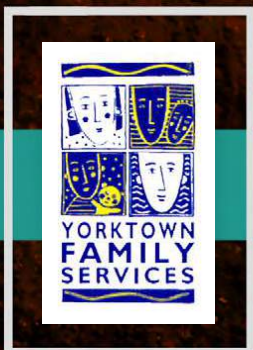


# YORKTOWN FAMILY SERVICES



COMMUNITY PARTNERS

## GROWING OUR COMMUNITY



YORKTOWN CHILD AND FAMILY CENTRE  
YORKTOWN SHELTER FOR WOMEN

Annual Report 2013/14



## 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.*

## Content

The Year in Review: 2013/14 .....	1
2013/14 at a Glance:.....	3
Mindful Fatherning™: Bringing Positive Change to Families in Our Community and Beyond .....	4
Here To Help: Growing Our Community of Volunteers and Professionals.....	6
Pheona: Shelter Story.....	7
How Yorktown Child and Family Centre Saved My Family... ..	8
Growing Our Roots in the Community.....	9
Looking Forward to 2014/2015.... ..	12
Financial Statement Summary .....	14
Community Partners, Funders and Donors.....	15
Individual Donors .....	16
2013/14 Board Members; Management Teams .....	17

## THE YEAR IN REVIEW: 2013/14 GROWING OUR COMMUNITY

## Growing Our Community

This past year has been a time of significant growth for our community, our organization and our clients in multiple ways. Thirteen years ago, Yorktown Family Services (YFS) joined the expertise of two unique agencies; Yorktown Child and Family Centre (YCFC), established in 1993, and Yorktown Shelter for Women (YSW) established in 1996. Since that time there has been a steady, unabated influx of newcomers to the north west Toronto community that we serve. YFS has grown in tandem, from only a handful of staff to 100 strong to respond to the increase in demand for mental health and social services. We have gone from serving clients from a single portable tucked away behind the former City of York Municipal Offices, to being able to reach the community from multiple locations removing barriers to access to service and growing our presence.

While we traditionally think of a community as the people in a given geographical location, the word can really refer to any group sharing a common interest. Thus, the YFS community has grown to extend beyond the physical foot print of our north west Toronto catchment area. It includes our network of community partners, funders, donors, clients, volunteers -- and their networks; all sharing a common goal to bring about positive change in children, youth, women and families in a number of under-resourced neighbourhoods. Through our networks, we have extended our reach by making transformational investments that are enriching the scope and breadth of the services we bring to broader communities.

We look forward to sharing with you some highlights of our achievements over the past year. Some achievements have been percolating over the course of many years, gaining momentum and culminating in major successes such as Yorktown Child and Family Centres' development of an evidence-based program, Mindful Fathering™ (MF), trademarked this year (page 4). Ten years in development and rigorously evaluated, MF is now a manualized program transportable to various, diverse communities to bring positive outcomes to an underserved group. The MF program opens the door for YCFC to further grow our network of strategic partners.

Other successes have emerged through synergies with new partners bringing positive results beyond our mutual expectations. Together We Win! (page 10) is a youth-focused parent support program being developed and delivered in partnership with the Somali Women and Children's Support Network (SWCSN). SWCSN has successfully leveraged YCFC's expertise in parenting programs and Youth Engagement principles and has mobilized a hard to reach community resulting in 240% over expected attendance of newcomer youth!



Diane Brooks  
*President*



Suzette Arruda-Santos  
*Executive Director*

We believe that building a strong, stable and supportive community begins by investing in its individual members. Growth has come in the form of professional growth for some of our clients and volunteers (page 6) whose experiences of Yorktown's programs have been transformative, resulting in two remarkable women dedicating their career paths to working within our sector bringing positive change to others. Their stories help us to reaffirm that knowledge, skill development and expertise can be created through the transformation of lived experiences and that our programs and services are resulting in exciting and unintended opportunities for practical and applied growth in individuals.

We have successfully grown our ability to connect youth to programs and services enabling them to grow their support networks. YCFC's highly successful Youth Outreach Worker (YOW) program expanded to include three additional YOWs over the past year and as a result have connected with over 1,600 at risk youth in the community.

At this time of year we look back and think about how far the Yorktown Family Services community has come. We thank our sponsors, donors, community partners, volunteers, clients and staff who have invested in us, partnered with us, and have helped us grow our community.

Sincerely,



Diane Brooks  
President



Suzette Arruda-Santos  
Executive Director



# 2013/14 at a Glance...

## YORKTOWN CHILD AND FAMILY CENTRE

- ▶ **3,068** individuals and **804** families received service.
- ▶ **65%** of clients were living in single parent families.
- ▶ **70%** of clients came from countries other than Canada.
- ▶ **58%** 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.
- ▶ **1,684** youth were contacted by Yorktown Youth Outreach Workers, **528** of those youth were referred to community resources for support.
- ▶ **6,678** visits to Yorktown Youth Space.

## YORKTOWN SHELTER FOR WOMEN

- ▶ **52** women and **55** children received shelter and services.
- ▶ **32%** of residents remained in the shelter for less than 90 days.
- ▶ **35%** of residents remained in the shelter for more than 7 months waiting for subsidized housing to become available.
- ▶ **72%** of residents spoke or identified themselves as speaking a language other than English.
- ▶ An additional **250** women and **93** children received support from WACAV, Transitional Housing and Support and Here to Help Programs.

## YORKTOWN EVENTS

- ▶ Yorktown Family Services 14th Annual Tribute Dinner in honour of Kelly and Michael Meighen was an unprecedented success raising over **\$240,000 in revenue.**



*2013 Yorktown Family Services Humanitarian Award for Community Service – “Family With Three Children”.*

*Diane Brooks,  
President, Yorktown  
Family Services presents  
the Award to Michael and  
Kelly Meighen at the 2013  
Tribute Dinner.*





*With recent calls to focus on men's mental health and related issues, such as parenting, Yorktown developed a model of service delivery geared specifically to engagement of maltreating fathers. With its unique curriculum and method of delivery, evaluation of this program is showing that it is fostering increased parenting capacity, reduced anger and aggression, and has a proven track record of high retention rates – thus positioning Mindful Fathering™ for potential transportability to other sites and contexts.*

—Dr. Ramona Alaggia,  
Associate Professor,  
University of Toronto  
and Factor-Inwentash  
Chair in Children's  
Mental Health at the  
Faculty of Social Work

*Mindful Fathering™ is a 12 week program designed to effectively engage fathers identified to be at-risk to better manage their anger and aggression. Ultimately the program aims to reduce children's exposure to violence contributing to improved child mental health outcomes. It is a proven model of service that providers can be trained to deliver in various diverse communities.*

## Mindful Fathering™: Bringing Positive Change to Families in Our Community and Beyond

Since its inception in 2007, 172 fathers have been referred to Yorktown's Mindful Fathering™ program by local children's aid workers with a goal of preventing children from living in abusive environments and being exposed to intimate partner violence (IPV). The result has been a decreased risk for child maltreatment, the reduction in child welfare involvement, and ultimately the promotion of child mental health through healthier parenting practices.

According to Dr. Ramona Alaggia, Ph.D., Associate Professor at Factor-Inwentash Chair in Children's Mental Health, University of Toronto "This is particularly important work since research shows that IPV exposed children are at greater risk for developing depression, anxiety, trauma symptoms and conduct disorders."

The curriculum is designed to:

- Promote a high level of engagement with fathers to enhance motivation to change;
- Increase fathers' awareness of child development issues, reasonable expectations and child centered parenting;
- Increase fathers' awareness of, and responsibility for, their behaviours which includes abusive actions towards the children's mothers and how their children are affected by this;
- Address attitudes regarding masculinity that contribute to partner abuse and child maltreatment;
- Enhance capacity among child welfare and children's mental health workers to serve this underserved group.

Since 2008 the program has been rigorously evaluated by a team of researchers lead by Dr. Alaggia. In 2011 the program was manualized and in 2014 it was trademark registered.



This unique curriculum provides an effective model of service to an underserved population struggling with complex concerns and relationship issues that can be effectively repaired. By moving towards accountability and supporting men to take responsibility, versus a more punitive approach, it promotes adherence and engagement which are critical in ensuring positive outcomes.

The results of recent evaluations indicate steady positive outcomes for the men who participated in the Mindful Fathering™ group provided by Yorktown Child and Family Centre. With a curriculum that is fostering increased parenting capacity, reduced anger and aggression, and a proven track record of high retention rates the program has great potential for replication in other communities.

## Testimonials from Mindful Fathering™ Participants

*"Being an abusive dad caused me to lose my children. Now that I have completed the Mindful Fathering Program I feel that I have learned new skills to earn their respect. I am ready to be dad."*

*"My wife and children have really noticed changes in me since I've been in this program. They have told me that I am easier to talk too and I look less stressed."*

*"We all want the same things: to be better parents and husbands. We have better tools now to accomplish this."*

*"My relationship with my child's mother has improved and my children are happier. I have learned new ways to deal with my children's behaviour and I can be the dad that I always wanted to be."*

*"I have learned that I have control over my reactions and emotions."*



*HERE TO HELP, offered by the Yorktown Shelter for Women is an early intervention and violence prevention program that serves to break the cycle of violence. The program addresses the needs of children, ages 4 to 16, who have experienced the trauma of witnessing and/or experiencing violence at home and mothers who have been abused. The program focuses on improving communication between mother and child; developing effective parenting and problem solving skills that benefit both mother and child; and decreasing the prevalence of isolation that exists amongst families that have experienced violence. This programs results in a reduction in the need for more costly long-term intervention for children and families.*



*It's about successfully coming out on the other side of a really rough patch and knowing that you are the stronger for it. Now I can help women going through similar experiences to find the help they need.*

—LEONIE SEGALL,  
Former Client, Yorktown  
Shelter for Women



*My experience volunteering for Here to Help influenced my decision to completely change my career path.*

—JOANNE WEITZMAN,  
Former Yorktown  
Shelter for Women  
Volunteer

## Here To Help: Growing Our Community of Volunteers and Professionals

Yorktown Shelter for Women offers the Here to Help program to assist mothers and their children transition into lives free of violence. Working jointly with the child and the mother, in tandem, provides the strongest long-term outcomes. Children exposed to violence deserve an opportunity to work through the trauma of their experience, gain a sense of understanding and perspective about the event and ultimately gain a sense of confidence in themselves and their environment. Mothers are provided consultation and training so that they may more effectively identify and respond to children who are exposed to violence and provide them with the support they need to become healthy, responsible adults. Here to Help clients come not only from Yorktown Shelter for Women and Yorktown Child and Family Centre, but are also referred by doctors, schools, lawyers, judges, and other community service agencies.

Many who have experienced Yorktown's Here to Help program report that it has had a profound impact on their lives. Two such individuals are Leonie Segall, a former client of the program and Joanne Weitzman, who participated in a very different way – as a program volunteer. Both women report that their involvement with the program has been transformative in very unique and personal ways. Both Leonie and Joanne are a strong testament to the impact of Here to Help beyond the primary intended outcomes as each woman takes what she has gained from the program and invests her knowledge and lived experiences back into the community to influence positive changes in others.

"Here to Help taught me positive ways for dealing with the challenges of parenting my son, Theo, who had witnessed and experienced abuse. I acquired so much insight and knowledge that I might otherwise not have". Leonie gives her experience in Here to Help credit for inspiring her to start "HFG Happy Families Support Network Inc.", a network that connects women who are experiencing, or transitioning away from abuse, to resources such as Here to Help. "There is always somewhere that you can go to restart your life. Here to Help was that place for me. I never imagined that one day I would be the head of an organization helping women who are in the same situation that I used to be in."

Joanne Weitzman had a degree in sociology and a diploma in Early Childhood Education and came to Yorktown to work as a child minder and later returned as a volunteer. "I was witness to such positive outcomes for the participants in the Here to Help program. This inspired me to choose to go on to get my Masters in Social Work to work with children who had witnessed and suffered abuse. Here to Help completely changed my career focus – it was *that* inspiring", says Joanne. Joanne has been working with children who have witnessed woman abuse and trauma for the past four years.

Both women credit their experience with Yorktown's Here to Help program as directly influencing their career choices and enabling them to grow their own communities ensuring positive change for the women and children they serve.



# Pheona: Shelter Story

In 2008, after one year of marriage, Pheona left her home in Guyana to move to Canada with her husband. In Guyana, she had been independent; she had a job and was close to family. In Canada she felt very isolated and alone. "Very soon after we moved to Canada, my husband began to be verbally abusive", says Pheona. Their daughter Jazmin, was born in 2009 and by this time he was physically abusive as well. She was scared and without family to help, she turned to a counsellor who told her that she was in danger. Pheona recalls, "The counsellor said that my husband was likely to seriously hurt me or maybe even kill me...but I wasn't ready to believe it at the time."

Her husband drank heavily and regularly; the abuse continued to escalate. On one particular occasion, he had beaten her so severely that a large blood clot formed in Pheona's eye. When he denied to a family member, in front of Pheona, that he had caused the injury, the realization sunk in..."I knew then that if he could lie about this right in front of me, that yes, he could very well kill me some day." Pheona called a hotline on January 10, 2013 and left her husband three days later with their daughter. They had with them only the clothes they were wearing.

"This was a very dark time. I was numb and disoriented. I hated everything and everybody. I hated all the staff at the Shelter", she laughs a little when she says this as she now calls the Shelter staff her friends. "Luckily, counselling was available right away. I was resistant to it at first as it brought painful emotions to the surface. My daughter, Jazmin, also had her own councillor; I was shocked to realize how much of the abuse she had been aware of and how much it impacted her. Through the counselling I was able to recognize that I had choices. The YSW Here to Help Group Program connected us to other mothers and children who had gone through similar bad experiences and it helped us begin to heal."

In addition to the counselling, Pheona was surprised to find that there was a great deal of support and resources that the Shelter staff could connect her to; she received assistance in navigating the legal system and finding housing. "I can't tell you how valuable it was for me. There was so much that I didn't know; so many obstacles that I couldn't have managed on my own", Pheona says.



Also of tremendous support was the dedicated Yorktown Shelter for Women volunteers who helped Pheona and Jazmin move to their new home on December 20, 2013. "Two wonderful women helped us move to our apartment and begin our new lives. They provided us with household essentials and they even decorated Jazmin's bedroom – she was thrilled and I cried out of joy! We were able to celebrate Christmas in our new home. We would not have been able to transition to a new home as soon as we did, if it hadn't been for them and the support we received from YSW staff. I know that I can still call the Shelter for support and advice if I need it; they are still there for us."



*Yorktown Shelter for Women helped me put my life on track. My daughter and I are healthy and happy, now. I feel like my life has really begun. My advice for anyone living with violence is to get to the safety of a Shelter, like YSW. It is a life changing place if you keep your mind open to the counselling and the help that they have to offer. They will help you find strength that you didn't know you had.*

—PHEONA, Client  
Yorktown Shelter for Women

*After the counselling, I noticed a big change in myself for the better. I noticed a positive change in Kole, as well. We were very lucky that Yorktown Child and Family Centre made it so easy for us to get the help we needed*

—DEANDRA, Former Client, Yorktown Child and Family Centre

Kole dedicated himself to graduating from high school and was accepted into the Police Foundations program at Centennial College.



*Through the “what’s up walk-in,” Yorktown Child and Family Centre (YCFC) ensures that clients have access to service without delay; Keeping Families Together is delivered by YCFC in collaboration with Child Welfare to engage with at-risk youth and their families to develop concrete and attainable goals to improve family functions; the objective is to prevent the need for placement of the youth into the care of a child welfare agency.*

## How Yorktown Child and Family Centre Saved My Family...

**M**y name is Deandra; I have two daughters, Lilly age 11, Gloria age 9, and a son, Kole, who just turned 18. This is the story of how Yorktown Child and Family Centre saved my family. I want to share my story so that other families experiencing anger and frustration with each other will know that there is somewhere they can turn for help. I will always regret the incident that led us to Yorktown and I hope that through our story, other families that need support will make the decision to get the help they need sooner, rather than later.

Two years ago, I lost my temper with my son, Kole, and injured him. The police were called and so was the Children’s Aid Society (CAS). After the incident, Kole, who was 16 at the time, went to live with his aunt; everyone agreed that this was best for the time being. As my daughters were present when the incident happened, the CAS Worker advised me to take them to YCFC to see a counsellor. I had so many emotions I was unable to deal with; I felt ashamed, sad and concerned about what had happened, but there were feelings of anger, too. I was worried that it would be weeks or even months before we got to see a counsellor. I was relieved to find that YCFC has a walk-in service (the *what’s up walk-in*) and we could go as soon as possible! We went that same week and were seen right away. The girls opened up and talked about how they worried when Kole and I yelled at each other, which we were happening quite a bit over the past year. They missed him and wanted him to come home. As for me, I can honestly say, I experienced a real breakthrough! I learned a lot about my relationship with my son and why we were having so many issues. You see, within this past year my mother had died. We were very close and she had been like a second mother to Kole. Very soon afterward, my brother died. We all took it hard and it was especially difficult for Kole as he had lost his role model. Neither of us had ever grieved our losses, burying the pain.

Soon after this, Kole moved back home. The counselling had helped me so much so I tried to convince Kole to go, too. Typical of a boy his age (he was 16) he didn’t want to go to a mental health clinic. Luckily, through Yorktown’s Keeping Families Together program, we could have a counsellor do home visits and Kole was willing to participate in this. We had a lot to work through but we had an excellent counsellor and came a long way in understanding each other. There were 10 sessions in all and it really helped put us back on the right path. We understand each other much better and have both learned coping skills from our counsellor that help us control our emotions. One of the biggest concerns that I had was that Kole was missing school all the time. Our counsellor helped Kole identify his strengths and interests; he’s become focused on building a future for himself. We gained so much more from counselling than we could have expected. Two years later, we are in a much better place and I know we couldn’t have gotten here without the counselling we received from Yorktown Child and Family Centre.

*\*Names and identifiable details have been changed to protect the family’s privacy.*

# Growing Our Roots in the Community

## GEORGE WESTON LIMITED: HEALTHY ACTIVE KIDS GRANT



Thanks to George Weston Limited, 46 children in the priority neighbourhood of Weston Mount-Dennis benefitted from learning basic life skills in cooking and nutrition and got active participating in physical play and dance. The programs were held at the Yorktown Youth Space at the Jane St. Hub for children ages 6 to 13 years. Parents reported notable improvements in their children's self-esteem and confidence. The children were positively engaged in a variety of games promoting the incorporation of healthy movement into their daily activities. A variety of opportunities to make new friends in a supportive environment helped in the promotion of prosocial skills and building connections with other children from the local community. Healthy

snacks were well received and formed a good context for discussions and information about the connection between food choices and physical and mental wellbeing, thereby growing healthy communities.

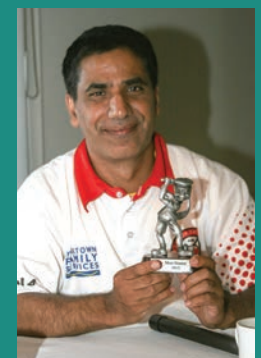
100% of the participants eagerly indicated that they found learning new skills enjoyable and they would encourage their friends to participate.



## TORONTO CIVIC EMPLOYEES UNION LOCAL 416 GIVE BACK TO THE COMMUNITY

Yorktown Child and Family Centre was the beneficiary of \$5,000 raised by the generous Local 416 members at their first annual Golf Tournament in September 2013! Over the past year, Local 416 has put their time and effort into raising funds and awareness for Yorktown. Involvement in community has become a big part of the CUPE Local 416 mandate and we are honoured to be their charity of choice.

Yorktown's foursome enjoyed a great day of golf with Local 416 members and were proud to be the 'winners' of the "Most Honest Players" trophy!





Together We Win! is a youth-focused parenting program adapted from the manualized and highly successful Daryeelka Qoyska program.

Enrolment of young people was 240% over expectation for Together We Win! To date, 30 parents and 120 youth have benefited from this family centered, youth focused, youth driven parenting and support program.

*I initiated the Shelter Gift Basket Project but I feel it is important that everyone knows that it is a huge group of people who help provide the items and take the time to assemble the baskets. We all pay very special attention providing customized baskets for each recipient.*

—LEILA ANNA QUJI

*This experience helped me to understand how much our dollars really do help and I left with such a good feeling of giving back to the community.*

—Days of Caring  
Volunteer

## TOGETHER WE WIN!

Newcomers to Canada face enormous stress in settling their family into a new country and a new home. With barriers in language and culture, many feel that they are at risk of losing their teens to destructive behaviours such as drug use and involvement in gangs. This risk is compounded in priority neighbourhoods where there is an overwhelming need for support for newcomer parents and their teens to navigate challenges. Many years ago, in response to this need, Yorktown Child and Family Centre developed the highly successful parenting program, Daryeelka Qoyska for parents and caregivers of children birth to 6 years. Today, with our lead partner Somali Women and Children Support Network, the curriculum is being modified utilizing a family-centred, youth engagement approach to respond to the needs of newcomer parents and caregivers of youth. While it was anticipated that 30 parents and 50 youth would participate, the enrolment of youth in the program is 240% beyond expectation! Together We Win! has been tremendously well received in Toronto's west end community.

## SHELTER GIFT BASKET PROJECT

Four years ago, Leila Anna Quji decided that what she wanted for Christmas was to not receive anything for Christmas. She set out to sell this concept to her friends, family and colleagues. It turns out that it wasn't such a tough sell! What Leila proposed to her network was, instead of buying gifts for each other, they would buy for someone in need. Leila connected with some charities, including Yorktown Shelter for Women, and arranged for the gifts to be donated. Leila is adamant that this is a collaborative initiative and that it takes many generous individuals to make the Shelter Gift Basket Project the tremendous success that it has become. Last year, over 70 baskets, customized specifically for each shelter client were assembled! Though Leila hasn't kept track of the number of project participants, she thinks that it has likely tripled since the project was initiated and is expecting that at least 60 generous individuals will take part this coming year!

## A SPECIAL DAY OF CARING TO GROWS OUR COMMUNITY



In October of 2013, Scotiabank employees volunteered their time to participate in the United Way Days of Caring Campaign which offers donors a hands-on experience working alongside agency staff and volunteers and a unique chance to meet and interact with the people their donations benefit. The team of four contributed their efforts to some much needed gardening projects at Yorktown Shelter for Women which included the laying down of stepping stones on the lawn turning a well-worn path into a more permanent (and attractive!) walkway. "It was a great opportunity to have them connect to our organization and learn about what we do", says Fatima Valentim, Director of the Yorktown Shelter for Women. "We appreciated their contributions. They were fun, enthusiastic, and really proud of the excellent work that they did for us!"

## CHILDREN'S MENTAL HEALTH WEEK: GROWING AWARENESS IN OUR COMMUNITY

The best way to engage kids is through fun! This year's Children's Mental Health Week community awareness campaign involved several activities designed to expand children's mental health vocabularies. The awareness campaign was taken to local schools and one favourite exercise had each participant write two words to describe themselves on a label that they wore for the duration of the exercise. Children learned that while everyone receives many labels that can be considered positive or negative, you have a choice as to whether you accept the label or not. Any one label is just one piece of the puzzle that makes up who you are as an individual and it's your choice to integrate or reject a label. YCFC Mental Health Week Ambassadors found that mental health is a topic that is discussed more in some schools than in others. "It's important for everyone to have the conversation", says Monica Rendell, one of this year's lead Ambassadors. Monica Rendell and Rosie Bell volunteered to spearhead this year's community awareness blitz. "It's our goal to get the awareness out there and offer something to get children and teachers talking", says Rosie. This year's campaign was taken to 16 schools and got over 1,000 children and teachers talking – an extremely successful mission!

Children's Mental Health Ontario (CMHO) runs an annual awareness blitz the first week of May. Children's Mental Health: Week is about increasing awareness of the signs of child and youth mental health problems, decreasing stigma and increasing the understanding that help is available and treatment works!

## LOTS TO SAY ABOUT SPEECH AND LANGUAGE

### Toronto Preschool Speech and Language Services



DEBRA MANLY,  
Speech-Language  
Pathologist

Since 1998, Yorktown Child and Family Centre has effectively delivered preschool speech and language services by providing an integrated, community-based, responsive and family-centred model of service to ensure that over 1,400 preschoolers in our local community reach their optimal communication development. Together with many of our partners in the west, it is with great sadness that in December 2014 we close our doors as service providers as a result of the transformation of Toronto Preschool Speech and Language Services (TPSLS) across Toronto. While this time of transition brings with it some uncertainty, we look forward to new opportunities to partner with new lead agencies and continue to explore ways to support children in a holistic manner that we know ensures their best possible outcomes.

Speech and language disorders affect 1 in 10 preschool children in Ontario. Early intervention is critical to ensuring good mental health outcomes as children benefit from increased school readiness, self-esteem, confidence, pro-social skills, and reduced behaviour issues.



SHARON VYSE,  
Communicative  
Disorders Assistant

We would like to take this opportunity to thank Debra Manly, Speech-Language Pathologist and Sharon Vyse, Communicative Disorders Assistant for their many years of service. They have been invaluable members of the Yorktown family over many years and have tirelessly demonstrated stellar leadership in helping to grow a well-integrated and coordinated early years department and extend themselves beyond the scope of their jobs to clients and colleagues.

# Looking Forward to 2014/2015....

## YORKTOWN CHILD AND FAMILY CENTRE

### Youth Success Strategy: Enhancing Employability and Life-Long Earning Potential of Youth

**Our Partners:** United Way Toronto, Irving Tissue, George Brown College, City of Toronto, Action for Neighbourhood Change



United Way is exploring the potential of developing a career pathways model to address the employment needs and barriers faced by vulnerable youth while also addressing employer's needs. Through the deliberate alignment of employers, education institutions and social service providers, this approach creates a conduit that enables people facing barriers to employment to access integrated supports and gain industry-recognized training and real job opportunities. The goal of this pilot project is to field test key components of a career pathways model and understand the critical success factors required to prepare young adults 19

- 29 living in the Weston Mount Dennis community to qualify for sustainable employment in the advanced manufacturing industry sector.

### The Mental Health Continuum: Emergency Department Service Pathways

**Our Partners:** St. Joseph's Health Centre, Oolagen and The George Hull Centre



The goal of this exciting pilot project is to develop a service pathway between hospital emergency departments and community based children's mental health agencies in an effort to address the important issue of clients falling through the cracks within the mental health system. Through the design of this pilot project a supportive and well-coordinated system will be established to ensure a 'warm handover' of the client between St. Joseph's Health Centre's Emergency Department and Yorktown Child and Family Centre's *what's up walk-in*;

facilitating a more seamless and supportive transition between services, such as ensuring that the client need not repeat their story. A system of communication will be established in response to the need for less silos and increased coordination of services; it will result in reduced costs, greater value for dollars spent and overall positive experiences for service users.



## YORKTOWN SHELTER FOR WOMEN

### Holistic Family Care: Bringing Positive Change to Children and Families

**Our Partners:** Catholic Children's Aid Society, Children's Aid Society of Toronto, Catholic Family Services, Ministry of Children and Youth Services, Ministry of Community and Social Services

The findings from the Children's Aid Society—Violence Against Women Collaboration Pilot Project is indicating that the CAS-VAW collaboration is enhancing the safety of mothers and their children and improving service through coordination and collaboration between the two sectors. Launched in October 2012, the project will wrap up in March 2015. Service recipients and service providers indicated that the collaboration enhanced the safety of women and children, improved service provision and coordination, and increased understanding between VAW and child welfare sectors. Interviews with women who received CAS-VAW services revealed that this cross-sector partnership improved engagement and trust in child welfare services and had a positive impact on their parenting. Child welfare workers identified the role of VAW workers as critical to supporting mothers who have experienced domestic violence. It is hoped that this successful pilot project will serve to establish a new model of care between the Children's Aid Society and Violence Against Women to more effectively help families who have experienced domestic violence within a child welfare service context.



# Financial Statement Summary

Statement of Operations for the Year Ended March 31, 2014

## YORKTOWN CHILD AND FAMILY CENTRE

		2014	2013
<b>REVENUE</b>	Government Funding	\$1,492,910	\$1,343,247
	Other Grants	889,300	886,134
	Capital Grants Recognized	6,050	6,050
	Cost Recoveries	158,500	164,500
	Foundation Donations, Specified Programs	116,423	107,873
	Fundraising	267,547	276,078
	Investment Income	2,020	3,965
	<b>Total Revenue</b>	<b><u>2,932,750</u></b>	<b><u>2,787,847</u></b>
<b>EXPENSES</b>	Personnel	2,140,269	2,060,591
	Program and Operations	289,878	246,145
	Administration, Communications and Development	209,577	228,458
	Occupancy Costs	265,298	223,329
	<b>Total Expenses</b>	<b><u>2,905,022</u></b>	<b><u>2,758,523</u></b>
	<b>EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR</b>	<b><u>\$27,728</u></b>	<b><u>\$29,324</u></b>

## YORKTOWN SHELTER FOR WOMEN

		2014	2013
<b>REVENUE</b>	Government Funding	\$1,932,993	\$1,739,264
	Other Grants	210,089	213,919
	Fundraising	36,334	34,320
	Investment Income	1,586	2,430
	<b>Total Revenue</b>	<b><u>2,181,002</u></b>	<b><u>1,989,933</u></b>
<b>EXPENSES</b>	Personnel	1,428,694	1,425,746
	Program and Operations	340,790	240,514
	Administration, Communications and Development	168,058	189,696
	Occupancy Costs	133,482	123,794
	<b>Total Expenses</b>	<b><u>2,071,024</u></b>	<b><u>1,979,750</u></b>
	<b>EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR</b>	<b><u>\$109,978</u></b>	<b><u>\$10,183</u></b>

See Audited Financial Statements dated June 19, 2014 (Available upon request)

# Thank You!

ANNUAL REPORT 2013/14

YORKTOWN CHILD  
AND FAMILY CENTRE

YORKTOWN SHELTER  
FOR WOMEN

*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, staff. On behalf of the children, youth, women and families we serve, we thank all of those generous individuals and organizations for their support during the period from April 1, 2013 and March 31, 2014.*

## Community Partners, Funders and Donors

♦ ACE Bakery ♦ ACBL Charity Foundation ♦ ACI Worldwide Canada Inc. ♦ Action for Neighbourhood Change ♦ Balsalm Corporation ♦ Barry and Laurie Green Family Charitable Trust in Honour of Goldie Feldman ♦ Bennett Family Foundation ♦ Better Day Alliance Foundation ♦ BMO Financial Group ♦ Bridgewater Insurance and Wealth Management Inc. ♦ Caledon Commonwealth Ltd. ♦ Canadian Women's Foundation ♦ CANTECH Associates Ltd. ♦ Catholic Children's Aid Society ♦ Catholic Family Services ♦ CAW Social Justice Fund ♦ Central United Church ♦ Children's Aid Society of Toronto ♦ Children's Services ♦ City of Toronto ♦ Community Program for Children ♦ COSTI ♦ CP24 CHUM Christmas Wish ♦ D&G Estey Foundation ♦ Davenport-Perth Neighborhood and Community Health Centre ♦ David and Shelley Peterson Foundation ♦ Direct Computer Supplies ♦ Dufferin-St. Clair Library ♦ East Metro Youth Services ♦ Emanuele Chiropractic Clinic ♦ Etobicoke Children's Centre ♦ For Youth Initiative ♦ Frum Foundation ♦ George Brown College ♦ George Hull Centre ♦ George Weston Limited ♦ Gerald Sheff and Shanitha Kachan Charitable Foundation ♦ Graham Scott Strategies Inc. ♦ Griffin Centre ♦ Haynes-Connell Foundation ♦ Hospital for Sick Children ♦ Humbercrest United Church Women ♦ Innovative Rhythm Dance ♦ Irving Tissue ♦ J M Tax Consultant & Accounting Services ♦ Janet Wright and Associates Inc. ♦ JC Clark Ltd. ♦ Learning Enrichment Foundation ♦ Leila Quji and the Gift Basket Project ♦ Lucky Devil Entertainment ♦ Macaulay Child Development Centre ♦ McCarthy Tétrault ♦ Mindham Fine Jewellery ♦ Ministry of the Attorney General ♦ Ministry of Health Promotion ♦ Mothercraft College ♦ North Runnymede United Church ♦ North York Women's Shelter ♦ Norton Rose Canada LLP ♦ Ontario Ministry of Children and Youth Services ♦ Ontario Ministry of Community and Social Services ♦ Ontario Trillium Foundation ♦ Oolagen ♦ Peter Cundill Foundation ♦ Peter Donalson ♦ PriceWaterhouseCoopers LLP ♦ Program Without Walls (CAPC) ♦ Public Health Toronto ♦ RBC ♦ Rexdale Community Health Centre ♦ Roma Community Centre ♦ Scotiabank ♦ Shields O'Donnell MacKillop LLP ♦ Shoebox Project for Shelters ♦ Somali Immigrant Aid Organization ♦ Somali Women and Children's Support Network ♦ Somali Youth Outreach Association of Toronto ♦ St. Albans Boys and Girls Club – 121 Humber Blvd ♦ St. George's Golf and Country Club ♦ St. Johns Anglican Church ♦ Stepp Three Holdings Inc. ♦ T.R. Meighen Family Foundation ♦ TD Bank Areawide United Way ♦ TD Bank Financial Group ♦ TD Securities Underwriting Hope Fund ♦ TMAC Communications Inc. ♦ Toronto Catholic District School Board ♦ Toronto Civic Employees Union Local 416 ♦ Toronto Community Housing Corporation ♦ Toronto District School Board ♦ Turning Point Youth Services ♦ Unison ♦ United Way of York Region ♦ United Way Peel ♦ United Way Toronto ♦ Universal Workers Union Local 183 ♦ Vyco Limited ♦ Wallace-Emerson Community Centre ♦ Women's Habitat ♦ YMCA Rexdale Youth Resource Centre ♦ YouthLink



# Thank You!

## Individual Donors

♦ Darren Ablett ♦ Ciro Adamo ♦ Zanana Akande ♦ Sandie Alexander ♦ Marni Anglin ♦ Suzette Arruda-Santos ♦ Desta Ayenew ♦ Nancy Barkin ♦ Amanda Beard ♦ Paul and Kathleen Beeston ♦ Rosie Bell ♦ Lynn Benson ♦ Lionel Berger ♦ Austin and Elaine Beutel ♦ Lauren Bialystok ♦ Alexander Bijelic ♦ Lawrence Biricz ♦ Heather Bishop ♦ Karen Blake ♦ Jason Booy ♦ hope boulay ♦ Herb C. and Doris Elmira Breithaupt ♦ Helen Breslauer ♦ John Bridgman ♦ Diane Brooks ♦ Sandra Burns ♦ Helen Burstyn ♦ Felix Cabrera ♦ Debra Campbell ♦ Larry Campbell ♦ Sadian Campbell ♦ John Campion ♦ Dean Candella ♦ Guy S. Carr-Harris ♦ R. Brian Cartwright ♦ Timothy and Sheila Casgrain ♦ Andy Cheung ♦ David Cho ♦ Wynneth Clark ♦ John and Pattie Cleghorn ♦ Bernard Clerin ♦ Alan Cogill ♦ Susan Connors ♦ David Conroy ♦ George Cooper ♦ George and Tami Cope ♦ Richard Costley-White ♦ Stephen Coxford ♦ David Crombie ♦ Patricia Crosbie ♦ Linda Currie ♦ Lisa D'Addese ♦ Sreeparna Das ♦ Gabbey Dessye ♦ Consiglio Di Nino ♦ Ann Dillon ♦ Katherine T. Dillon ♦ Peter Donaldson ♦ Caralyne Donnet ♦ Margaret Duarte ♦ Louanne Ducharme ♦ Timothy Dyck ♦ Michael Eaton ♦ Peter Edmonson ♦ Brenda Ellis ♦ Daniel Engel ♦ Karen Engel ♦ Alison Engel-Yan ♦ Ross F England ♦ Gillian Evans ♦ David Feather ♦ Nicolau F. Felicio ♦ Anthony Fell ♦ Ann Flaveny ♦ Edward Flis ♦ Barbara Fraser ♦ Jean Pierre and Martha Fruchet ♦ Anita Gaffney ♦ Michelle Garay ♦ Kris Garbaliuskas ♦ Willa Gauthier ♦ Michael Goguen ♦ David Goldbloom ♦ Kevin Goldthorp ♦ Shelly Goloboff ♦ Karina Gonzalez ♦ Lam Grace ♦ Anthony R. Graham ♦ Brian H. Greenspan ♦ Darrell Louise Gregersen ♦ Charles and Bertha Gregory ♦ Joanne E.T. Gregus ♦ David Grindal ♦ Richard and Nancy Hamm ♦ Ann Hannah ♦ Natalie Hay ♦ Brent Henry ♦ Peter Herrndorf ♦ Helena Hivon ♦ Andrea Holmes ♦ Brian Holt ♦ John Honderich ♦ Robert and Sandi Horwitz ♦ Robyn Howlett ♦ John Hunkin ♦ Sue Hunter ♦ Jo-Ann Hussey ♦ Paul Huyer ♦ Richard Ivey ♦ Ann Jackson ♦ Donald Johnson ♦ Juhaina Kabir ♦ Peter and Anne-Marie Kains ♦ Sunny Kang ♦ Charles and Nancy Kennedy ♦ Tim and Janet Kennish ♦ Brian Kent ♦ Nicholas and Janet Kouwen ♦ Boris Kramer ♦ Liisa Kuuter ♦ Colin Lacy ♦ Hetty Lawrence ♦ Phil Lind ♦ Paul and Marylou Little ♦ Ana Lopes ♦ John Lynch ♦ Hartland M. and Eve MacDougall ♦ Bart MacDougall ♦ Rod and Sandra MacGillivray ♦ George and Anne MacLaren ♦ Donald MacLean ♦ Lachlan MacQuarrie ♦ Varghese Mani ♦ Ellen Marcinkevicius ♦ Mitch and Anne Max ♦ Margaret Norrie McCain ♦ Kathryn A. McCain ♦ John McCandless ♦ Rob and Cheryl McEwen ♦ John and Nancy McFadyen ♦ Bill and Brenda McNeill ♦ Kelly Meighen ♦ Roslyn Mendelson ♦ Sonia Millar ♦ Gene Mitchell ♦ Abokar Mohamed ♦ Dominic and Susan Montemurro ♦ Tim Moore ♦ Dori Mould ♦ John Mould ♦ Gregory Marlatt and Elizabeth Howson ♦ John and Nancy Mulvihill ♦ Kathleen Murphy ♦ Lee Myers ♦ Ricci Ng ♦ Jennifer Nicol ♦ Donald and Linda Oliver ♦ Gerry Olsthoorn ♦ Thomas Orr ♦ Dagmar Pagel ♦ Maria Palomo ♦ Emily Pang ♦ Marylou Pataua ♦ Anastasia Perov ♦ Susan Perren ♦ Henry Perren ♦ James Peterson ♦ Jean Pinto ♦ Wendy Pitblado ♦ Bruce Pollock ♦ Andrew and Valerie Pringle ♦ Russell and Catherine Prowse ♦ Maureen Quigley and Patrick Reid ♦ Nashrin Rahemtulla ♦ Melissa Redmond ♦ Ronald and Margaret Riley ♦ Cedric Ritchie ♦ Linda Robinson ♦ Richard Rooney ♦ Nancy Ruth ♦ Michael Sainsbury ♦ Cynthia Sale ♦ Jasmine Samra ♦ Joe Santos ♦ Karen Schakel ♦ Hugh Segal ♦ Chantal Senechal ♦ Sarah Smith ♦ Rachel Smith-Spencer ♦ Wayne and Maureen Squibb ♦ Tom Stevens ♦ Nalini Stewart ♦ John and Christine Stirling ♦ Richard and Janet Sutin ♦ Scarlett Swain ♦ Sara Taman ♦ Lisa Thomas ♦ Kalindi Jog Thurairajah ♦ Daniel and Sara Tingley ♦ April Tirone ♦ Diana Tremain ♦ Sharon Turner ♦ Fatima Valentim ♦ K.C. and Barbara Vallis ♦ Innes Van Nostrand ♦ Anika Vargha ♦ Sheryl Veroni ♦ Fritz and Brigitte Voll ♦ Sharon Vyse ♦ Sam Wakim ♦ Diane Walker ♦ Sandra Ward ♦ Richard Warren ♦ Jaime Watt ♦ Doug Watters ♦ Peter W. Webster ♦ Marc Weinstein ♦ John Welsman ♦ Roty Welstead ♦ Miao Wen ♦ Richard Wernham ♦ Judith Wilder ♦ William Wilder ♦ Ann Wilson ♦ Michael and Margaret Wilson ♦ Eric Windeler ♦ Glenn Wolff ♦ Donald and Patricia Worth ♦ Priscilla J M Wright ♦ Timothy and Sharon Wright ♦ YCFC Staff ♦ United Way Designated Donations ♦ Dawn Yeates

This list includes donations received between April 1, 2013 and March 31, 2014. We also thank those donors who request to remain anonymous and any donors we may have inadvertently missed when we prepared this list.



## BOARD OF DIRECTORS 2013 – 2014

### Yorktown Child and Family Centre

Diane Brooks, *President*  
 Caralyne Donnet, *Vice President*  
 Lawrence (Larry) Biricz, *Treasurer*  
 Sarah Smith, *Past President*  
 Paul Huyer  
 Juhaina Kabir  
 Sunny Kang  
 Lachlan J. MacQuarrie  
 Dori Mould  
 Jasmine Samra  
 Tom Stevens  
 Scarlett Swain

### Yorktown Shelter for Women

Diane Brooks, *President*  
 Caralyne Donnet, *Vice President*  
 Lawrence (Larry) Biricz, *Treasurer*  
 Sarah Smith, *Past President*  
 Jo-Ann M. Hussey  
 Paul Huyer  
 Juhaina Kabir  
 Sunny Kang  
 Lachlan J. MacQuarrie  
 Jasmine Samra  
 Tom Stevens  
 Scarlett Swain

## MANAGEMENT TEAM

Suzette Arruda-Santos – *Executive Director*  
 Hope Boulay, *Director of Finance and Administration*  
 Andrea Holmes, *Director of Development*  
 Sreeparna Das, *Manager of HR and Administrative Services*

### Yorktown Child and Family Centre

Katina Watson, *Director of Service*  
 Karen Blake, *Manager of Community- Based Violence Prevention Program*  
 Sari Burkes, *Manager, Prevention and Quality Improvement*  
 Robyn Howlett, *Team Lead, Youth Outreach Worker Program*  
 Mary Rella, *Manager of Clinical Services*  
 Enayet Sarder, *Payroll and Accounts Payable Administrator*  
 Heidi Serio, *Manager, Youth Engagement Community Projects*  
 Leisha Zamecnik, *Supervisor Supporting Young Families*

### Yorktown Shelter for Women

Fatima Valentim, *Director*  
 Karen Blake, *Manager Community- Based Violence Prevention*  
 Gabbey Dessye, *Manager, Client Services*  
 Celestina Medina, *Payroll/Office Administrator*



### Yorktown Child and Family Centre

2010 Eglinton Ave. W., Suite 300  
Toronto, ON M6E 2K3  
Telephone: 416-394-2424  
Fax: 416-394-2689  
Email: [info@yorktownfamilyservices.com](mailto:info@yorktownfamilyservices.com)  
Charitable Business Number:  
BN 136729597 RR0001

### Yorktown Shelter for Women

2010 Eglinton Ave. W., Suite 300  
Toronto, ON M6E 2K3  
Telephone: 416-394-2950  
Crisis Line: 416-394-2999  
Fax: 416-394-2942  
Email: [info@yorktownfamilyservices.com](mailto:info@yorktownfamilyservices.com)  
Charitable Business Number:  
BN 891894586 RR0001

[www.yorktownfamilyservices.com](http://www.yorktownfamilyservices.com)



Ruth Atkinson Hindmarsh  
AWARD  
2004 Recipient

