



the york centre for children, youth & families

ANNUAL REPORT

2017/18



Our Vision:

Children, youth and their families have timely access to services which help them to develop resilience and lasting optimal mental health.



Our Mission:

To support the mental health of children, youth and families with complex needs within York Region, by providing the highest quality therapeutic interventions, in collaboration with community partners.

**ANNUAL MEETING OF THE
MEMBERS OF THE CORPORATION OF
THE YORK CENTRE FOR CHILDREN, YOUTH & FAMILIES
JUNE 13, 2018**

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 14, 2017
4. Auditor's Report
5. Appointment of Auditor
6. Executive Director's Report
7. Speech – Parent (Michael)
8. Service Recognition Awards
9. Alice Frey Award
10. Mercedes Bogani Volunteer of the Year Award
11. Sony Recognition
12. Report of the Nominating & Governance Committee
13. Election of Directors
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 14, 2017**

Recording Secretary: Judith Dawson

1. Call to Order

The meeting was called to order at 5:30 p.m. by the Chair, Kalindi Jog.

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 8, 2016

MOTION to approve the Minutes of the AGM held on 8 June 2016. Proposed by Judith Dawson; seconded by Noreen Lee.

CARRIED.

4. Treasurer's Report

Ken Wightman presented the audited Financial Statements for 2016-17 from Williams and Partners, 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 the Finance Committee members for their work.

MOTION to accept the audited financial statement, for the year ended 31 March 2017.

Proposed by Noreen Lee; seconded by Kalindi Jog.

CARRIED.

5. Appointment of Auditor

MOTION to approve Williams and Partners, Chartered Accountants LLP as auditors for the year 2017-2018. Proposed by Merrily Beauchemin; seconded by Nancy Dodsworth.

CARRIED.

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

6. Executive Director's Report: Highlights

Dean began by thanking the staff for their dedication and determination, calling the year one for the history books, as a result of the challenges that were faced. Evidence-based practices, outcome measurement, and best practices are fundamental, but at the core, TYC success is based on the development of strong caring relationships. After listing some of the main events of the year, Dean thanked the Board, the volunteers, the management team, and Chris Bouchard, the Clinical Director.

7. Youth Speech

A client who lived with anxiety and depression eloquently explained the role TYC played in her life in the rediscovery of self and self-empowerment, and her discovery of art as an outlet.

8. Service Recognition Awards

- Abner Lico, Beverley Hilton, Diane Legris, and Sandy Cosentino were recognized for 5 years of noteworthy contribution to the Centre.
- Dean Rokos was recognized for 10 years of excellent leadership.
- Jennifer Scott was recognized for 25 years of outstanding service to TYC.

9. Alice Frey Award

The Alice Frey Award was presented to Shilagh Ostrosser (Intensive Child and Family Service 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 Philippa Marchetti.

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

Richard Housen thanked Janet Hum and Ada Fung for their service to the Board, as well as the standing committee members who contributed to governance goals over last year.

Slate of Officers for 2017-18

- Standing for election for a 3-year term of office:
Michael Shulman; Hilda Wu; William Oud; Janice Stober
- Standing for re-election for a 3-year term of office:
Richard Housen
- Standing for re-election for a 1-year term of office:
Noreen Lee; Nancy Dodsworth
- Returning for year 3 of a 3-year term of office
Judith Dawson; Gleb Matushansky; Jennifer Anderson; Ken Wightman

MOTION to accept the proposed slate of members for the Board of Directors for the year 2017-2018. Proposed by Richard Housen; seconded by Gleb Matushansky.
CARRIED

12. Youth Speech

A grade eight graduate spoke about how TYC enabled him change a destructive mind-set into a positive one, enabling him to make friends and develop a positive interest in writing poetry and music.

13. Chair's Report

Kalindi spoke of the challenge of following in Noreen's footsteps as Chair, of the positive role of the TYC and the dedication of the staff in achieving positive outcomes for its children, youth and families, whose successes are the Centre's best legacy.

14. Motion to Adjourn

Meeting was adjourned at 6:55 p.m.

Submitted by:

Chair,
Kalindi Jog

Secretary,
Judith Dawson

FINANCE COMMITTEE REPORT

June 2018

The Finance Committee of the Board of Directors meets monthly to review and discuss financial results and issues with management. Other committee responsibilities include:

- Reviewing and discussing short term and longer term plans and forecasts with management and the Board
- Reviewing the draft audited statements with the auditors, as well as issues raised in the audit
- Reviewing and updating internal controls and financial policies for adequacy and relevance

We are fortunate to have dedicated and experienced Finance Committee members, and I thank them for their volunteer services to The York Centre.

The volunteer members are:

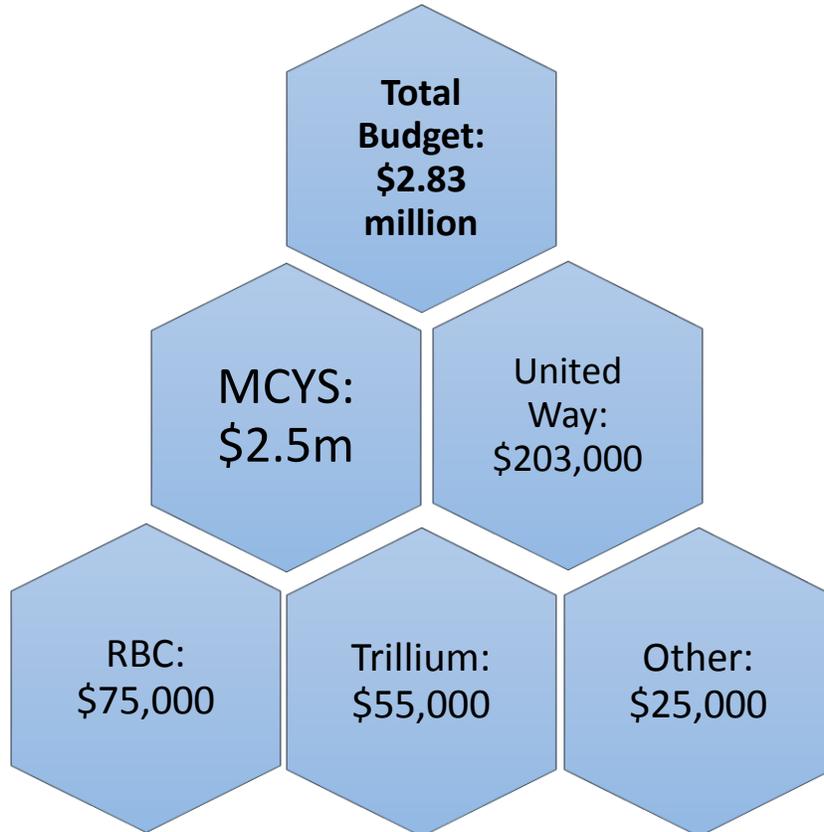
- Jennifer Anderson
- Jim Anderson, CMA, CPA
- Shanon Hawkshaw, CA, CPA
- Hilda Wu, CMA, CPA [Vice-Chair]
- Ken Wightman, CA, CPA [Treasurer and Chair]

Dean Rokos and Anastasia Botchkarev, CMA, CPA [Finance Manager] also sit on the committee representing management.

Respectfully Submitted,

Ken Wightman, Treasurer and Chair

**THE YORK CENTRE'S
AUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDING MARCH 31, 2018
ARE AVAILABLE
UNDER SEPARATE COVER**



Revenues 2017-18

EXECUTIVE DIRECTOR'S REPORT

June 2018



As I started down the path of writing this annual report I found myself looking for a theme, a tag line, even a single word that would somehow, in a “nutshell,” encapsulate the work of our staff, Board of Directors, volunteers, students, etc. Words and phrases such as “beyond the call of duty”, “out of the box thinking”, “stress adverse,” “resilient”, “persistent”, “enduring”, “enthusiastic” and “selfless” all came to mind and resonated as true. The York Centre team is all of those things and so much more. Having said this, the one word that I found myself gravitating towards this year, was the word “courageous.” Courageous is defined as “not being deterred in the face of significant challenges and obstacles”. As I reflect on this year, I can’t help but be impressed by how, even in the face of adversity, our staff, our Board and our volunteers faced the many challenges of our work with courage. Our staff met the challenges in their clinical work “head-on” and truly remained undaunted in trying to provide their clients with the

best possible care. Challenges with systems work we approached with enthusiasm and a fundamental belief that we are working, even in the face of adversity, to make the child and youth mental health system a better place for one and all.

On the business front, across all of The York Centre’s core services, we met if not exceeded set Ministry fiscal targets. Additionally, our clients indicated across both the MCYS Key Performance Indicators (KPI’s) and on their client satisfaction surveys, resounding approval of the clinical support they received across all of our programming. We continued to work hard to assure that our Zero to 6, COMPASS, Intensive Work and Family Worker staffing caseloads remained at full capacity. Thank you to Natasha Wakefield and Donna Lamanna for your dedication in supporting your respective teams. Our 72 desks were occupied within our Day Treatment Services thanks to the persistent work of our Program Supervisors, Marcel Wegman, Donna Lamanna and Domenica Giacomini.

As our caseloads and desks remained filled we helped to set some important benchmarks for practice expectations within our community. We continued to partner with our community collaterals (Blue Hills Child and Family Centre, Family Services of York Region, Cedar Centre, Southlake Regional Health Centre, Mackenzie Health, Youthdale, York Region District School Board, York Catholic District School Board, etc.) and our Lead Agency (Kinark Child and Family Services). We continued to set high standards for our work towards the building of a mental health service system within York Region that can effectively and efficiently meet the mental health needs of children, youth and their families. Furthermore, we actively supported our Lead Agency, via the *Moving on Mental Health* agenda, to establish some priority setting and decision making guidelines to ensure that moving forward the allocation of services and funds achieve the greatest impact on

children and youth mental health service delivery. We continued to host a community of practice with a focus on supporting school avoidant youth and even prepared a draft document in best practices in day treatment. Thank you Chris Bouchard, our Clinical Director, for your unwavering support and belief in these and our many other initiatives. Thank you Community Outreach workers for seeing in excess of 3,500 students this year. We recently obtained an \$800,000 grant over four years from United Way to continue to deliver our highly sought after Community Outreach Program.

This was also the year that has brought the prospect of huge change to our door, like no other year. The York Centre is currently in the midst of pursuing a merger with one of our community partner agencies, Blue Hills Child and Family Centre, and their interim ED, Vince Tedesco. Our staff and our Board of Directors have embraced this prospect whole-heartedly and enthusiastically. Like with everything else, we approached the prospect of change and even a loss of our well defined identity from a place of courage and with a vision to the betterment of our staffs' future, the future of our clients and to the future of our sector.

I will take this opportunity to thank all of our York Centre staff, by far, the most courageous group of people I have had the pleasure to work with in my over 36 years in the field of Mental Health. I would like to acknowledge Jim Anderson, Shanon Hawkshaw, Graham Jones, Andrea Lombardi, Ashley Bergman and Derek Cheung who are volunteers within our standing committees of the Board. I would especially like to thank Kalindi Jog, our Board Chair, for her tireless work across the span of our agency and our Board members for the countless hours they put into helping us run our agency. Thank you to our Volunteer Coordinator, Carol Baker, who has left us for retirement and welcome to Durga Nalajala as our new Volunteer Coordinator. Thank you Anastasia Botchkarev for joining our team as Finance Manager and Dana Swystun for joining our Family Therapy Team. I would also like to give a special thank you to Diane Legris, my Executive Assistant, and Nicole Fowler, our Administrative Assistant, for their unrelenting support and hard work this year.

Finally, I would like to express a heart-felt thank you to Judith Dawson and Noreen Lee for all that they have offered over the years as they each retire from our Board. Judith who has given 6 years of her life to The York Centre as Secretary to the Board and Noreen who has given an unfathomable 33 years of her life, many of which she spent as Chair. If you want to talk courage, let's talk Noreen Lee. Noreen has been and will always be an icon to this agency. Noreen set the tone for our work and propelled us to always better ourselves and the lives of the clients we have the pleasure to work with. Noreen you are an unwavering example of true courage in the field of children's mental health, your spirit will be missed and I will truly miss you.

Respectfully submitted,

Dean Rokos
Executive Director

NOMINATING AND GOVERNANCE REPORT

Presenting the Proposed Board of Directors
For the Year 2018-2019

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

Jennifer Anderson, Gleb Matushansky and Ken Wightman

Standing for Re-Election for a one-year term of Office:

Nancy Dodsworth

Returning for year two of their three year term of Office:

Richard Housen, Michael Shulman and Hilda Wu

Returning for year three of their three-year term of Office:

Kalindi Jog and Beverley Murray

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

Noreen Lee, Judith Dawson, William Oud and Janice Stober

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

**Jim Anderson, Shanon Hawkshaw, Andrea Lombardi, Ashley Bergman,
Graham Jones and Derek Cheung**

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

CHAIRPERSON'S REMARKS

June 2018



Another busy school year at The York Centre is coming to a close, and I am reminded of what a special place the Centre really is. The welcoming, supportive environment that is the Centre's legacy remains as palpable as ever.

As always, it is the families that come to the Centre – the children, youth, parents and other caregivers – who continue to inspire all of us. Their courage and resilience in managing and overcoming challenging mental health issues is what keeps all of us going. Their partnership with our staff and management is what leads to progress and creates pathways towards successful futures.

To all of you who work so hard every day here at the Centre – our Executive Director, management and staff – I must express my gratitude. Your clinical and professional skills combined with your genuine, heartwarming concern for the welfare of our children and youth is transforming lives. A special thank you to all our volunteers who work with our staff and give freely of their time to work one-on-one with our children and youth and support other initiatives like fundraising. And also to our volunteer co-ordinators – Carol Baker, who after 25 years in the role has retired and our new co-ordinator, Durga Nalajala, who is quickly learning the ropes.

The work of the Centre would not be possible without collaboration with our community partners and support from the Ministry, in particular our supervisor Rishma Mirshahi. Our work is also supported by many generous donors such as Sony whom we will be recognizing today.

I would like to thank the entire Board for its enduring support of the Centre. This year our Board members, with the support of management and staff have worked on important initiatives such as our new strategic plan, various fundraising projects and advocacy work. The main focus in recent months, as we all know of course, has been assessing the possibility of amalgamation between The York Centre and Blue Hills Child and Family Services. Our discussions are progressing well thanks to our collective efforts. I understand that the possibility of change on the horizon can often be difficult. But change also creates opportunities to bring together the best of two organizations to build something even stronger. It is with this spirit that our two agencies have entered into discussions based on principles of honesty and trust, and with the ultimate goal of doing what best serves our staff and our families, with the full support of the Ministry and other stakeholders. I wanted to take this opportunity to thank all of you for your support, positivity, and patience and we will continue to provide you with updates as this process moves ahead.

I would like to close by saying that we are also seeing some changes on our Board. Earlier in the year, two of our Board members – William Oud and Janice Stober – had to move on from the Board to pursue other commitments. We are also saying goodbye to Judith Dawson, who has been with us for 6 years and has made many important contributions to the Centre. After working in teaching and in the publishing industry for many years, Judith chose to give her time to the Centre as Board Secretary, and as a lead on revising and developing numerous Board policies during the last accreditation. This was a significant and time-consuming effort which provided us with a basis of comprehensive and up to date policies which contributed to our 100% score on our most recent accreditation. Finally, Judith also served on the Nominating & Governance and Human Resources committees of the Board. She played an active role in recruiting Board members and in succession planning.

We are also saying goodbye to Noreen Lee as a Board member but the Centre's connection to her will not be forgotten. It is impossible for me to summarize the outstanding contribution that Noreen has made to the Centre and to the field of children's mental health in her own career over more than 25 years. Noreen has served on numerous committees of the Board and was Board Chair for 15 years. She has been an unwavering advocate for the Centre and the voice of children's mental health when she speaks to politicians and community members. When Noreen tells us stories of the children she has worked with over the years who remain in her heart to this day, it is clear what has kept Noreen motivated all these years. When Noreen started volunteering at the Centre, it was not what it looks like today. It started as the small heritage school house around which the rest of our Centre was built as it stands now. Noreen played a key role in raising the funds necessary to house all of us in this building. She is deeply and intrinsically connected to the history of this Centre and will be long remembered after her retirement. Thank you Judith and Noreen for all that you have done for the Centre and we wish you all the best in the years ahead.

In closing, thank you again to everyone at the Centre, and to our children, youth and families. I wish you all a wonderful summer.

Respectfully submitted,

Kalindi Jog, Chair
Board of Directors

HUMAN RESOURCES COMMITTEE REPORT

June 2018

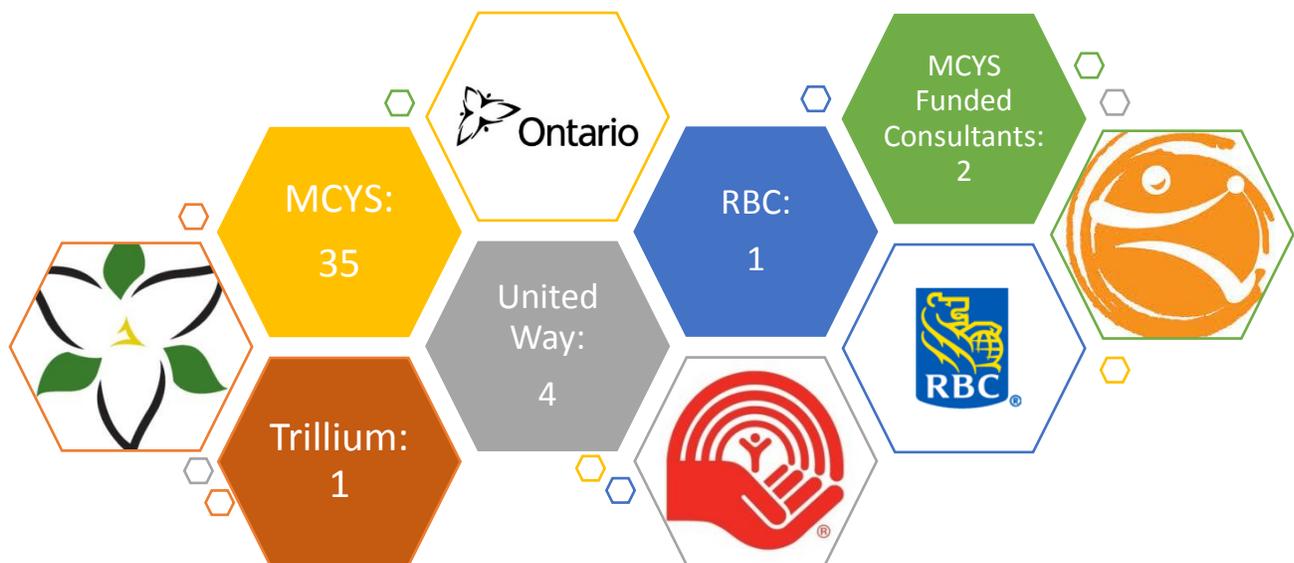
The Human Resources Committee held periodic meetings to review the different areas that affected the employees of The York Centre for Children, Youth and Families. Meeting outcomes (high level) were reported back to the Board of Directors.

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



Total Number of Staff by Funder (2017-18)

PLANNING COMMITTEE REPORT

June 2018

The Planning Committee had a busy year with active involvement from various committee and Board members.

Our key initiatives this year included:

- **Strategic Planning:** The planning committee oversaw the development of the Centre's new strategic plan. After a very thorough and inclusive process of consultations with various stakeholders – our community partners, staff, management and the Board – we arrived at a new, outcome focused plan to guide the direction of the Centre over the coming three to five years.
- **Risk and Business Continuity Management:** The committee undertook its annual review of the Risk Management and Business Continuity plan. The plan was updated to reflect the needs of the Centre including our clients and staff, to ensure alignment with the Ministry's risk assessment criteria and to ensure continued alignment with accreditation standards.
- **Program Outcomes:** The committee also conducted its annual review of program outcomes based on discussions with clients and families. Feedback was overwhelmingly positive and the committee also examined any improvement opportunities that were highlighted in the feedback.

The committee also undertook a review of a number of Board policies to ensure alignment with current accreditation standards and revised policies as required. The Planning Committee also monitored the progress of System Transformation and was kept abreast by the Executive Director of discussions taking place at various community tables. If warranted, the Transition Committee, which is an ad-hoc committee of the Board, currently in hiatus, can be resumed to manage specific items related to System Transformation.

A big thank you to our members – Jennifer Anderson, Noreen Lee, William Oud, Dean Rokos, Michael Schulman and Ken Wightman– for their efforts throughout the year!

Respectfully submitted,

Kalindi Jog, Planning Committee Chair

COMMUNITY ENGAGEMENT COMMITTEE (CEC) REPORT

June 2018

The CEC had a busy year and thanks to our dedicated committee members, volunteers, staff and Board, we were able to complete several key initiatives including:

- **Awareness & Advocacy:** This year CEC members supported Children's Mental Health Ontario (CMHO) in its awareness and advocacy efforts which resulted in a new government investment in our sector. Many thanks to Noreen Lee for her many years of tireless advocacy efforts – it is the tenacity and determination of advocates like Noreen that no doubt resulted in this increased financial support.
- **Fundraising:** We have had a very strong fundraising year, with the highlights being:
 - **Corporate Donation Drive:** Led by Board member Mike Schulman, the CEC ran a pilot corporate donation drive reaching out to 10,000 businesses in York Region during Mental Health Week. The drive has resulted in both financial support and numerous in-kind gifts to date. We expect additional donations will continue to come in over time as a result of this initiative. This was a very successful pilot initiative which we hope to repeat in future years.
 - **Rock-a-thon:** Led by staff member Ashley Bergman, her brother's band ran a series of charity performances in Richmond Hill with proceeds going to The York Centre. We are so thankful to Ashley and her family for running this event and generating financial support for the Centre.
 - **Rotary Club Gala:** Led by Board member Richard Housen, the Rotary Gala was a wonderful evening of dinner and entertainment by local performers to raise significant funds for The York Centre. A number of former Board and current York Centre members, as well as many Rotarians, turned out in support of the Centre along with Mayor Dave Barrow, MPP Reza Moridi and MP Majid Jowhari.
 - **Richmond Hill Mayor's 25th Annual Golf Tournament:** Led by Board member Beverley Murray, this upcoming fundraiser will also generate significant funds for The York Centre. Thank you to Beverley, Noreen, Mike and others who attended the tournament's committee meetings, gathered sponsorships, and will be volunteering at the tournament.
 - **Ben and Hilda Katz Charitable Foundation Grant:** Beverley Murray and Dean Rokos successfully applied for this family foundation grant to support services to our children and youth.

- **Donations in kind:** Many thanks to Mike Schulman for working with Sony who so generously donated televisions and cameras for the children, youth and staff to use.
- **Volunteer Support:** Special thanks to several volunteers who supported the CEC this year including Patrizia Costa, Patrice Carter, Nancy Brooks and Lynda Morgan and our volunteer coordinators Carol Baker and Durga Nalajala.

The committee also conducted a review of its relevant policies with special thanks to Andrea Lombardi and Mike Schulman for their work on building out new policies. Once again, a big thank you to all our members – Ashley Bergman, Noreen Lee, Andrea Lombardi, Beverley Murray, William Oud, Dean Rokos, Michael Schulman and Janice Stober – for their efforts throughout the year!

Respectfully submitted,

Kalindi Jog, CEC Chair

PROPERTY COMMITTEE REPORT

June 2018

1. The grading/leveling/soil addition and seeding of the field along the south property line was completed by TACC in August of 2017. No cost to TYC.
2. Roofing was completed in August-Sept of 2017. New flat roof on the Youth Program building. Repaired eaves trough on the Heritage Building. Minor repair on the newer building.
3. Working on determining the exact cost of installation for sewer/water and natural gas by the end of 2018. Quotations and discussions with various site services consultant and utility companies were initiated.

Respectfully submitted,

Derek Cheung, Chair
Property Committee



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

The Ministry of Children and Youth Services (MCYS)

United Way of Greater Toronto (UWGT)

Royal Bank of Canada (RBC)

Ontario Trillium Foundation (OTF)

York Region District School Board (YRDSB)

York Catholic District School Board (YCDSB)

The Town of Richmond Hill, Ontario

City of Vaughan, Ontario

Ben and Hilda Katz Charitable Foundation

Richmond Hill Rotary Club

Sony Canada

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 Health Centre

Youthdale Treatment Centres

