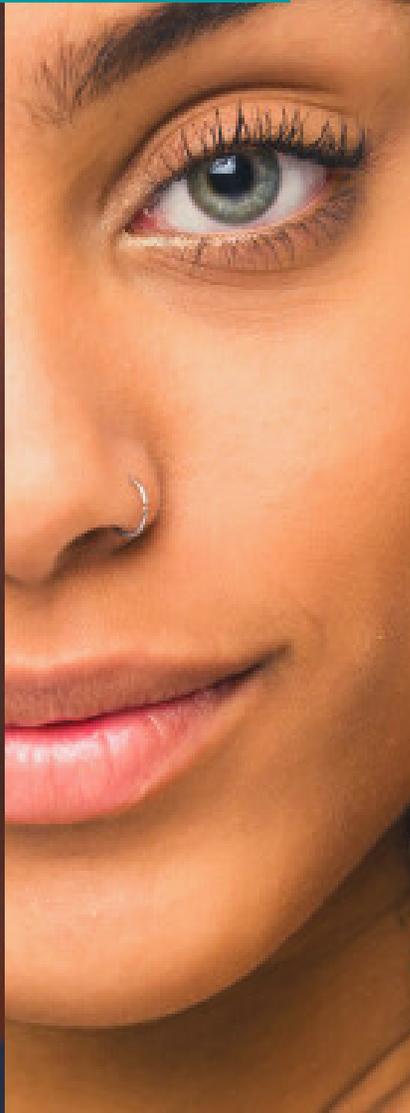


SUPPORT PROGRAMS

SURVEY REPORT



2019-2020

SUMMARY

Care Masters is a safe space for healing and mental wellness designed specifically for African/Caribbean/Black women in the GTA.

Our clients experience generational trauma, anti-black racism, mental health issues, financial hardship, abuse, inter-partner violence, relationship and parenting challenges.

Sisters Circle support groups bring women together to share their challenges and experiences and build skills to cope with difficult issues.

Our Peer Support program offers virtual, culturally responsive mental health support to clients on a one to one basis. Volunteer peer counsellors offer their support and lived experience to help clients improve their mental wellness, access community resources and make appropriate referrals.

With the help of 12 volunteer facilitators in 2020, we were able to deliver 8 groups online supporting 52 participants in Phase 1, 38 participants in Phase 2, and 32 participants receiving individual support from peer counsellors.

The logo consists of the lowercase letters 'cm.' in a bold, black, cursive script font.

OUR DEMOGRAPHIC

- Black women of African/Caribbean descent
- Aged 20 - 58
- Residing in the west end of the GTA
- Primary caregiver or financial provider



50%

Of participants are single mothers. Our services are offered in a variety of convenient, accessible and affordable ways to ensure clients have support options that work for their lifestyle.

88%

Of adult participants are survivors of trauma. Many of the women we serve have experienced chronic or complex trauma. Our activities have been researched and designed using a trauma-informed lens.

EVALUATION RESULTS

PRESENTATION

78% Agreed or Strongly Agreed

- The methods of delivery were appropriate for this course.
- The course material was useful and easy to understand.
- The topics were presented in a logical order.
- The time allotted for activities was appropriate.
- The activities fostered growth and reflection.

FACILITATORS

81% Agreed or Strongly Agreed

- The facilitators were organized and prepared.
- The facilitators were warm and welcoming.
- The facilitators were knowledgeable and effective.
- The facilitators communicated with respect for my needs.
- The facilitators were available for additional support.

EVALUATION RESULTS

VENUE AND SPACE

78% Agreed or Strongly Agreed

- The location was convenient and accessible.
- The venue staff were friendly and helpful.
- They learned about services offered at the venue.
- The space used was appropriate for the size of the group.
- The venue was clean and well maintained.

OBJECTIVES

78% Agreed or Strongly Agreed

- They were provided enough information about objectives.
- The objectives were clear and relevant to them.
- The program encouraged exchange of information.
- The atmosphere enhanced their experience.
- The program offered opportunities to make connections.

EVALUATION RESULTS

CONTENT

81% Strongly Agreed

- The course content was organized and well planned.
- The course material was stimulating and insightful.
- The topics covered things they needed to learn about.
- The topics covered were relevant to their life and role.
- The program structure allowed everyone to fully participate.

OUTCOMES

88% Strongly Agreed

- They feel more confident having learned new coping skills.
- They feel more comfortable with their thoughts and feelings.
- They feel safer expressing themselves and asking for help.
- They feel more connected to people and the community.
- They feel more hopeful about the future.



"I like exercises that ask about my past experiences because it helps me overcome a lot of the things I couldn't speak about before."

100%

Of participants thought that increased time would improve the course.

100%

Of participants would participate in further Care Masters programs and events.

100%

Of participants would recommend Care Masters programs to other Black women and girls.

"This space is a rare gem for us."

"The opportunity to share thoughts."

"All of the activities were valuable... having the guided journal reflections has helped me so much."

"Fellowship. Journal Reflections. Therapeutic. Mindfulness."

"I have more confidence now."

"It has helped me find my voice again. I am using the tools I learned each day."

"Allowing myself to be vulnerable will push me into more meaningful relationships. I already see the changes"

"I know now, that I am not alone."

"More support is needed in understanding the relation[ship] between the way we think of ourselves and [the connection] to slavery"

"I am so happy and hopeful. This group is just the start... to the support we desperately need in the Black community"

TESTIMONIALS