- Western York Region Ontario Health Team
- North West Toronto Ontario Health Team
- Vita Nova
- Caritas School of Life

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We celebrate our team's passion, resilience, and teamwork. As we enter the new year, we look forward to achieving more together and continuing to support our community with care.

