

# GATEWAYS TO SUCCESS



YORKTOWN CHILD AND FAMILY CENTRE  
YORKTOWN SHELTER FOR WOMEN

Annual Report 2011/12



YORKTOWN CHILD AND FAMILY CENTRE  
YORKTOWN SHELTER FOR WOMEN

Our Mission

*Yorktown Family Services uniquely combines a children’s mental health centre and a women’s shelter to strengthen and support children, youth, individuals and families to make positive change.*

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## The Year in Review: 2011/12

# Gateways to Success

**M**uch of last year was spent achieving successes and at the same time laying the groundwork for future successes. We were also preparing for some significant organizational changes. One major change that required extensive planning and time investment was the physical relocation of the Yorktown Child and Family Centre (YCFC) and the Yorktown Family Services (YFS) Head Office. All of the arduous preparations from 2011/12 paid off and YCFC and YFS are settling nicely into our new home at 2010 Eglinton Avenue West!

Another particularly monumental change was the retirement of our Executive Director, Karen Engel which occurred earlier this fiscal year. After 19 years of dedicated service Karen left YFS with many legacies. Arguably one of the most significant was putting us on the journey towards Evidence-Based Practice (EBP).

As we reflect on YFS' accomplishments over the past year it is clear that they were the results of prior investments in capacity building. Capacity building truly opens the gateways to success!

The Core Directives from the 2010–2013 Strategic Plan are to respond with diverse, inclusive evidence-informed/based services to family and community needs in the areas of Violence Against Women, Marginalized Youth, and Children/Youth with Mental Health Issues. With help from our funders and partners, achievements and continued investment in capacity building spurred on the momentum of our year over year successes. Some 2011/12 highlights include:

### ► Violence Against Women:

*Major Achievement:* Here to Help, a program offered through the Yorktown Shelter for Women (YSW), celebrated its 10 year anniversary. Here to Help is an early intervention program for children who have been exposed to woman abuse. It has consistently exceeded attendance targets.

*Capacity Building:* Shelter staff were trained in two EBP programs; Motivational Interviewing, an effective therapy in working with abused women, and, Trauma-Focused Cognitive Behavioural Therapy (TF-CBT), to address the needs of clients experiencing significant emotional and behavioural difficulties related to traumatic life events. This training enables our shelter staff to provide these valuable services in-house. This move towards EBP puts YSW at the cutting edge of service delivery in the shelter sector.

### ► Marginalized Youth:

*Major Achievement:* The focus of Yorktown's Youth Engagement Strategy (YES) implemented in 2009 is to go beyond designing and delivering programs for youth to involving youth in every aspect of programming. Last year a new program, Health for Youth By Youth (HYBY) funded by the Ministry of Health Promotion and Sport, wrapped up. It was a collaborative program designed with youth. Its success has led to the achievement of the ultimate goal of the Youth Engagement Strategy: the design



Sarah Smith  
President



Suzette Arruda-Santos  
Executive Director

of a program that fulfills Yorktown's For Youth —> With Youth —> By Youth continuum. Youth developed, and were trained to deliver, three curricula for youth in the areas of: Mental Health, Nutrition and Physical Activity.

*Capacity Building:* Programs such as HYBY and numerous skill building opportunities offered at Yorktown's Youth Space at The Jane Street Hub enabled youth to build capacity for future successes and achievements. As a result of their participation in these programs many have leveraged their leadership and transferable skills to successfully gain employment with YCFC. Their achievements have inspired their peers who responded by signing up for YES programs! YES program graduates are becoming the mentors that they themselves never had.

► **Children/Youth with Mental Health Issues:**

*Achievement:* We eliminated the waitlist by introducing a new model of service that provides a gateway to a variety of additional services at YCFC. A five day a week, city-wide walk-in service "what's up walk-in" is now offered in partnership with East Metro Youth Services and Oolagen offering immediate service at the time of need.

*Capacity building:* The addition of three new mental health workers to our core counseling team, as well as training in briefer and evidence-based models of treatment, has increased our capacity to eliminate the waitlist while continuing to meet the growing demand for service.

We have provided just a few highlights of our many achievements from this past year as well as some examples of how we have set the stage for future successes.

We will leave you with the words of our philanthropic and community impact partner, United Way Toronto, who described Yorktown Family Services' 2011/12 year as "excellent and top notch"! Moving into 2012/13 on such a positive platform, we eagerly anticipate continued success in ensuring a consistency in high quality community service to our clients.

Sincerely,



**Sarah Smith**  
President



**Suzette Arruda-Santos**  
Executive Director

# 2011/12 at a Glance . . .

## YORKTOWN CHILD AND FAMILY CENTRE

- ▶ With support from the Ministry of Children and Youth Services, **YCFC eliminated the waitlist for service!**
- ▶ **1026** individuals and **660** families received service.
- ▶ **64%** of clients were living in single parent mother-led families.
- ▶ **73%** of clients had experienced some significant loss or disruption in their lives.
- ▶ **59%** of clients came from countries other than Canada.
- ▶ **55%** of clients spoke a language other than English in their homes.
- ▶ **100%** of clients receiving or participating in treatment achieved positive outcomes from their service at Yorktown.
- ▶ **869** new youth were contacted by Yorktown Youth Outreach Workers, **431** of those youth were referred to community resources for support.

## YORKTOWN SHELTER FOR WOMEN

- ▶ **62** women and **55** children received shelter.
- ▶ **27%** of residents remained in the shelter for less than 90 days.
- ▶ **37%** of residents remained in the shelter for more than 7 months waiting for subsidized housing to become available.
- ▶ **80%** of the residents spoke a language other than English as their first language.
- ▶ **251** women in the community benefitted from the support of Yorktown's Women and Communities Against Violence and Transition Support Workers.

## YORKTOWN EVENTS

- ▶ Yorktown's fundraising activities included two key events – The 12<sup>th</sup> Annual Yorktown Tribute Dinner in honour of John Tory and the 2011 Silver Linings Event. These two events generated **\$150,000 in revenues** for the agency.



## No waitlist



*By building capacity,  
YCFC eliminated the  
waitlist for service.*

## Evidence Based Practice:

# A Gateway to Success



*No less than 10 years ago, Karen Engel, past Executive Director of Yorktown Family Services (YFS) recognized the importance of Evidence-Based Practice (EBP) in providing excellence in client care. Though adopted by a number of fields including mental health, medicine and education, EBP is not yet familiar to much of the public. Karen explains what EBP is and why it is so important in providing the highest standard of care in mental health and social services.*

***For those of us who are new to the concept of Evidence-Based Practice (EBP), can you explain what it is?***

Evidence-Based Practice describes a standard of service delivery validated by research, rigorous testing, evaluation and assessment of the impact of the interventions used. EBP programs have proven positive and sustainable client outcomes.

***How are EBP programs 'created'?***

Promising programs are programs that are identified as having successful outcomes but have not been evaluated and tested. Once evaluated and the results documented they are known as Evidence Informed Practice (EIP) programs. To be classified as an EBP program, an EIP program must undergo rigorous and formal evaluation. The steps involved in delivering the program are documented so they can be followed and accurately reproduced. The development of EBP programs requires significant investment of funds and human resources, however, their effectiveness in helping clients achieve positive outcomes speaks volumes.

***Why is EBP important?***

EBP is important on many levels. First and foremost, it is client-centred care which means that the health and well-being of the client is considered and assured throughout the entire process resulting in high quality service.

As well, clinicians working with EBP programs gain an increased level of confidence knowing that these programs have been proven to result in successful client outcomes. It brings a sense of comfort to clients to know that the techniques being used have been tested on numerous cases similar to their own. This tells them that they are not alone in what they are experiencing and successful outcomes can be achieved for them as well. It brings hope and confidence.

At a much broader level, EBP programs are important because of the rigors invested in the development and documentation process. They are reproducible by professionals who are trained in the specific programs resulting in a high level of consistency in care.



***"Yorktown Family Services is a small to medium size organization without internal research resources. YFS has become an excellent example of how to build successful key partnerships to enhance capacity to bring EBP programs to clients."***

—Deborah Goodman,  
MSW., RSW., Ph.D., Director  
Child Welfare Institute,  
Children's Aid Society of  
Toronto

***When and why did EBP become a strategic focus for YFS?***

At the provincial level, approximately 10 years ago, a priority was placed on ensuring consistency in high quality community service delivery to children, youth and families. As a result there was a focus on accountability, transparency and outcomes. This led to the ministries recommending Evidence-Based Practice, considered by experts in various client/patient service fields to be the 'best practice' in providing client/patient services. Consequently, YFS began the journey toward EBP and since 2006 has included EBP as one of the Core Directions in its Strategic Plans.

***How does EBP open gateways to success for clients and funders?***

EBP programs are designed to be effective, efficient and result in positive client outcomes, often within a brief period of time. EBP programs are proven to help clients build their capacity to address the issues that brought them to service and effectively transfer the use of these skills to future challenges.

Because outcomes of EBP programs are proven and documented, funders can be assured that their donations have been effectively used and their philanthropic goals and objectives have been successfully achieved.

***Is there anything that YFS clients, funders, volunteers and other supporters should know about Yorktown's commitment to EBP?***

Introducing EBP requires a systematic approach and buy-in at all levels of the organization; investment from community partners and funders is essential.

A significant cultural shift is required to adopt EBP and education is the key to achieve this and open the gateway to successful organization-wide commitment. Excitement and energy grew as it became apparent to YFS staff that EBP was in the best interest of client care. Why would one choose an alternative non-EBP intervention to use with clients when EBP interventions have been proven to result in successful outcomes?

As a community service organization, YFS has become fully invested in adopting EBP as the standard in service delivery for both its agencies. Many years ago, YCFC and, more recently, YSW struck EBP Committees to support YFS' strategic direction to provide sustainable positive outcomes for clients. Because YCFC began the journey toward EBP so many years ago they have served as a mentor to community partners in implementing EBP programs and are well equipped to mentor YSW in their journey toward EBP.

Key partnerships with organizations such as The Factor-Inwentash Faculty of Social Work at the University of Toronto, The Child Welfare Institute, The Ministry of Children and Youth Services, The Ministry of Health Promotion and Sport, the Ontario Centre of Excellence for Child and Youth Mental Health at the Children's Hospital of Eastern Ontario, and Canada Post Mental Health Foundation have all been instrumental in enabling YCFC to implement EBP.





*"The Mindful Fathering program is an excellent example of Yorktown's commitment to the delivery and development of EBP programs. The program was developed by Yorktown to reduce child maltreatment and strengthen families through intervention with at-risk fathers who have been identified as abusing their partners and have children who have been exposed to the violence. Evaluation of the program is showing extremely promising outcomes in increasing parenting competency and reduced child protection involvement."*

—Ramona Alaggia Ph.D.  
Associate Professor  
Factor-Inwentash Chair in  
Children's Mental Health,  
University of Toronto

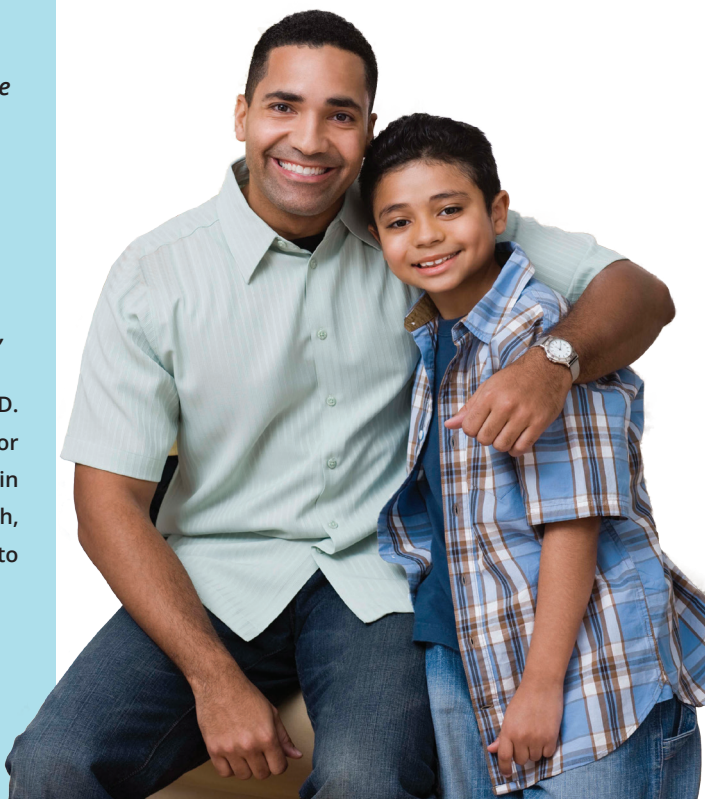
## A measure of success . . .

With the support of their many partners YFS has gained the expertise in EBP to create a program entirely in-house; "Mindful Fathering" a fathering group program geared towards men who have exposed their children to domestic violence. Rigorous evaluation and testing of this program has been funded by the Ontario Ministry of Children and Youth Services. It has now been manualized and is ready for publication and distribution to service agencies in all communities in Canada and internationally. It is the only program of its kind.

With a commitment to ensure consistency in high quality community service delivery to children, youth and families YFS continues to advance their journey toward EBP.

*"Bringing evidence-based treatment to Ontario requires a dual effort: provide the financial resources and public agenda that sees children receive services on the basis of need not availability, and ensure the services provided are of the highest quality and most scientifically sound."*

Knowledge Transfer & Implementation of  
Evidence-Based Practice in Children's Mental Health – CHMO 2005





## Gateways to Service Opens Gateways to Success

*Yorktown Child and Family Centre's (YCFC) 5 day/week "what's up walk-in" counselling service provides immediate and effective mental health services to children and youth who are experiencing social, emotional and/or behavioural difficulties at home, in school or in the community. Service is available for children, youth and families living west of Yonge St. and city-wide in conjunction with partners East Metro Youth Services and Oolagen.*

### Nicole's Story

Nicole came to Yorktown Child and Family Centre's walk-in because she was feeling overwhelmed with her 8 year old daughter, Michelle, who was having trouble managing her emotions. Michelle's behaviour was progressively getting worse – she was having frequent outbursts and her attitude was becoming more and more aggressive. She was also becoming physically violent when she became angry. Nicole was worried that her daughter would harm herself or others. She needed to find a way to help Michelle control her temper and not be so angry and unhappy all the time. Her behaviour was having a significant impact on the rest of the family and calls of concerns from her school were increasing.

Nicole is a single parent and in addition to Michelle, she has a daughter Lilly, age 15. She is also raising her sister's daughter Monique. As a single parent working full time it was very difficult for Nicole to take time from work to go to appointments to seek help during the day. Nicole's Child Welfare Family Worker recommended that she go to YCFC's walk-in clinic which is open in the evenings.

Nicole came alone to the clinic and was relieved to find that she was made to feel comfortable even at her first visit. She felt that she was welcomed and could speak freely about her concerns. "The therapist really listened and understood why I came to see her. At that very first meeting she helped me to develop some strategies that I could use with Michelle when I returned home. Not only were the strategies easy to follow – they worked! I really needed help right away and I received it. I don't know what I would have done. There wasn't anywhere else to turn."

The therapist suggested to Nicole to bring her family with her for the next visit. "The children were shy going in but the therapist knew just what to do. Even though some of us were reluctant she got us all involved. She helped us to discover that we all have the same goal – peace! We realized that we were all contributing to the problem. The therapist then helped us to understand how each of us can be part of the solution.

"When we left the session we felt relieved. We were happy and even joking together. We felt like we had turned a corner. We had two more sessions at the walk-in and each one made a very big difference for us. Not only is Michelle doing much better in school but we are all much happier at home using the strategies the therapist helped us develop. It was just the program we needed, and it was there when we needed it."

*Nicole has signed up for YCFC's "Parenting Wisely" Program and is looking forward to developing skills that will help her and her family maintain harmony.*

*"The help that we received at Yorktown Child and Family Centre took my family from chaos to harmony."*

*"It was just the program we needed, and it was there when we needed it."*



*\*The names in this story have been changed to protect the family's privacy.*

## Volunteers Open Gateways to Success

*Yorktown Family Services two agencies, Yorktown Child and Family Services and Yorktown Shelter for Women, are governed by separate volunteer boards of directors whose dedication, skills, leadership and resources set the direction and provide the capacity to ensure that the organization remains an effective, efficient and relevant resource to our community.*

# Sarah Smith: Volunteerism and the Return on Investment



*Sarah and her husband Kevin are raising their children, Stella and Walker, in a culture of philanthropy.*

*Sarah Smith is the very deserving recipient of the 2011/12 Dan Goldberg Award for her outstanding voluntary community service to Yorktown Family Services. Her continuing dedication and commitment has greatly benefited clients, community members, and fellow volunteers.*

Just a few minutes into a conversation with Yorktown Child and Family Centre and Yorktown Shelter for Women's out-going president, Sarah Smith, you realize three things: 1) she has an astute business mind 2) a keen philanthropic spirit and 3) the two are very much intertwined.

Joining the board of a non-profit organization was a career decision for Sarah nine years ago. She anticipated an enriching experience that would reflect well on her resume. She had enhanced her leadership, management and business development skills through her job with Celestica and was looking forward to contributing to a worthwhile charity. She found out about Yorktown Family Services (YFS) and its two agencies, Yorktown Child and Family Centre and Yorktown Shelter for Women through a colleague. The focus on the mental well being of children, youth and their families was in alignment with her philanthropic interests. Sarah considers connecting with YFS to be serendipitous; a lucky accident!

She was thrilled to contribute her skills. What she had not anticipated was the capacity building that occurred through being on a board of directors for a non-profit organization. "It surprises me as I stop to reflect the skills that I have gained by being on YFS' two boards. I knew that it would feel good to contribute the skills I acquired through my job. What I didn't realize was how much I would learn as a board member that I could bring back to Celestica. It has been wonderfully symbiotic!"

Of Sarah's nine years on Yorktown's boards, three have been as president. "This board has a great deal of bench-strength with broad professional diversity. We are strongest when we are diverse and are encouraging membership from youth, past clients and the community." When asked what advice she has for individuals considering joining a board she responds, "Expect to start from a place where you are giving and to end up in a place where you have gained so much more than you could ever have imagined. If at first you feel that it isn't what you anticipated, give it some more time. The first year or two are spent getting oriented and understanding the organization; this is time well spent. After that, jump in with both feet!"

Sarah reflects on her many years with Yorktown Family Services. "I felt from the start that there was something different about YFS; a spirit that conveys the will to succeed in the face of many challenges and I am proud to be part of that."

Sarah is stepping down from her role as president but will remain a member of the board of directors. She chairs the Corporate Relationship Committee and is a member of the Development Committee.

# Looking Ahead with Diane Brooks

## Yorktown Child and Family Centre and Yorktown Shelter for Women's In-coming President of the Board of Directors

It is my pleasure to take the reigns as President of the Board of Directors of Yorktown Child and Family Centre and Yorktown Shelter for Women from Sarah Smith's very dedicated and capable hands. I take on this role at a time when challenging economic uncertainties continue to have major influences on the non-profit environment. In spite of this, Yorktown Child and Family Centre and Yorktown Shelter for Women continue on their trajectories for success thanks to our volunteers, community partners, donors, funders and staff. On behalf of the stakeholders of these two agencies, I would like to thank Sarah for her stellar leadership which has set the stage for a stable and productive organization.

Over the next few years we will continue to nurture the partnerships that we have built over the past and continue to forge new ones that are in alignment with our mission to strengthen and support children, youth, individuals and families to make positive changes.

As we move into the next chapter of our organizations evolution, I would also like to thank Karen Engel for her 19 years of exemplary service as Yorktown Family Services Executive Director. It has been a pleasure working with her over the past 3.5 years. She has left her mark on YFS in so many positive ways and she will be missed tremendously. I also welcome Suzette Arruda-Santos to her new role as Executive Director. Suzette has a wealth of experience having been with YFS for 19 years. She has been part of the strategic planning including the commitment to Evidence-Based Practice (EBP) and the mandate to provide the highest standard in client service. I look forward to working with Suzette in her new capacity.

All our prior investments in capacity building have thrown open the gateways to success for YFS's clients, volunteers and staff. We anticipate continued successes in 2012/13 and Suzette and I look forward to reporting them to you this time next year.

Sincerely,



**Diane Brooks**

In-coming President





# Financial Statement Summary

Statement of Operations for the Year Ended March 31, 2012

## YORKTOWN CHILD AND FAMILY CENTRE

|         |  | 2012             | 2011             |
|---------|--|------------------|------------------|
| REVENUE | Government Funding                       | \$1,291,986      | \$1,160,319      |
|         | Other Grants                             | 901,144          | 912,261          |
|         | Capital Grants Recognized                | 17,996           | 20,700           |
|         | Cost Recoveries                          | 158,500          | 155,000          |
|         | Foundation donations, specified programs | 118,482          | 109,664          |
|         | Fundraising                              | 193,706          | 163,943          |
|         | Investment Income                        | (1,264)          | (980)            |
|         | <b>Total Revenue</b>                     | <b>2,680,550</b> | <b>2,520,907</b> |

|                 |   |                  |                  |
|-----------------|---|------------------|------------------|
| <b>EXPENSES</b> | Personnel   | 2,008,330        | 1,892,463        |
|                 | Program and Operations                              | 252,717          | 239,942          |
|                 | Occupancy Costs                                     | 227,370          | 195,201          |
|                 | Administration and Development                      | 178,182          | 161,709          |
|                 | <b>Total Expenses</b>                               | <b>2,666,599</b> | <b>2,489,315</b> |
|                 | <b>EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR</b> | <b>\$13,951</b>  | <b>\$31,592</b>  |

## YORKTOWN SHELTER FOR WOMEN

|         |                               | 2012        | 2011        |
|---------|-------------------------------|-------------|-------------|
| REVENUE | Government Funding            | \$1,833,309 | \$1,955,757 |
|         | United Way                    | 170,730     | 170,730     |
|         | Donations, Interest and Other | 44,123      | 51,126      |
|         | Total Revenue                 | 2,048,162   | 2,177,613   |

|                 |   |                  |                  |
|-----------------|---|------------------|------------------|
| <b>EXPENSES</b> | Personnel   | 1,394,835        | 1,373,827        |
|                 | Program and Operations                              | 259,316          | 325,589          |
|                 | Occupancy Costs                                     | 192,181          | 272,645          |
|                 | Administration and Development                      | 182,682          | 185,998          |
|                 | <b>Total Expenses</b>                               | <b>2,029,014</b> | <b>2,158,059</b> |
|                 | <b>EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR</b> | <b>\$19,148</b>  | <b>\$19,554</b>  |

See Audited Financial Statements dated June 18, 2012 (Available upon request)

# Thank You!

*Yorktown is very grateful for the significant contributions provided by our funding partners and the generous donations from government, businesses, corporations, foundations, community organizations individuals, families, and staff. On behalf of the children, youth, women and families we serve, we thank all of these generous individuals and organizations for their support during the period from April 1, 2011 and March 31, 2012.*

## Funding Partners

- ♦ Canada Post Foundation for Mental Health
- ♦ City of Toronto
- ♦ Kodak Canada Inc.
- ♦ Ontario Centre of Excellence for Child and Youth Mental Health at CHEO
- ♦ Ontario Ministry of Children and Youth Services
- ♦ Ontario Ministry of Community and Social Services
- ♦ Ontario Ministry of Health Promotion and Sport
- ♦ Ontario Ministry Tourism, Culture and Sport
- ♦ Ontario Trillium Foundation
- ♦ Paradigm Capital Inc.
- ♦ TD Securities Underwriting Hope Charity Auction
- ♦ United Way Toronto
- ♦ Weston +

## Community and Foundation Donors and Partners

- ♦ Bennett Family Foundation ♦ Black CAP ♦ Canadian Women's Foundation
- ♦ Celestica Employees ♦ Central United Church ♦ Child Welfare Institute, Children's Aid Society of Toronto
- ♦ CHUM Charitable Foundation ♦ CUPE Local 416 ♦ CUPE Local 3878
- ♦ Davenport Perth Neighbourhood and Community Health Centre ♦ Etobicoke Children Health Centre
- ♦ Extendicare ♦ Factor-Inwentash Faculty of Social Work, University of Toronto
- ♦ Feminist History Society ♦ Ford Family Community Centre ♦ Friends In High Places ♦ Furniture Bank
- ♦ George Brown College ♦ George Hull Centre ♦ Hedge Funds Care Canada ♦ Hudson College
- ♦ Humbercrest United Church Women ♦ Ira Gluskin and Maxine Granovsky Gluskin Charitable Foundation ♦ J. P. Bickell Foundation ♦ Kololian Foundation ♦ Lanark Health and Community Services
- ♦ Learning Enrichment Foundation ♦ Macaulay Child Development Centre ♦ MCSS Employees
- ♦ Norman Black Foundation ♦ Oolagen ♦ RBC Foundation ♦ Realtors Care Foundation
- ♦ Rotman Family Foundation ♦ St. Judes Project ♦ St. Norbert's Catholic Church
- ♦ SCTBS Shelter Liaison ♦ Sharp Foundation ♦ TD Employees Fund
- ♦ Toronto West Quadrant Preschool Speech and Language Services ♦ Trent University
- ♦ Unison Health and Community Services ♦ United Way Peel ♦ Universal Workers Union, Local 183
- ♦ Urban Arts ♦ Weston Public Library ♦ Windfall ♦ Youthlink

## Business and Corporate Donors

- ♦ AGF Management ♦ Allstate Insurance Company of Canada ♦ Autodesk Canada Co.
- ♦ Bjornson and Associates ♦ BMO Financial Group ♦ CANTECH Associates Ltd.
- ♦ Capital Canada Limited ♦ CCC ♦ Celestica Inc. ♦ Chailes Gregory ♦ Colliers International
- ♦ Diamond Estates Wines and Spirits Ltd ♦ Direct Computer Supplies ♦ Gallery Child
- ♦ George Weston Limited ♦ Goose Lake Custom Builder ♦ Hain Celestial Canada ♦ Invesco Canada Ltd.
- ♦ JP Morgan Chase & Company ♦ KOA Brands ♦ Labatt Breweries of Canada ♦ Lax O'Sullivan Scott LLP
- ♦ Lifford Wine Agency ♦ Manulife Financial ♦ Metroland Media Group Ltd. ♦ Miller Thompson LLP
- ♦ Molson Coors Canada Inc. ♦ Moore McLean ♦ Neal Brothers Foods Inc. ♦ Onex Corporation
- ♦ RBC Financial Group ♦ Royal LePage Shelter Foundation ♦ Saralex Group
- ♦ Shields O'Donnell MacKillop LLP ♦ Target Corporation ♦ TD Bank Financial Group

# Thank You!

## Individual Donors

◆ Taposhi Aandni ◆ Darren Ablett ◆ Zanana Akande ◆ Mololid Ali ◆ Ajantha Anandakumar ◆ Marni Anglin ◆ Ruth Armstrong  
◆ Suzette Arruda-Santos ◆ Ronald Atkey ◆ Desta Ayenew ◆ Besa Bala ◆ Marlene Barbosa ◆ Hollis Barry ◆ Deborah Beats ◆ Robert Bell  
◆ Lionel Berger ◆ Robert Bernier ◆ Elaine Nani Beutel ◆ Kathryn Bignell ◆ Wesley & Jessica Bilson ◆ Lawrence Biricz ◆ David and Susan Bishop  
◆ Angela Bjornson ◆ Karen Blake ◆ Mary Bordyniuk ◆ hope boulay ◆ Leonard Braithwaite, C.M., Q.C. ◆ William Braithwaite  
◆ Helen Breslauer ◆ Diane Brooks ◆ Ellen Bruce ◆ Norman Burns ◆ Vince Caccamo ◆ Adrienne Campbell ◆ Debra Campbell  
◆ Jamie M. Campbell ◆ Mary-Anne Campbell ◆ Sadian Campbell ◆ Guy S. Carr-Harris ◆ Elizabeth Carveth ◆ Kaitlyn Casbourn  
◆ Gerardo Castillo ◆ Sandy Chan ◆ Alex Chapman ◆ Andy Cheung ◆ Jim Clark ◆ Ivalie Clarke ◆ Bernard Clerin ◆ Charles Coffey  
◆ Dan Coholan ◆ Susan Conway ◆ Gary Cook ◆ Beverley Cooper ◆ Tami and George Cope ◆ Robert Corcoran ◆ Russell Cote ◆ Julia Covassi  
◆ Michael and Anne Cowie ◆ Phillip Cowperthwaite ◆ Lisa Crozier ◆ Lurdes Cruz ◆ Lisa Dack ◆ Sreeparna Das ◆ Graeme and Julia Deans  
◆ Linda Dermott ◆ Gabby Dessye ◆ Rueben Devlin ◆ A.J. Diamond ◆ John Dobko ◆ Maria Jesus Docando ◆ Caralyne Donnet  
◆ Steve Donovan ◆ Peter Doyle ◆ Margaret Duarte ◆ Louanne Ducharme ◆ Angela Economidis ◆ Daniel Engel ◆ Karen Engel  
◆ Robert Engel ◆ Alison Engel-Yan ◆ William Etherington ◆ Hershell Ezrin ◆ Mark Feldman ◆ Belkis Fernandez ◆ Meighan Ferris-Miles  
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◆ Murray Frum and Ms. Nancy Lockhart ◆ Matthew Gaasenbeek ◆ Patricia Gambin ◆ Michelle Garay ◆ Tony George ◆ Pranab Ghimire  
◆ Ira Glusken and Maxine Granovsky ◆ David Goldbloom ◆ Blake Goldring ◆ Kevin Goldthorp ◆ Deborah Goodman ◆ Andrew Gottwald  
◆ Ann Graham ◆ Edward Greenspon ◆ Darrell Louise Gregersen ◆ Charles and Bertha Gregory ◆ Florence and Denis Hall ◆ Nicholas Hames  
◆ Ann Hannah ◆ Julie Hanson ◆ Andrew Harington ◆ Marion Hart ◆ Bruno and Nicole Hartrell ◆ Heather Hartt ◆ Sheri Hebdon  
◆ Michael and Lindsa Hollend ◆ Michael and Lindsa Hollend ◆ Andrea Holmes ◆ Bruce Horsburgh ◆ Robert and Sandi Horwitz ◆ Karen Howden  
◆ Gregory and Gale Hughes ◆ Mark Hundert ◆ Norma Hundert ◆ Susan Hunter ◆ Paul Huyer ◆ Richard Ivey ◆ Iris Jacobson ◆ Julian Jaffary  
◆ Douglas Jones ◆ Sasha Joogoolsingh ◆ Juhaina Kabir ◆ Lisa Kahn ◆ Jessica Kahoon ◆ Ronit Kasimov ◆ Kevin Keeley ◆ Ann Kerwin  
◆ Sarah Kim ◆ Allan Kimberley ◆ Vahan Kololian ◆ Aleksander Kupfiz ◆ Liisa Kuuter ◆ Kina Lamarche ◆ Mary Suzanne Lamont  
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## YORKTOWN FAMILY SERVICES

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