

OUR APPROACH TO PROVIDING PEER SUPPORT

Vision

GOOD TO BE GOOD's *Peer Support Services* foster healing, self-determination, and meaningful connection through confidential, non-clinical, and relationship-based support and resources.

Grounded in lived and living experience, our model creates safer, trauma-informed spaces where women and gender-diverse people can share openly, reflect collectively, and access practical guidance without judgment. We meet participants where they are — always centering dignity, agency, and choice.

Peer-based support and programming at GTBG complements — but does not replace — clinical, medical, or legal services. This form of service support offers an accessible, community-rooted complementary or wraparound care, access, and support that strengthens coping skills, builds social connection, reduces isolation, and supports participants in identifying and moving toward their own goals.

Peer Support Services contribute to advancing gender equity by addressing the systemic, relational, and economic barriers disproportionately experienced by women and gender-diverse communities.



OBJECTIVES AND INTENDED OUTCOMES

Through *Peer Support Services*, we aim to:

- Create safer, supportive, and encouraging spaces for connection and community building
- Foster healing, empowerment, agency, hope, and a sense of belonging
- Support participant-identified goal setting and changes
- Increase access to resources, referrals, and system navigation
- Strengthen resilience, well-being, and social connection

OUR PRIORITY COMMUNITIES

In alignment with GTBG's commitment to equity and justice, we intentionally prioritize women and gender-diverse people (18+) who experience intersecting systemic barriers, including those who identify as:

- Black, Indigenous, and People of Colour
- 2SLGBTQIA+
- Survivors of violence and abuse
- Low-income or navigating economic instability
- Living with disabilities or mental health challenges
- Experiencing isolation or barriers to accessing care

Our services are free and low-barrier — designed for individuals seeking emotional and social support, navigating trauma or life transitions, building community, and connecting with others who share gendered experiences and realities while navigating structural barriers that shape women's and gender-diverse people's lives.



PROGRAM OVERVIEW & DELIVERY

Group & One-on-One Services

Peer Support Services are delivered through four interconnected streams:

Peer Support Groups: Virtual sessions offered monthly with various topics and themes, open to eligible participants across Canada. Groups are guided by themes while remaining responsive to participant needs. Rooted in a peer-based, holistic approach, the group provides a supportive space for connection, healing, knowledge-sharing, and mutual support.

One-on-One Support: Short-term confidential, trauma-informed, and person-centred case management. Support and care are tailored to participant-identified needs and goals that are compassionate, consent-based, non-judgemental, personalized, and centred lived experience.

Care Coordination & System Navigation: Support identifying, accessing, and navigating community, health, and social services. This includes referrals and warm hand-offs, offered alongside participants – not in place of them.

Community Education & Workshops: Practical, accessible sessions supporting well-being, rights awareness, skill-building, and community empowerment.

Service offerings are delivered by trained Peer Support and Community Workers and Counsellors—who also manage, coordinate, and facilitate the program. Team members offer emotional and practical guidance, work within GTBG frameworks, and connect individuals to relevant community programs, services, resources, and opportunities that align with their unique needs and goals. All services are confidential, non-judgmental, low-barrier, and guided by trauma-informed, person-centred, strength-based, culturally-considerate, and anti-oppressive intersectional practices.

While our Peer Support Services are not clinical in nature, they are an essential service grounded in a model that centres trust, shared lived experience, and mutual support. This approach offers an accessible, compassionate, and community-rooted alternative—or complement—to traditional care, providing meaningful, adjacent support that meets people where they are. Clear boundaries and program guidelines protect both participants and staff while maintaining the integrity of the model.

In 2025, group sessions explored themes including:

- Emotional regulation and coping practices
- Grief, loss, and healing
- Caregiving and boundary-setting
- Self-care and body-based practices
- Community connection and collective well-being

Several sessions integrated creative and experiential elements, and three in-person gatherings centered joy, movement, and shared reflection.

ANNUAL OUTCOMES PROGRAM AT A GLANCE

80+

Participants in Peer Support Groups

8+

Participants in 1:1 Support Services and Case Management

50+

Participants received Individual Community Support (intake, referrals, resources)

17+

Unique participants receiving 1:1 services & individual supports

300+

Community Members Reached: (through outreach, events, & digital engagement)

30+

Case Management Sessions Delivered

100+

Outreach to Community Partners

15+

Sessions Delivered (online and in-person)

70+

Resource Assistance & Referral

6

Collaborators

40

Community Partners

100%

Participants identifying as women and gender-diverse



Regions reached: Ontario, Quebec, Alberta, Ottawa

HOW PEER SUPPORT IS DELIVERED




Peer Support Groups are offered monthly through primarily virtual sessions, with select in-person gatherings that foster collective joy, creativity, and connection. Sessions are guided by participant-informed themes and facilitated by trained Community and Peer Support Workers and Counsellors using trauma-informed, anti-oppressive, and gender-affirming practices.

Attendance is intentionally flexible to accommodate participants' varying capacities and life circumstances. Engagement fluctuates naturally by topic, season, and individual need, without pressure to attend consistently.

Participants may also access 1:1 Peer Support for more individualized, short-term, relationship-based support. Together, group and 1:1 services create flexible pathways for care and possibility.

Deepening One-on-One Peer Support & Case Management:

In 2025, we strengthened our data tracking and case management systems to better respond to participant needs, improve coordination, and reduce barriers to access. These improvements led to measurable enhancements in one-on-one services, contributing in the growth in 1:1 demand responsiveness, participant outcomes, and operational efficiency:

-  **Reduced Timelines:** A streamlined intake process decreased intake response times and waitlists, allowing participants to access support more quickly.
-  **Successful Case Closure:** 90% of cases opened within a six-month period were successfully closed, reflecting goal completion, stabilization, or transition to appropriate external supports.
-  **Goal-Setting and Progress:** 90% of participants reported meaningful progress on their self-identified personal goals, including improved well-being, increased self-efficacy, and greater system navigation agency or confidence.

CO-CREATION, DEVELOPMENTS, & COMMUNITY ENGAGEMENT

Programming is shaped by ongoing participant input gathered through surveys, informal feedback, and dialogue during sessions. This co-creation approach ensures that topics, facilitation style, and resource sharing remain responsive to lived experience and emerging community needs.

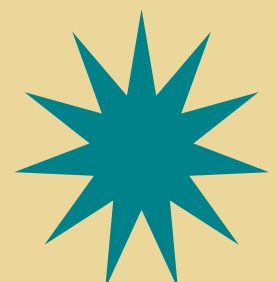
Outreach is conducted monthly through community partners and networks. New participants receive onboarding support and clear information about consent, confidentiality, and participation expectations.

ACCESSIBILITY IN ACTION

Accessibility is a core operational standard within Peer Support Services. We incorporate:

- Closed captioning and screen-reader compatibility
- Colour-blind-friendly design and alt-text
- Technical support before and during sessions
- Virtual and telephone options
- Flexible attendance and multiple participation modes (chat, off-camera, etc.)
- Clear onboarding and communication practices

We proactively address access needs and revisit them as needed to ensure dignity, safety, and inclusion.



Equity Lens & Access Snapshot

Participants accessing Peer Support Services often navigated layered and compounded barriers including racism, violence, migration stress, and economic instability. In response, we provided alternative intake options (phone/email/in-person/video), trauma-informed check-ins, and flexible referral pathways. This approach ensured that newcomers, survivors, and young mothers and parents could access support and connection in ways that respected safety, dignity, and cultural context.

Key Findings: Common Participant Goals & Referral Themes

Participants accessing 1:1 Peer Support Services most frequently identified the following areas of needs and focus:

- **Resource Navigation (100%):** All participants sought support identifying or accessing community resources, including housing, employment, income supports, health services, and culturally responsive care.
- **Mental Health Support (90%):** Participants sought support managing stress, anxiety, low mood, or emotional overwhelm through non-clinical, trauma-informed peer engagement.
- **Social Connection (90%):** Many participants expressed a desire to strengthen social engagement and connection, and reduce isolation, particularly following experiences of trauma, migration stress, caregiving strain, or systemic barriers.
- **Skills-Building & Coping Strategies (80%):** Participants aimed to develop practical tools and mechanisms, such as boundary-setting, emotional regulation, self-advocacy, and confidence in navigating systems.



WHY & HOW WE EVALUATED



We evaluate Peer Support Services to ensure they remain responsive, accountable, and aligned with our mission and values. Evaluation is not only about measuring outcomes — it is a tool for reflection, learning, and continuous improvement.

These inputs help us understand participant goals, emerging needs, access barriers, and areas for program strengthening. They also support responsible growth and sustainability planning.

Our evaluation approach centers lived experience and community voice, ensuring that program adaptations are informed by those directly affected by systemic inequities.

Data Collection: Survey & Participant Feedback

In December 2025, 27 active Peer Support Services participants were invited to share their experiences through an end-of-year evaluation process. Sixteen participants completed the survey, reflecting a 59% response rate — a strong level of engagement for voluntary community-based programming.

The survey gathered feedback across our core service streams, including:

- Monthly virtual Peer Support Groups
- In-person group gatherings and community workshops in the Greater Toronto Hamilton Area
- One-on-one Peer Support Services

To ensure accessibility and honour participant voice as expertise, individuals could complete the survey online, by phone, or through facilitated verbal check-ins. This mixed-method approach allowed us to capture both quantitative trends and qualitative community-oriented reflections on safety, accessibility, outcomes, and areas for growth.

WHAT WE LEARNED IN 2025

In 2025, Peer Support Services continued to grow in reach, responsiveness, and depth. The patterns below reflect what we observed through attendance trends, outreach efforts, facilitator reflections, and participant feedback.

More importantly, they reflect what our community showed us about what is working – and where we must continue evolving.

1. Engagement, Access & Patterns of Participation

Community members showed up.

A central learning from 2025 was the continued demand for both group-based and one-on-one peer support, alongside an ongoing challenge related to sustained participation over time.

Peer Support Groups were consistently well-attended in the first half of the year, with session-level participation remaining strong relative to available capacity. Topics such as grief, emotional regulation, body-based healing, justice navigation, and self-worth resonated deeply.

Accessing housing, income supports, and health services often requires navigating systems that are not designed with gendered realities in mind. Peer support helps mitigate these structural gaps by offering relational guidance, advocacy support, and system literacy grounded in lived experience.

At the same time, participation across multiple sessions fluctuated. Continued participation rates (35% in Q1 and 28% in Q2) reflected the realities our community navigates – caregiving, work instability, mental health challenges, migration stress, and seasonal demands.



Photo: Participants after a program group. Building community, one smile at a time.

While registration interest remained strong, conversion from registration to live attendance varied throughout the year. Because our model is intentionally flexible and low-barrier, attendance naturally shifts based on need and capacity. These patterns did not signal disengagement, but rather highlighted opportunities to refine accessibility and scheduling in 2026.

Priority Areas for Refinement:

- Revisit scheduling and timing
- Explore hybrid and in-person models
- Deepen participant-led topic planning

Topic Demand and Community Priorities

Participant feedback, attendance trends, and session engagement identified strongest demand for:

Boundaries and balance | Navigating health and justice systems | Mental health resiliency | Motherhood and caregiving | Creative and embodied in-person workshops

These trends reflect participants' ongoing navigation of systemic barriers, caregiving strain, and the desire for both practical skill-building and embodied community connection. The prominence of topics reflects the gendered realities participants navigate — including unpaid care labour, structural inequities, and institutional barriers.

One-on-One Support Deepened

1:1/One-on-one Peer Support expanded meaningfully in 2025. Intake timelines were consistently met within 14 days, and support remained grounded in participant-identified goals. In 2025:

- **80+ participants accessed Peer Support Groups**
- **8 participants accessed 1:1 peer support**
- **40+ referrals and resources were shared**
- **3 cases closed with participant-identified goals met or transitions secured**



Participants most often sought support navigating systems, strengthening emotional well-being, reducing isolation, and building coping tools and boundaries.

2. Outreach, Partnerships, and Community Relationships

In 2025, we shifted from broad outreach volume toward deeper, relationship-based engagement.

Rather than focusing only on numbers, we prioritized trust-building with communities and groups who undergo systemic exclusion from spaces, systems, and solutions.

This included personalized outreach with Latinx/e, Filipino, Asian, Black, and racialized low-income women and mothers' groups.

Over the year:

290+ organizations were contacted

40+ in-person outreach touch-points occurred

70+ resources shared and circulated

6 collaborators partnered in program sessions

4 volunteer engagements

3 in-person gatherings were delivered

This shift strengthened alignment between outreach efforts and actual participation — reinforcing that relationship-building matters more than visibility alone.



Photo: A warm afternoon picnic that brings community together among our participants

3. Strengthening Our Internal Practice

A key learning in 2025 was the importance of strengthening how we document, track, and reflect on our work — not for reporting alone, but to deepen accountability to participants and the communities we serve.

Early in the year, we observed strong satisfaction but low survey completion. We adjusted our follow-up processes, simplified intake documentation, and improved weekly tracking practices.

By year-end:

- **Recurring themes directly informed 2026 planning**
- **Data was reviewed consistently through supervision and reflection**

Relational labour also remained significant throughout the year:

- **761 calls**
- **2,411 call minutes**
- **699 messages sent**

These numbers reflect the behind-the-scenes equity-forward care work required to maintain support. Many of these interactions occurred outside scheduled sessions and support meetings, and reflect the ongoing relational care required to sustain low-barrier, trauma-informed, anti-oppressive peer support that meets people where they are. While less visible than group attendance metrics, this labour is essential to maintaining continuity, safety, and dignity in service delivery.

Together, these findings reinforce that community-based support is a critical mechanism for advancing gender equity through relational care, system navigation, and collective empowerment.

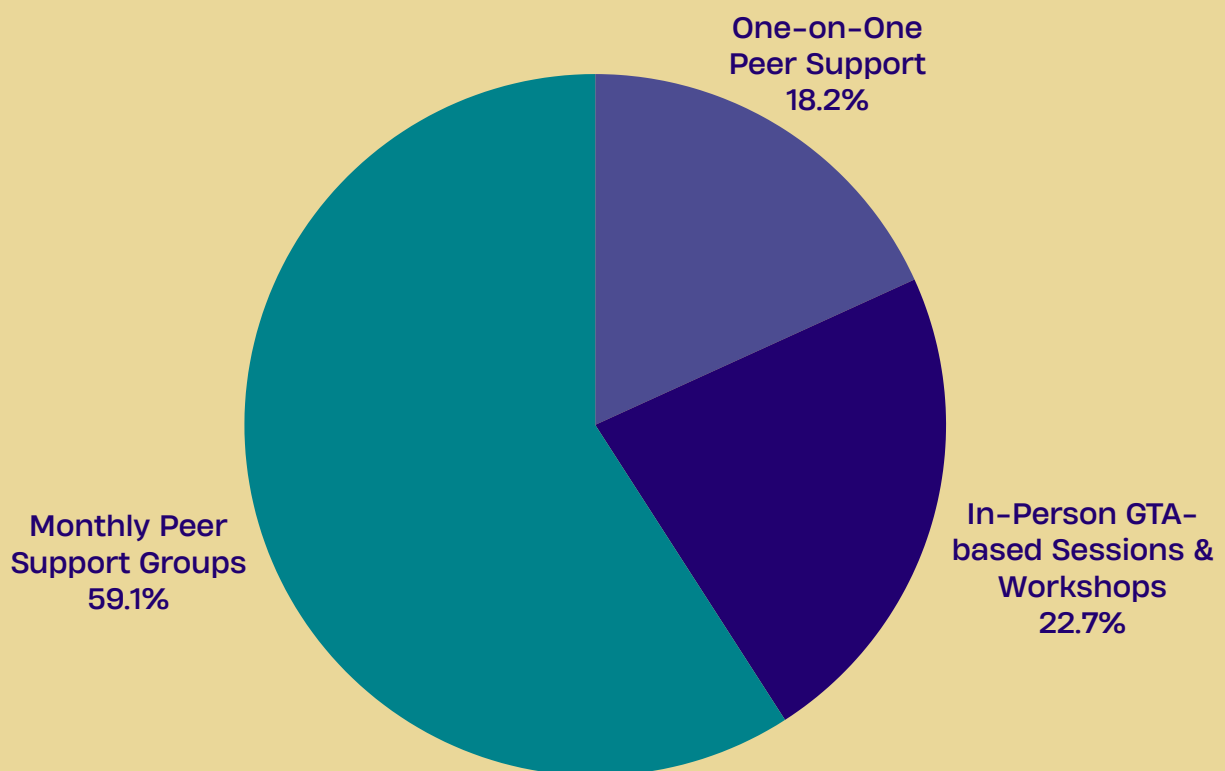


SURVEY FINDINGS

In December 2025, 16 of 27 active participants completed the annual survey (59% response rate). The findings below reflect responses from this group and should be interpreted within that sample size.

Most Accessed Services

Among surveyed participant respondents:



Peer Support Groups remained the most accessed service stream. At the same time, use of one-on-one peer support increased compared to the previous year (2024: 10.7%), suggesting growing demand for individualized, relationship-based support alongside group programming.

While virtual programming continues to be the primary access point, in-person participation reflects sustained interest in embodied, community-based connection opportunities.

Who We're Reaching: Demographic Snapshot

Participants were invited to self-identify across multiple demographic categories, such as location, age group, gender identity or expression, immigration status, ethnic or racial identity, and disability or access needs.

Geographic Reach & Capacity Realities

All surveyed participants (100%) reside in Ontario, with Toronto as the primary concentration of respondents.

This reflects several structural realities:

- Peer Support Services are currently coordinated from Toronto, with strongest outreach networks rooted locally.
- Time zone alignment and session timing may unintentionally favour Ontario-based participation.
- Language accessibility remains strongest in English, which may limit reach in some regions.
- In-person offerings are currently Toronto-based, reinforcing local engagement.
- Staffing and outreach capacity limit sustained national relationship-building at this stage.



Photos: Showcasing artwork made together and participants creating their totes together at a table.

While virtual delivery creates theoretical cross-province access, participation data indicates that geographic expansion requires intentional outreach, trust-building, and resourcing – not availability alone.

These findings inform several areas for testing and growth:

- Exploring hybrid models that combine virtual and regional in-person pilots
- Targeted outreach beyond the GTA in partnership with trusted local organizations
- Reviewing session timing and accessibility to support broader participation
- Assessing language access needs and resource capacity



Photos: Screenshot of our team and program collaborators and smiling staff sharing our work at an outreach event.

Age Range

Surveyed participants ranged from their early 20s to late 60s. This diversity strengthens peer exchange by creating space for shared lived experience across life stages.

Gender Identity

All survey respondents identified as women. While Peer Support Services prioritize women and gender-diverse communities, this year's survey responses reflect participation from women specifically within the respondent group

Ethnic Identity

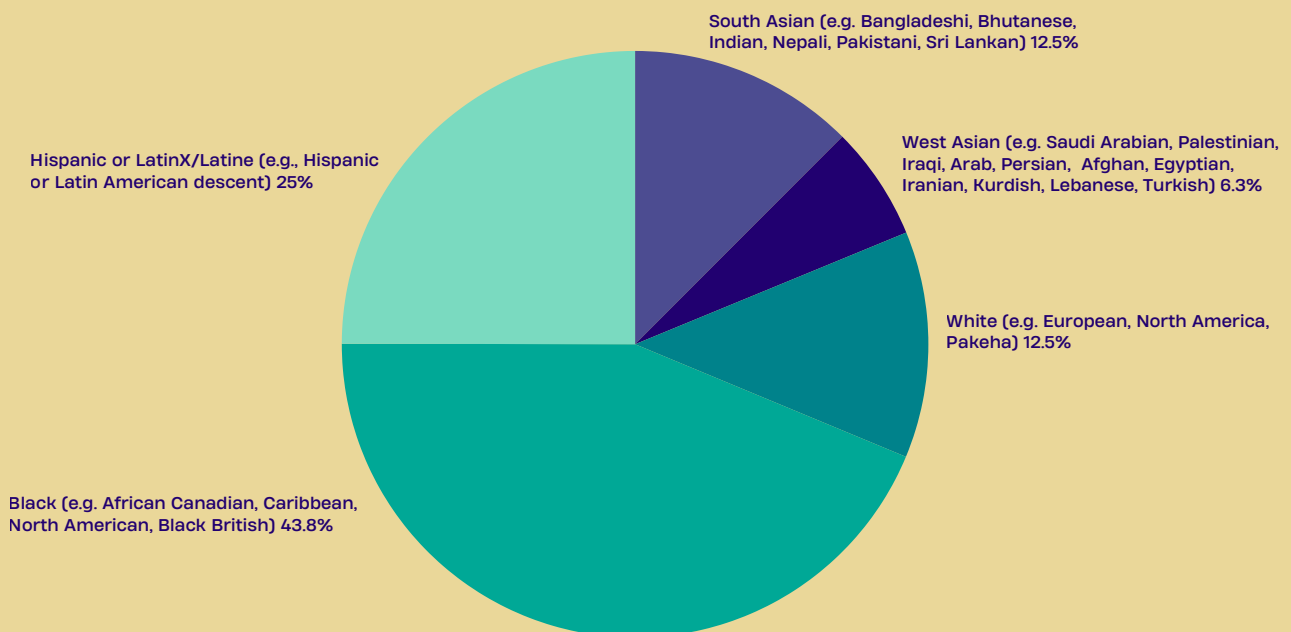
Participants reflected diverse racial and ethnic identities, with the largest representation identifying as:

- Black (including African Canadian, Caribbean, North American, Black British, etc.) – 43.8%
- Hispanic or LatinX/Latine – 25.0%

Additional racial and ethnic identities were represented in smaller proportions.



Among surveyed participant respondents:

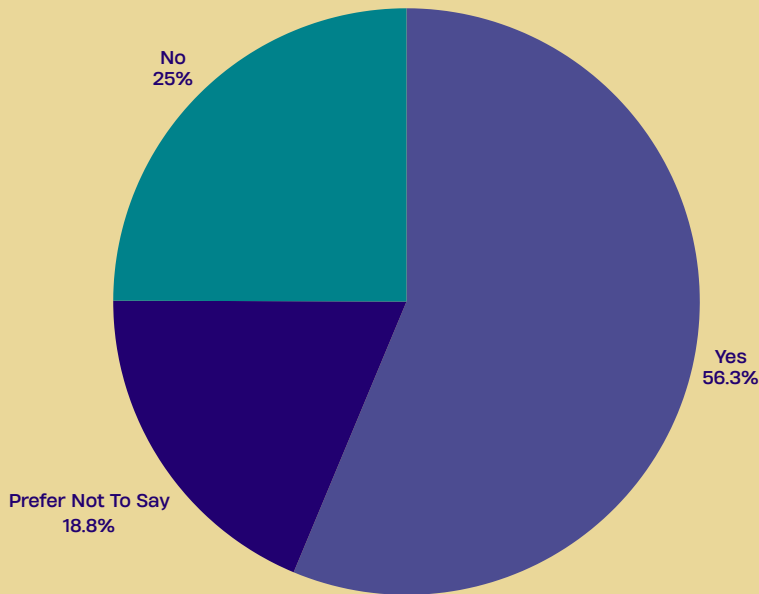


Immigration & Access Needs

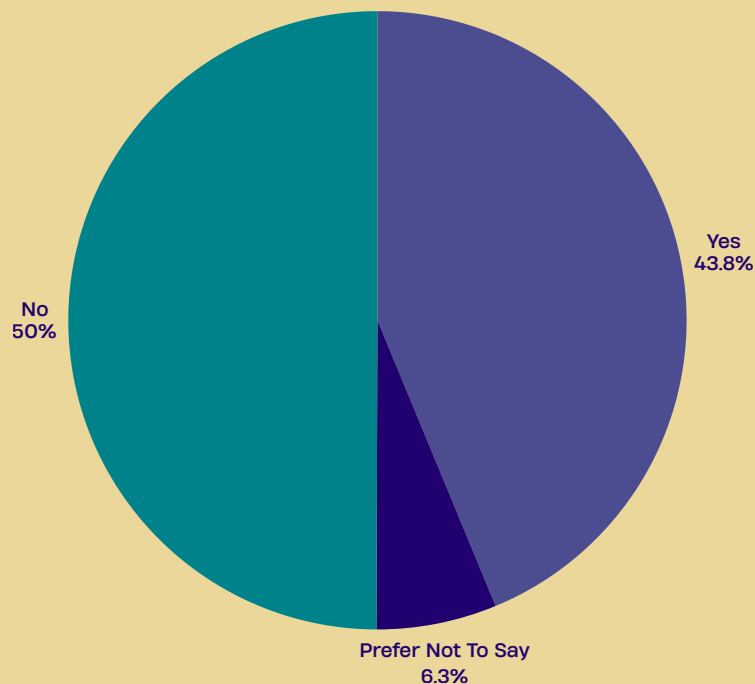
56.3% of surveyed participants identified as newcomers, refugee or immigrant. 43% identified as individuals with disabilities or access needs.

These findings reinforce the importance of trauma-informed, culturally responsive, and accessibility-centered approaches and peer support spaces.

Among surveyed participant respondents: (Do you identify as a newcomer, refugee or immigrant?)



Among surveyed participant respondents: (Do you identify as having disability or access needs?)



Interpretation & Accountability Notes

Because this demographic snapshot reflects survey respondents (n=16), it may not fully represent all participants served throughout 2025. However, the findings align with attendance records and outreach patterns observed across the year. The data highlights:

- Continued strong engagement from racialized and newcomer communities
- The importance of maintaining accessible and flexible delivery formats
- The need to deepen outreach beyond Toronto as capacity allows



Engagement and Practice of Peer Support/Community Workers & Counsellors

To assess the quality and integrity of peer support delivery, participants were asked to rate their level of agreement with statements describing Peer Support Worker practice. Responses were measured using a five-point Likert scale (Strongly Agree to Strongly Disagree, with a Not Applicable option).

Across the 16 survey respondents (n=16), a strong majority selected “Agree” or “Strongly Agree” when asked whether our team demonstrated core peer support practices. Approximately 81% (13 of 16 participants) affirmed that our peer support practices:

- Reassured and validated their experiences and opinions
- Demonstrated reliability and kept their commitments
- Maintained confidentiality and trust
- Encouraged and acknowledged expressed needs



These findings indicate strong alignment between staff practice and GTBG’s peer support standards, particularly in the areas of dignity, safety, and relational accountability.

No respondents selected “Disagree” or “Strongly Disagree” for the core practice indicators above.

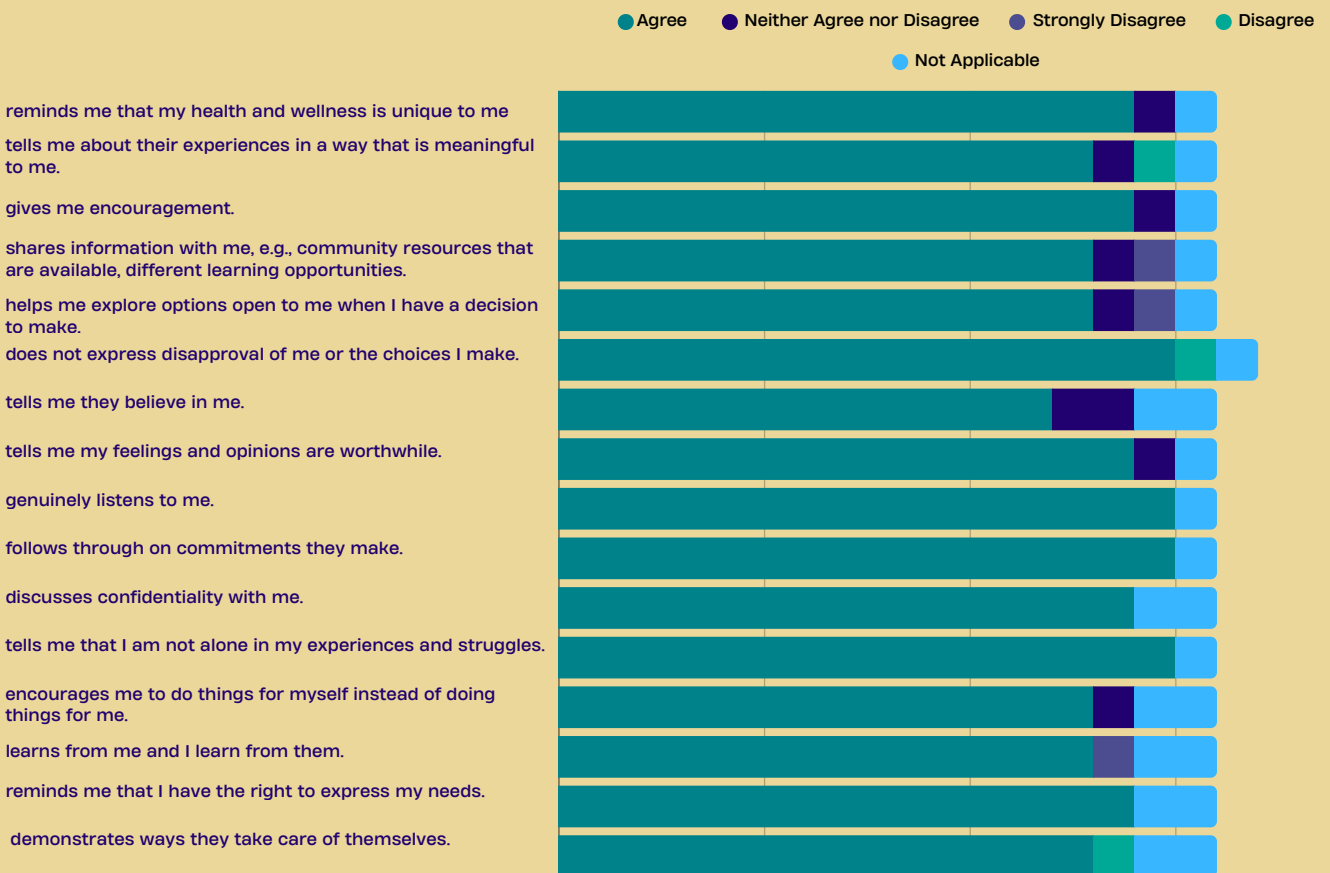
In addition to affirming strengths, the survey surfaced areas for continued development and reflection.

Participants highlighted the importance of:

- Deepening mutuality or reciprocity of learning
- Continue to foster self-confidence and agency
- Modelling healthy self-care and boundary-setting practices



Participants were asked to tell us how strongly they agreed or disagreed with each statement about our program team:



*Based on survey respondents

How Participants Experienced the Program

Participants were asked to reflect on both their experience within Peer Support Services and any changes they noticed in themselves as a result of participating

Across responses, participants most strongly affirmed the following outcomes:

- **Feeling more confident about reaching out to health professionals for support**
- **Feeling supported in identifying and connecting to appropriate resources**
- **Feeling empowered and optimistic about their future**

These responses reflect shifts in self-advocacy, system navigation confidence, and forward-looking resilience – outcomes aligned with the goals of non-clinical, peer-based support.

Emotional Experiences Reported by Participants Post-Sessions

Surveyed participants were asked about how they felt after engaging in Peer Support Groups. Responses reflected a range of affirming and restorative emotional experiences.

Commonly shared feelings included:

***Supported Good Happy Validated Liberating Calm
Cleansed Motivated Inspired Informed Understood***

These responses suggest that sessions function not only as informational spaces, but as relational environments where participants experience safety, affirmation, and emotional release. They also align with facilitator reflections noting that participants often used sessions to process grief, stress, caregiving strain, and identity-based experiences in community.

While emotional responses are self-reported and immediate in nature, they reinforce the importance of maintaining trauma-informed, non-judgmental, and dignity-centered facilitation practices.

SHARED REFLECTIONS & COMMUNITY VOICES

Across surveys, check-ins, and conversations, participants shared that Peer Support Services, in general, helped them:

- **Feel heard, less alone, and more connected**
- **Strengthen confidence and self-advocacy**
- **Practice setting and maintaining boundaries**
- **Take meaningful steps and actions toward personal goals**
- **Access resources they did not know were available**
- **Improve their capacity to recognize personal strengths and self-worth**

Participants expressed appreciation for:

- **Facilitator presence and consistency**
- **In-person gatherings and creative sessions**
- **Guest speaker and education workshops**
- **Care packages and follow-up support**

“I definitely felt familiarity with others experiencing similar struggles.”

– PSG Participant



IN THEIR OWN WORDS

Participants shared reflections highlighting learning, personal growth, connection, and belonging.

In the surveyed participants' own words, they shared:

“It was good to understand that saying ‘no’ and looking after myself is ok.”

“No is a full sentence.”

“I learned how to weave with beads. Looking forward to the next event!”

“Emotional Freedom Technique was very helpful.”

“I felt moved, I wish I was here earlier. “

“My Takeaway:

I need to be a little more patient!”

Participants also encouraged us to:

- **Offer more in-person and outdoor gatherings**
- **Continue mental health resiliency workshops**
- **Explore ways to deepen virtual connection**
- **Consider transit supports for occasional in-person meetups**

These reflections illustrate how peer support spaces can foster belonging, confidence, and collective resilience — all essential conditions for advancing gender equity in everyday life.

“I had not written about grief up to this point.

It was very liberating.”
–PSG Participant

FIELD NOTES FROM OUR TEAM ON THE GROUND



Arami Galeano - Manager of Support Services

This year brought a period of meaningful transition for our Peer Support Services. Our team experienced several changes, and for me personally, it marked my first year co-facilitating the peer support groups alongside Mecca. While change often comes with challenges, our team demonstrated flexibility, collaboration, and care as we adjusted to new dynamics and navigated obstacles together.

I am proud of how we supported one another and continued to prioritize the needs of our community throughout the year.

Joining the peer support sessions more actively has been deeply rewarding. Each session and topic opened space for thoughtful conversations, diverse perspectives, and shared reflection. It has been powerful to witness participants offering validation, insight, and mutual support. These conversations reinforced the importance of peer support as a space where individuals can show up authentically and feel seen, heard, and understood.

One of the ongoing challenges this year has been working within budget limitations, particularly in the context of the broader economic tensions we are currently living in. Despite these constraints, our team has continued to do the best we can with the resources available to us, remaining creative and intentional in how we design and deliver our programming. This commitment reflects our shared belief in the value and impact of peer support, even in times of uncertainty.

A major focus this year was strengthening our in-person programming. We hosted three in-person sessions: a tote bag painting session, a community picnic, and a jewelry-making workshop in collaboration with Manguaré. These gatherings were especially meaningful for participants, many of whom expressed excitement and gratitude for the opportunity to step away from screens and connect face-to-face. The in-person sessions invited mindfulness, creativity, play, and joy, while fostering deeper connections within the community.

In addition, we welcomed several guest speakers throughout the year. Participants responded very positively to these sessions and appreciated the variety of topics and lived experiences that each speaker brought. These contributions enriched our programming and offered participants new tools, perspectives, and sources of inspiration.

This year, we also welcomed many new community members, the majority of whom were newcomers to the country. It was incredibly meaningful to support them through resource navigation, community-building, and connection during such a significant transition period in their lives. Being able to offer a sense of belonging and support to newcomers reaffirmed the importance of accessible, culturally responsive peer support spaces.

As I reflect on the year, I feel deeply proud and grateful to be part of this work, this team. I am especially appreciative of my co-facilitator, Mecca, whose dedication, outreach efforts, and steady presence played a vital role in sustaining our programming. Her commitment to community engagement, participant care, and collaboration has been invaluable, and I am grateful for the support and grounding she consistently brought to our sessions.

Overall, this year has been one of growth, learning, and connection. Despite challenges, our peer support services continued to be a space of resilience, creativity, and care.

I look forward to building on this foundation and continuing to support our community in the year ahead.





Mecca Ongy, Community Worker & Program Coordinator

It's amazing how quickly the years have gone working at GTBG. I will always feel the privilege for all the opportunities to connect with the community and provide support. Through our Peer Support Services, we have helped community members from isolation, people experiencing mental health challenges, mothers, new immigrants, refugees, and survivors. This year was nothing but a year of strengthened community connections, community resource navigation and collaborations. **I believe our team was able to achieve all this by building trust with our community through consistency of communication, care and presence.**

Over the past four years, we have continuously enhanced Peer Support Services by expanding our monthly and special in-person sessions. We have provided a broad range of topics, including those requested by the community and those we identified as important, extending from intrapersonal to interpersonal themes. We believe that this approach has attracted new community members and allowed us to offer diverse resources, such as one-on-one sessions, targeted workshops, guest-facilitated workshops, and care packages. My colleague, Arami and I have also collaborated with several community partners to further support the community.

I have observed that our community is willing to make an effort to attend our special in-person sessions and are eager to make connections and learn new skills, which was incredibly moving to witness. It is also heartwarming to have observed resilience and strengths within the community, their courage to share openly and receive support is what keeps me motivated.

This year has helped me understand the importance of showing up, and I will carry these skills with me throughout my journey. I am proud to have contributed and I am looking forward to seeing what we can accomplish in the coming years.

LOOKING AHEAD

The 2025 findings reaffirm that Peer Support Services remain a vital space for women and gender-diverse people navigating caregiving strain, migration stress, economic instability, trauma, and systemic barriers.

In 2026, our focus is on deepening outcomes and solutions responsibly – not simply expanding volume.

Together, this year’s learnings reinforce that community-based, peer-led support advances gender equity by strengthening agency, improving system navigation, and fostering collective care.

Our 2026 priorities include:

Refining Engagement

- Better understanding participation patterns and identifying registration-to-attendance opportunities
- Testing hybrid and in-person models
- Adjusting timing and formats to better meet community realities

Deepening Participant-Informed Programming

- Expanding high-demand topics/themes/issues
- (boundaries, justice and health system navigation, mental health resiliency, caregiving)
- Expand in-person, creative, and skills-based sessions to support connection
- Strengthening feedback loops

Sustaining 1:1 Support

- Maintaining timely intake and follow-up
- Strengthening referral pathways
- Protecting staff capacity and supervision structures

Expanding Access with Intention

- Exploring targeted outreach across Canada
- Assessing language and regional access needs
- Growing at a pace aligned with relational and funding capacity



As we move into 2026, we remain committed to delivering a community program that radically centres dignity, sustainability, and gender equity.

We are the community we serve!

This work is sustained through the support of our funding and community partners and individual donations – all who contribute to making accessible, peer-led support possible for women and gender-diverse communities.

With gratitude to Co-operators, our funding partner, who supports this work.



Learn more about GOOD to BE GOOD's Program:
goodtobegood.ca/programsandresources/peer-support-services/

Peer Support Program 2025 Report
Outcomes, Learnings, Reflections.

Published: April 2026

Portions of this report were drafted with the assistance of generative AI tools and were reviewed, edited, and validated by GOOD TO BE GOOD staff to ensure accuracy, tone, and alignment with our organizational values.



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