

ANNUAL
REPORT
2017



Our Vision:

Children, youth and their families have timely access, in a stigma-free society, to services which enable them to develop resiliency and optimal mental health.

Our Mission:

To improve the mental health of children, youth and families in York Region by providing the highest quality preventative, therapeutic and educational interventions developed together with families and community partners.



ANNUAL MEETING OF THE
MEMBERS OF THE CORPORATION OF
THE YORK CENTRE FOR CHILDREN, YOUTH & FAMILIES
JUNE 14, 2017

AGENDA

1. Call to Order
2. Verification of Notice and Quorum
3. Approval of the Minutes of the Annual Meeting of Members held on June 8, 2016
4. Auditor's Report
5. Appointment of Auditor
6. Executive Director's Report
7. Speech - Victoria
8. Service Recognition Awards
9. Alice Frey Award
10. Mercedes Bogani Volunteer of the Year Award
11. Report of the Nominating & Governance Committee
12. Election of Directors
13. Speech: Jaden, Former Client
14. Chair's Report
15. Adjournment

REFRESHMENTS

**MINUTES OF THE ANNUAL GENERAL MEETING
OF THE MEMBERS OF THE CORPORATION OF
THE YORK CENTRE FOR CHILDREN, YOUTH AND FAMILIES
11225 LESLIE STREET, RICHMOND HILL
JUNE 8, 2016**

Recording Secretary: Judith Dawson

1. Call to Order

The meeting was called to order at 5:35 p.m. by the Chair, Noreen Lee.

2. Verification of Notice and Quorum

It was confirmed that proper and timely notice of the Annual Meeting had been given and that a quorum had been reached, in accordance with the by-laws of the Corporation.

3. Approval of the Minutes of the Annual Meeting of Members held on June 16, 2015

MOTION to approve the Minutes of the AGM held on 16 June 2015. Proposed by Ken Wightman; seconded by Merrily Beauchemin.
CARRIED.

4. Treasurer's Report

Representatives from Williams and Partners presented the audited Financial Statements for the year 2015-2016, noting that The York Centre is in a sound financial position and is very responsibly run. Ken Wightman thanked Dean Rokos and Maggie Lau and other Finance Committee members for their work.

MOTION to accept the audited financial statement, for the year ended 31 March 2016. Proposed by Kalindi Jog; seconded by Judith Dawson.
CARRIED.

5. Appointment of Auditor

MOTION to approve Williams and Partners, Chartered Accountants LLP as auditors for the year 2016-2017. Proposed by Jennifer Anderson; seconded by Gleb Matushansky.
CARRIED.

Noreen Lee thanked Ken Wightman and the Finance Committee and staff for the balanced budget.

6. Executive Director's Report: Highlights

Dean Rokos thanked the guests attending the AGM. He stated that the year had been one of challenges and new initiatives, such as new computer software programs and the expansion of day treatment classes in Keswick. Dean explained some of the staff changes that have taken place, and thanked the staff and the Board for their contributions to a successful year.

7. Youth Speech

A client who was concerned that she would be treated as a patient, rather than a student, called TYC a "magical place" which provided the treatment she needed, and provided a lot of fun in the process.

8. Service Recognition Award

Darryl Smith was recognized for 10 years of noteworthy contribution to the Centre.

9. Alice Frey Award

The Alice Frey Award was presented to Shannon Dewaal (Child and Youth Worker) who has excelled in her work with TYC clients. The award, which is determined by staff nomination, is presented to a staff member who has made a significant contribution to children's mental health.

10. Mercedes Bogani Volunteer of the Year Award

This year's award was received by Jack Klooster.

11. Youth Speech

A young woman who had been unable to make any connection with various forms of therapy finally found her niche at TYC, which provided a safe haven in which she could conquer her fears.

12. Report of the Nominating and Governance Committee and Election of Directors

Merrily Beauchemin presented the proposed Board of Directors for the year 2016-2017, thanked retiring directors and the members of the standing committees, staff, families and volunteers.

Standing:

Beverley Murray (3 years);

Janet Hum and Kalindi Jog (2 years);

Judith Dawson, Gleb Matushansky, Ada Fung, Jennifer Anderson, Ken Wightman (year 2 of 3);

Noreen Lee, Nancy Dodsworth, Richard Housen (year 3 of 3)

Retiring:

Merrily Beauchemin and Dino De Dominicis

MOTION to accept the proposed slate of members for the Board of Directors for the year 2016-2017. Proposed by Ken Wightman; seconded by Noreen Lee.
CARRIED

13. Chair's Report

The Chair spoke of the promises of System Transformation for providing enhanced aid to those living with mental health issues, noting that the youth who addressed the AGM today are a measure of TYC's success. She thanked the staff for giving their best and the volunteers who contribute so much to the agency. Dean was commended for positioning the agency to comply with System Transformation and the Board for undertaking the acquisition of new governance skills. After welcoming the new Chair and Vice-chair, she spoke of the many contributions made by the retiring Directors during their years of service to TYC.

14. Motion to Adjourn

Meeting was adjourned at 6:50 p.m.

Submitted by:

Chair,
Noreen Lee

Secretary,
Judith Dawson

FINANCIAL STATEMENTS
FOR THE YEAR ENDING
MARCH 31, 2017

**THE YORK CENTRE'S
AUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDING MARCH 31, 2017
ARE AVAILABLE
UNDER SEPARATE COVER**

EXECUTIVE DIRECTOR'S REPORT

June 2017

I will take this opportunity to start by thanking all of our York Centre staff, those both in attendance and those that were not able to be here tonight. You are, by far, the most dedicated, determined group of professionals I have had the pleasure to work with in my over 35 years in the field of Mental Health.



From Zero-to-Six to COMPASS, to Community Outreach, to our Day Treatment teams (CYWs, Teachers, FSWs, STEP Services, Intensive Services, OLL, Intake), to our Mental Health Navigator, to our Consultants, to our Administration Team, to our small-yet-mighty management team, to our volunteers, to our Board of Directors, to our Lead Agency, to our student placements... **I am extending a thank you like no other thank you!** This year was a year for the history books, not just our York Centre history books, which span in excess of 40 years, but also the history books of our Children's Mental Health field. Within every year, for the last many years, we have said that the work is becoming more challenging and, in truth, it really and truly is!

What sets us apart is our staff's collective will and desire to make a lasting difference in the lives of those we service. It is our will and desire to not give up. It is our will and desire to think and work "outside the box." And it is our will and desire to face each day as though it was a new day, with new opportunities. It is the appreciation that, for the families that we service, their situations to them often feel almost "terminal." It's an appreciation that everyone entering through our doors deserves caring, individualized effective services. It's about striving for quality. It's about being the best that we can be while always assuring the cornerstone of our practice is maintained. Let me explain – yes, we deliver evidence-based practices; yes, we faithfully measure outcomes; yes, we develop best practices based on proven research; and yes, and most importantly, we believe that at the core of every therapeutic change is one simple construct: the building of strong caring relationships!

All That We Know We Have Learned From Driving Our Cars:

We have learned as a treatment team that smooth sunny open roads of treatment bliss do not come easily and do not come without careful navigation. We have learned that cruising freely through our days, without the encounter of bumps, ditches and hills rarely, if ever, happens and that navigating those obstacles can prove to be a slow process. We have learned that even the best of treatment plans require refueling at every 500 kilometers and what I have learned is that, without each of you to take this ride with, we would not be the treatment providers we are today!

In this past year we have borne witness to:

- Doug Williams announcing his retirement from TYC, effective June 30th, 2017, after 28 years of teaching our clients.
- Lisa Weekes taking on the role of Principal, York Academy Care & Treatment Programs for the Public Board and doing an excellent job of filling the big shoes of Patricia Jamieson.
- Janet Boyne, Behaviour Resource Specialist, announcing her retirement (starting the end of June 2017) from taking brilliant care of all the Section 23 classrooms for the Catholic Board. Her shoes will not be easily filled and, as many of you will agree, Janet will be leaving a huge hole in our treatment service delivery continuum and we will miss her.
- The expansion of our Day Treatment services into Keswick at Our Lady of the Lake Catholic College School. I want to thank the team out there (Wilfred Paul, Cassy Hodgins, Shelley Halls, Katie Bosse, Jennifer Shank, Marcel Wegman, Donna Lamanna, Ashley Bergman, Aniel Sitlani, Jennifer Scott, and Chris Bouchard) for doing an exemplary job in their start-up year.
- John Ciccone, after 22 years as a CYW in our Youth Program, leaving us in January for new pastures at Cedar Centre.
- Sandy Cosentino and Shelley Halls moving into Team Lead positions and embracing their roles so fully.
- Welcoming two new teachers, Julie Sandhar and Dina Winter, to our Children's Program this past September. Shelby Halls (YRDSB Teacher) recently joined us, supporting Carrie Gilbert and Shilagh Ostrosser with the STEP service by providing in-home academic supports to school avoidant students.
- Welcoming Torie Patterson and Zoe Goodman to our Family Work team as they fill-in with a couple of contracts.
- Welcoming Heather Byers and Mikey Lee as CYWs in our Youth Program and Randi Burke as a CYW in our Children's Program to cover a maternity leave.
- Thanks to Shannon Dewaal and all the volunteers who helped us host a very successful series of workshops for Children's Mental Health Week in May.
- The addition of Trillium dollars which allowed us to expand our Community Outreach team to the French Board, hiring Nathalie Gonsalves who has added 800 new cases to the existing 3200 students that Bruce Johnson, Alyssa Fallone and Karen McKinney serviced through our United Way-funded Community Outreach team.

What We Will Continue To Do:

We will continue to offer effective therapeutic interventions of all shapes and sizes. We will continue to partner very closely and openly with our Lead Agency, Kinark, our other community partners, especially the school boards, and our Ministry to improve the service delivery system. We will continue to support the development of Best Practices models across our sector. We will continue to put our clients above everything else and continue to focus on “doing” and not just saying “we will”!

I would like to thank Kalindi Jog, our Board Chair, and our Board members for the countless hours they put into helping us run our agency. Thank you to our Volunteer Coordinator, Carol Baker, for all that she does and has done for us over many years. I would also like to give a special thank you to my Management Team -- Chris Bouchard, Marcel Wegman, Domenica Giacomini, Natasha Wakefield, Donna Lamanna, Diane Legris, and Maggie Lau -- for all their support and hard work this year. Finally, I would like to express a heart-felt thank you to Chris Bouchard, our Clinical Director, for immersing himself in our work at every level, and working diligently to assure we maintain our gold standard of care.

Respectfully submitted,

Dean Rokos
Executive Director

NOMINATING AND GOVERNANCE REPORT

Presenting the Proposed Board of Directors For the Year 2017-2018

Standing for Election for a three year term of Office:
Michael Shulman, Hilda Wu, William Oud and Janice Stober

Standing for Re-Election for a three-year term of Office:
Richard Housen

Standing for Re-Election for a one-year term of Office:
Noreen Lee and Nancy Dodsworth

Returning for year two of a three-year term of Office:
Kalindi Jog and Beverley Murray

Returning for year three of their three-year term of Office:
**Judith Dawson, Gleb Matushansky, Jennifer Anderson
and Ken Wightman**

Our deepest thanks to the following Board Members who have served The York Centre
and now are leaving the Board to go on to other rewarding endeavours:

Janet Hum and Ada Fung

Thanks also to members of our standing committees who have made valuable
contributions to our governance goals:

**Jim Anderson, Shanon Hawkshaw, Andrea Lombardi, Christine Damianidis,
Mary DeDominicis, Paul Li, Graham Jones, Derek Cheung and
Merrily Beauchemin**

**Finally, thanks to Dean Rokos and many members of The York Centre Staff,
Families and Volunteers.**

CHAIRPERSON'S REMARKS

June 2017

In September of last year, I had the honour of stepping into Noreen Lee's big shoes when I took over her long standing role as Board Chair. I pondered how I could ever learn everything that Noreen knows about The York Centre through her decades of dedicated service. Thankfully I realized that I didn't need to know everything – that I could rely on the knowledge, skills, passion and commitment that exists amongst my fellow Board members, our outstanding Executive Director, and our highly trained management and staff. With this collective support I managed to navigate through the first year as Chair and learned so much.



I learned that The York Centre is a special place, where we welcome our children, youth and their families into a nurturing, supportive environment. A place where the whole person and the whole family is honoured – complete with real challenges, real feelings and real talents that shine through because each young person is accepted, respected and valued. I learned that at the Centre, we never give up on solving problems no matter how complicated or seemingly intractable – whether it is finding creative solutions to our children's most pressing needs or collaborating with community partners to provide the most comprehensive treatment or working tirelessly with the Town and Region to give our children a playground they have long deserved.

I see this tenacious problem solving attitude in my fellow Board members when they advocate for children's mental health with Minister Coteau, or explain the sector's dire funding needs to local MPPs. I see it in their willingness to lend their time and expertise to the Centre and roll up their sleeves to complete projects that will pave our way forward. Each of you brings your own special talents and perspectives and have worked so hard this year to do the very valuable work of overseeing the Centre. And I am excited to welcome four new Board members who will bring their fresh thinking and ideas to us. I would like to acknowledge at this time the work of Janet Hum who is leaving the Board. She cannot be here today as she has her hands full with a newborn but she will be missed. I also wanted to thank Merrily Beauchemin, who left the Board last year after many years of service but continued to volunteer on committees. Merrily will also be moving on and will be missed.

Our Executive Director is also a shining example of tenacity. In the time I have known Dean, I have been repeatedly impressed with his transparency, drive and work ethic. I have secretly wondered if Dean has a time machine in his office that gives him a few extra hours a day because he cannot possibly do everything he does in the 24-hour day that most of us live in. Whether it is focusing on our children and youth, or advising and counseling staff, or collaborating with our community partners, or working with the

Board, or dealing with a gravel parking lot, Dean is so adept at just doing what needs to be done, and doing it so well with grace and integrity.

But there is no better example of hard work, commitment and perseverance than our management team and staff. Some have been here for many years, some are new to the Centre and others are leaving us today. But they all exhibit the same core value of putting children and youth at the heart of all they do. Our staff have incredible skills as clinicians and educators that they bring here with them each day; that they take into the homes of our York Centre families; and into the schools in our entire region. Their unrelenting efforts combined with the courage of our children and youth is what leads to The York Centre's reputation for such high quality services across the board and particularly in day treatment. That reputation has allowed the Centre to grow over the last 40+ years and also broaden our services into two new classrooms in Keswick this year which have been very successful and impactful for families.

Before I joined the Board, I used to drive by this quiet, unassuming little building without a second thought, not knowing that it was a powerhouse for empathy and for empowering young people to achieve all that their potential allows. And somehow, inside this Centre our teachers, our CYWs, our supervisors and managers, our clinical director, our administrators all create magic, year after year, with far too few resources.

I would like to thank each of you here today for committing your careers to the service of children and youth and doing such a wonderful job through the very full days that you all have here. In particular I would like to thank those I worked with closely this year – Diane, Nicole, Maggie and Dean. And in the coming year, I look forward to getting to know each of our management and staff better. I would also like to make special mention of the work that Carol Baker and our volunteers do in a variety of areas but particularly the support they provide in the classroom which makes such a difference. Some of our volunteers are local and others come from afar, all drawn to the important work we do here and to the feeling of family that is housed within these walls.

I would like to acknowledge some special guests in attendance today including Alice Frey whose long standing support to the Centre is so admirable. And Ann-Carol Hargreaves, our Ministry supervisor who works closely with us to ensure that we can continue to deliver the highest quality services.

Finally I would like to thank our children, youth and families. You serve as our inspiration through your willingness to come to the Centre; through your openness to learning and working through challenges every day. Your stories are always what matter most. It will be your successes that will be the Centre's best legacy. And it will be your voices that will be the most enduring mark of your lived experience, so that you can be the real advocates for children's mental health.

Respectfully submitted,

Kalindi Jog, Chair
Board of Directors

HUMAN RESOURCES COMMITTEE REPORT

June 2017

The Human Resources Committee held periodic meetings to review the different areas that affected the employees of The York Centre for Children, Youth and Families. Meeting outcomes (high level) were reported back to the Board of Directors.

The main activities of the past year were as follows:

1. Provided guidance on policy/legislation relating to attraction, retention and separation of staff.
2. Reviewed and updated HR Policies as required.
3. Provided guidance on new policy formulations to ensure compliance with government legislation.
4. Provided guidance and advice on HR procedures.

Respectfully submitted,

Nancy Dodsworth, Chair
Human Resources Committee

PLANNING COMMITTEE REPORT

June 2017

Mandate: The Planning Committee provides guidance to all Centre planning activities that give direction to the work of The York Centre.

To fulfill this mandate, during the past year, the Planning Committee addressed the following issues and presented recommendations and/or summaries of their discussions to the Board of Directors.

Strategic Plan: Interim and final reviews of attainment of Service and Strategic Plan Goals were completed. The majority of the Planning Committee's work throughout the past year has been focussed on the development of a new Strategic Plan. The proposals for professional facilitation of the plan exceeded The York Centre budget. The Committee decided that the scope of the plan was too broad and that we should proceed with a more moderate plan and use of in-house expertise; working with both a professional and pro bono facilitator. Kalindi Jog, chairperson, volunteered to take the lead role and involved the Planning Committee in developing "The York Centre Strategic Planning Approach". Consultations with Board, Management, and Staff were conducted; the results/findings were discussed at The Strategic Planning Board Retreat. Synthesis of the data, including that from Stakeholders, including Clients continues; the development of the new Strategic Plan, will be based on this data and will be finalized in December 2017.

System Transformation: Developments in the System Transformation process continued to be monitored, especially in areas which directly impact The York Centre and York Region. "The York Service Area: Core Service Delivery and Community Mental Health Plan Report" was reviewed. Discussion of some of the salient information, including the 4 priorities for 2017/2018 will be ongoing. The York Centre continues to be committed to helping to discern the mental health needs of children and youth in York Region and sharing its expertise to make a significant contribution to the transformed children's mental health sector.

The Child and Youth Mental Health Funding Allocation Model was reviewed and CMHO's request for prioritization of significant considerations was supported. The challenge of re- allocation of agencies' funds in an underfunded sector is a major concern.

Planning Committee Work Plan: 2016/2017 was developed and monitored for completion of work items.

Office of the Auditor General of Ontario Report (Chapter 3, Nov 2016): was reviewed. The York Centre's compliance with "gaps" identified in the Auditor Generals' report was discussed and will continue to be monitored.

Consideration: Should The York Centre take the lead in applying to the Ontario Trillium Fund (OTF) for a grant for Collective Impact skills training to help prepare the Core Service Providers in York Region for the transition to the Moving on Mental Health (MOMH) service system. Upon further study and clarification from OTF, it was determined that The York Centre was not an eligible applicant for a grant for this purpose.

Risk Management/Business Continuity Plan: A mapping exercise was used to conduct a comparative analysis of this document and MCYS's new Risk Management Assessment. Further study of the "no match" items was recommended.

Child Protection Policy: The Planning Committee reviewed the policy and recommended that the Board members in addition to Staff and Volunteers who work with clients, would be required to sign the attestation forms annually.

Dashboard Reports were reviewed; further revisions of the format were recommended.

Review of Program Evaluations/Client Satisfaction Surveys:

- Children's Day Treatment
- Youth Day Treatment
- COMPASS
- Zero-6 Services

Respectfully submitted,

The Planning Committee:
Jennifer Anderson, Kalindi Jog,
Noreen Lee, Dean Rokos, Ken Wightman

COMMUNITY ENGAGEMENT COMMITTEE (CEC) REPORT

June 2017

The CEC had a busy year with a number of initiatives underway. Thanks to our dedicated committee members, volunteers, staff and Board, we were able to complete several initiatives aligned with our three main goals:

1. **Building greater awareness** of children's mental health;
2. **Advocacy** to highlight the needs and challenges related to children's mental health; and
3. **Fundraising** for The York Centre to support high quality services for our clients and their families.

Our key initiatives this year included:

- **27th Annual Christmas Concert:** Our annual concert was held at a new venue this year, The Toronto Centre for the Performing Arts in North York. Returning performer Mark Masri was the concert headliner again this year, along with new performer Liberty Silver and spectacular choir performances. The concert also featured returning choirs – Young Singers, and the University of Toronto Gospel Choir. Thanks to the tremendous efforts by Dean, Diane, Nicole, and other staff, the Concert was a success and proceeds went directly to the Centre.
- **Fundraising Planning:** Our committee has been working with Dean and staff to develop a list of TYC's greatest needs in areas ranging from services to clients and families, to daily operations, to technology. We are developing a fundraising plan for the upcoming year based on three areas – donations, grants and third party events. We will not be proceeding with a 2017 Christmas concert but may consider a similar fundraiser in the future if appropriate.
- **MPP Meetings:** This year Children's Mental Health Ontario (CMHO) put in great effort to gain awareness and push for greater funding for children's mental health. CMHO also encouraged all agencies in Ontario to share information about children's mental health and highlight the severe under resourcing for this sector. We continued to partner with other agencies such as Kinark and Blue Hills to meet with a number of MPPs in York Region to highlight the very real needs and challenges of clients and families dealing with mental health challenges, as well as the needs of staff and others who work in the field. We have had positive responses from a number of MPPs who are supportive of children's mental health and want to work towards offering more services to more clients in the years ahead.

- **Volunteer Roster:** CEC worked with Carol Baker to understand our current roster and identify volunteers who might be interested in fundraising and grant writing initiatives. We have identified a number of volunteers who want to volunteer for these initiatives in addition to the wonderful front line volunteer efforts they make. A heartfelt thank you to Carol Baker and our volunteers for the wonderful work they do for the Centre.

A big thank you to our members - Merrily Beauchemin, Janet Hum, Noreen Lee, Paul Li, Andrea Lombardi, Beverley Murray and Dean Rokos – for their efforts throughout the year!

Respectfully submitted,

Kalindi Jog, CEC Chair

27th Annual Charity
Holiday Concert -
In support of children's mental health

Sunday, December 11, 2016
4:00 PM @ Toronto Centre for the Arts; Lyric Theatre
 5040 Yonge Street, Toronto
 (north of Sheppard Ave.)





Special Guests

Mark Masri
 Liberty Silver
 University of Toronto
 Gospel Choir
 Young Singers
 Children's Chorus



Ticket Prices: \$50. and \$35. (plus fees, tax) Visit the Centre Box Office:
 (Tuesday - Saturday: 1:00 - 6:00 pm) or Website: www.tocentre.com
 or Ticketmaster: 1-855-985-ARTS (2787)
www.theyorkcentre.ca



PROPERTY COMMITTEE REPORT

June 2017

The temporary parking lot in front of the Youth wing will continue to be used until a permanent parking lot is approved and constructed. There is no target date at this time.

The long awaited playground was completed late last fall. The project required special approval from the Town of Richmond Hill and the Region as the playground was included in the site plan amendment along with the parking lot, which has not been approved.

A recommendation to covert the current boilers to “high efficiency” boilers was reviewed and rejected as the review indicated that there would be no cost savings from the conversion. This was due to the design parameters of the boilers.

The Centre has been informed that Town services (sewage and water) as well as natural gas will start to be available sometime this fall, but will take place over six months or more. The Property Committee has asked for more information on the timing that each service will be available so that a detailed study can be initiated to determine how and when to proceed as well as the cost and benefits to the Centre.

Respectfully submitted,

Graham Jones, Chair
Property Committee



**MANY THANKS
TO OUR SPONSORS AND SUPPORTERS:**

The Ministry of Children and Youth Services (MCYS)
United Way of Toronto and York Region
Royal Bank of Canada (RBC)
Ontario Trillium Foundation
York Region District School Board (YRDSB)
York Catholic District School Board (YCDSB)
The Town of Richmond Hill, Ontario

Our Lead Agency, Kinark Child and Family Services

Our fellow Core Service Providers:
Blue Hills Child and Family Centre
Cedar Centre
Family Services of York Region
Mackenzie Health
Southlake Regional Hospital
Youthdale Treatment Centres

“The York Centre saved our lives”

“The staff are unbelievably supportive with resources such as parent support groups, couple counselling and advocacy”

“They meet us where we are in order to take us to the next level”

“Truthful and honest in a respectful way, that is worthy of our trust”

“Constructive”

“They are the best people hands down”

“Positive”

“Encouraged us to stand up for ourselves”

“The York Centre Staff are wonderfully caring and gentle in their approach”

“Very helpful with explaining, communicating, and including us in treatment planning”

“They tell you where to start, strip it down, then help you rebuild”

“They are like oxygen; giving us the support we needed, when we needed it, then gradually pulling that back in a way that prepared us for the real world”



“Available when there is a crisis”

“Calm”

“Very well rounded and knowledgeable”

“Friendly, always smiling”

“They are our feet on the ground”