

TRANSFORMATIONS:

OPENING DOORS TO POSSIBILITIES

future
achievement
harmony dream
family opportunities
security prosperity skills
attainable strength
positive sense of self
chances support
connections growth
freedom optimism
stability independance
friendship inspiration
prosperity networks
partnership hope
support
safety



YORKTOWN CHILD AND FAMILY CENTRE
YORKTOWN SHELTER FOR WOMEN

Annual Report 2014/15

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: 2014/15	1
2014/15 at a Glance.....	3
Summer's Story: Success Through a Network of Support	4
Collective Impact: Changing Outcomes for Youth and the Community	6
Timing is Everything: Anthony's Story	8
Find Your Beautiful: Michell's Story	10
Marni Anglin: Engaged and Engaging.....	12
Children's Mental Health Week & Design Team	13
Looking Forward With Paul Huyer.....	14
Financial Statement Summary	15
Community Partners, Funders and Donors.....	16
Individual Donors	17
2014/15 Board Members; Management Teams	Back

Transformations: Opening Doors to Possibilities

When changes are guided in a positive direction the resulting transformations can be nothing short of astounding. This is ultimately what Yorktown Family Services strives for together with our client, organization, and funding partners.

In 2012 Ontario launched the Moving on Mental Health action plan to transform the way community based mental health services are delivered to children and youth. The ultimate goal is to achieve sustained improvement across the mental health system and this initiative is now firmly underway. In February of 2014, it was announced that East Metro Youth Services (EMYS) will be the Lead Agency overseeing this critical initiative in the Toronto sector. Yorktown has experience working with EMYS on many successful partnerships and we look forward to collaborating with this outstanding organization in their new capacity.

Challenges can be catalysts for positive change; the opportunity to transform lives and the community through innovation, determination, and collaboration. We are pleased to share with you a few highlights from some exciting transformations that occurred at Yorktown over the course of this past year. Some are a result of insightful program changes that we made many years ago that continue to open new doors for clients. Some are transformations that began over the course of this year and continue to evolve, while others seemed to happen almost overnight. Please turn the page and read about:

- ▶ An exceptional young woman who has overcome life-threatening challenges to transform her life through her dedicated partnership with her therapist and her psychiatrist. (Summer's Story: Success Through a Network of Support, page 4)
- ▶ A ground-breaking partnership between Yorktown, United Way Toronto & York Region, Irving Consumer Products Ltd., George Brown College, the City of Toronto and a resilient and committed group of youth who reside in the Weston—Mt. Dennis community. We highlight the experience of a particularly determined young man and how this exciting collaboration is transforming his life as well as the way partners work together to bring sustainable positive change to the Weston—Mt. Dennis Community. (Collective Impact: Changing Outcomes for Youth and the Community, page 6)
- ▶ By transforming our five-day a week walk-in into a gateway to Yorktown services, we achieved and have maintained a zero waitlist. As a result of this innovative change clients receive the help they need at the time they need it most. This has positioned Yorktown to be exceptionally well-equipped to join St. Joseph's Health Centre and The Hospital for Sick Children as an agency partner on the Emergency Department Pathways pilot project launched in July 2014. The goal to ensure consumer-driven, high quality, accessible and timely service is being achieved. (Timing is Everything: Anthony's Story, page 8)
- ▶ Women and Communities Against Violence (WACAV) is committed to enabling women to transform their lives from ones filled with violence to living free of fear and abuse. Through the exceptional and dedicated support Michell Edwards received from her



Diane Brooks
President



Suzette Arruda-Santos
Executive Director

WACAV counsellor, she is opening doors to endless possibilities for her and her son.
(Find Your Beautiful: Michell's Story, page 10)

The above are just a few examples of the truly exciting transformations that we are sharing with you in our Annual Report. As well, you will read about achievements and exceptional contributions from special volunteers, donors, funders, and partners for which Yorktown is truly thankful.

We are also very pleased to take this opportunity to share that our core clinical team was the recipient of the 2014 Bhayana Family Foundation Award for Team Achievement. This highly skilled team was recognized for demonstrating commitment to success through excellent and consistent performance.

Please read on, and discover the transformative year we have had and the outstanding possibilities that continue to come to the Yorktown Community.

Sincerely,



Diane Brooks
President



Suzette Arruda-Santos
Executive Director

Yorktown Child and Family Centre's CORE Team, recipients of the Bhayana Family Foundation Award for Team Achievement.

The Bhayana Family Foundation recognizes employees of agencies funded by the United Way Toronto & York Region.



2014/15 At a Glance

YORKTOWN CHILD AND FAMILY CENTRE

- ▶ **3,071** individuals and **834** families received service.
- ▶ **62%** of clients were living in single parent families.
- ▶ **71%** of clients came from countries other than Canada.
- ▶ **44%** of clients spoke a language other English in their homes.
- ▶ **100%** of clients receiving or participating in treatment achieved positive outcomes from their service at Yorktown.
- ▶ **1,504** youth were contacted by Yorktown Youth Outreach Workers, **444** of those youth were referred to community resources for support.
- ▶ **2,794** visits to Yorktown's Youth Space at the Jane St. Hub.

YORKTOWN SHELTER FOR WOMEN

- ▶ **46** women and **50** children received shelter and services.
- ▶ **29%** of residents remained in the shelter for less than **90** days.
- ▶ **30%** of residents remained in the shelter for more than **7** months waiting for subsidized housing to become available.
- ▶ **9%** of residents remained in the shelter for more than **1** year waiting for subsidized housing to become available.
- ▶ Total nights of accommodation were **9,518**.
- ▶ **69%** of residents spoke or identified themselves as speaking a language other than English.
- ▶ **243** women and **91** children received support from WACAV, Transitional Housing and Support and Here To Help Programs.

YORKTOWN EVENTS

- ▶ Fundraising activities included two key events – the **15th** Annual Tribute Dinner in honour of Cathy Spoel and Michael MacMillan and Light the Way. These two events generated over **\$200,000** in revenue for Yorktown!



2014 Yorktown Family Services Humanitarian Award for Community Service – "Family With Three Children".



Summer's Story: Success Through a Network

"Mom, I almost killed myself last night..." Saying the words out loud to her mother was a breakthrough moment for Summer. After taking a quantity of pills and alcohol the night before, Summer had videotaped herself saying her good-byes to her loved ones. That her intentions had not been realized, now felt to Summer like a poignant intervention of fate.

Summer was in a session with her Child, Youth and Family Therapist, Rebecca Weintraub the morning after she had tried to commit suicide. According to Rebecca, "When she showed me the tape, I knew that Summer didn't want to die. She was showing this to me because she wanted help". After viewing the tape, Rebecca and Summer worked together to ensure that Summer felt in control of the next steps. Summer's decision to be the one to call her mother to disclose the incident reflected tremendous progress for the 16 year old. After Summer spoke to her mother, Rebecca made arrangements for Summer to be taken to the hospital emergency department for assessment. Her mother would be there waiting for her.

For the past several years, Summer had been feeling depressed, suicidal, experiencing bouts of anxiety and physical symptoms that were getting in the way of her everyday life. She was missing school and feeling isolated; not wanting to get out of bed, not eating or sleeping properly. Summer was confused about how to manage what she was going through. She was scared to tell her mother about how she was feeling; there was virtually no communication between them. Summer had been through one abusive relationship after another, and when she found herself in yet another destructive situation with her current boyfriend, Summer knew that there was something seriously wrong. She escaped from emotional pain by sleeping for extended periods of time and when she was awake, Summer frequently turned to pills and alcohol. When battling the urge to harm herself became an on-going part of her existence, Summer knew she needed to seek help. At the beginning of the school year in 2013, Summer turned to her school Guidance Counsellor who connected her to the school psychologist. Summer was then referred to a psychiatrist and she was put on a waitlist.

Towards the end of June 2014, with the school year coming to a close, Summer was still waiting for an appointment to see a psychiatrist. Her psychologist referred her to the *what's up walk-in*® at Yorktown Child and Family Centre. Summer was able to access the service immediately and in July 2014 she was able to get the help she needed through weekly sessions with Rebecca.

Summer and Rebecca did a lot of work on developing a safety plan so that she could prevent the urge to self-harm. Summer learned to assess risk, identify the trig-

"I was having trouble coping and I didn't know what to do. I found out at Yorktown that having someone listen was more important than I had realized. Opening up to my therapist enabled me to gain insights into my emotions and this is how the transformation began. I learned through sharing what I was going through that there is someone there to help me find my inner strength."

—Summer, Yorktown Client



*Identity has been changed to protect client's privacy.

My name is Summer and I am a sixteen year old student in high school. I have been a client at Yorktown for almost a year and the experience has absolutely changed my life. I have learned that I am capable of achieving great things. I would like to become a teacher. Over the years, I have learned to use art to turn painful aspects of my life into beautiful works of art. My painting is called Cherry Blossom Wonderland. It is my mental happy place, which makes me feel at peace and I hope it makes you feel the same way.

of Support

gers quickly, and turn to positive alternatives instead of alcohol and pills, or injuring herself. Summer reflects, "When I first went to Yorktown's walk-in, I didn't know what to expect. I learned at my first visit that there was a big disconnect with my emotions and I was not able to identify when the dark feelings were beginning to overtake me. The safety plan that Rebecca and I created has really helped me to prevent harmful behaviour."

Summer and Rebecca progressed to working on how Summer could enlist her mother for support. By learning how to convey to her mother when she is not feeling well, Summer has added to her network of support. This critical advancement allows her to assume accountability for keeping herself safe. Rebecca shares, "The cases that I work with, I see the grave impact when someone doesn't have support. It's a big issue, if they feel that their parents are not going to be there for them; it heightens their sense of isolation. Summer's relationship with her mother is changing in a positive way and that is tremendously important for her success."

Summer finally saw the psychiatrist in February 2015, after a year of waiting. She was diagnosed with bipolar disorder and has been seeing the psychiatrist as well as continuing her sessions at Yorktown. During one particular session with Rebecca, Summer was experiencing symptoms. She had just started the medication that the psychiatrist had prescribed for her and was having hallucinations. She and Rebecca contacted her psychiatrist by phone. Summer described what she was experiencing and her psychiatrist contacted the pharmacist to correct her prescription. This combined support partnership prevented Summer from having to go to the hospital emergency department.

Summer has come a long way and she attributes her success to the concurrent care that she is receiving from her psychiatrist and from Rebecca. "My psychiatrist helps me to understand why I am experiencing the things that I am dealing with and my therapist helps me find ways of coping with them. The right kind of support can literally save your life," says Summer.

According to Rebecca, "Summer has transformed into someone who is now in charge of her own life and is ready to move onto bigger and better things."

While Summer is still dealing with some experiences that are difficult for her, she has found the strength to recognize her triggers and to turn to positive things like painting and creative cooking – or talking to her mom. Summer was dismayed when she learned that she has bipolar disorder. "Coping with the symptoms requires both medication and the skills I learned through therapy. Managing my condition will be a lifelong process, but that doesn't frighten me anymore."

Summer is now 17 and in September of 2015, she started teachers college. She researched the resources available on campus, should she need them. Summer employs the skills that she gained through her therapy sessions at Yorktown and is dedicated to keeping herself healthy.



*"Cherry Blossom
Wonderland" By Summer*

"Some clients have very complex cases. You can't just focus on one issue; many clients bring with them layer upon layers of traumatic experiences and to focus on just one, would neglect so many others and the implications they have."

—Rebecca Weintraub,
Child, Youth and Family
Therapist

Did you know that bipolar disorder often develops during a person's late teens or early adult years?

THE WESTON—MT. DENNIS IRVING TISSUE EMPLOYMENT AND TRAINING PROJECT is part of United Way Toronto & York Region Career Navigator program and involves a unique partnership that brings together a community impact partner (United Way Toronto & York Region), a social services/mental health agency (Yorktown Child and Family Centre), an educational institution (George Brown College), the private sector (Irving Consumer Products Ltd.), government (the City of Toronto) and youth. This model takes a wraparound approach to services and supports to address the needs and barriers to employment that young people in a struggling community face.

Collective Impact: Changing Outcomes for Youth

Collective Impact: This project is designed to be a business model that other companies in other communities can follow. It is a transformation of the way that businesses invest in communities and the way they work with partners. It takes a long-term view with a goal to sustain the community and the company.

Employee turnover at Irving Tissue has not been high, historically. However, they have an aging workforce poised for retirement and need a pipeline of skilled applicants to replace them. Many of the current workforce does not live in the community and this program stands to change that; it could transform the community.

Abrone raced out of the house, heart pounding. The opportunity to gain steady, long term employment was what he had been searching for and he finally found it. Right now, what stood between him and the chance to build the career he longed for was twenty two kilometers and bus fare. Abrone has faced many obstacles in his 23 years including illness, poverty, homelessness, and unemployment; he wasn't about to let lack of bus fare get in his way. Relying on his charm and sincerity, he was able to persuade the fifth bus driver who came along to let him get on without fare. Thus began a new chapter in Abrone Hassan's life.



Through Yorktown's extensive outreach to community partners and organizations, and word-of-mouth at the Jane St. Hub, fortunately news reached Abrone about the Weston—Mt. Dennis – Irving Tissue Community Employment and Training Project the night before the selection process was taking place. His persistence paid off and he was finally able to reach the project contact at 7:00 a.m. the next morning to get the details. He was told that the project was a new initiative designed to help youth build a sustainable career path in the Weston—Mt. Dennis area. Funded by United Way Toronto & York Region, Irving Consumer Products Ltd., and the City of Toronto, the program included academic up-grading and training in Construction Trades through George Brown College followed by a paid internship through Irving Consumer Products Ltd. Yorktown would provide a Life Coach, Natalie Hay, an experienced Youth Outreach Worker, to assist participants in navigating through the life barriers that can be overwhelming. Abrone arrived at Irving Consumer Products Ltd. at Weston Rd. and Jane St. with less than five minutes to spare before the selection process was underway.

Abrone was born in Somalia and came to Toronto with his family as a small child. The eldest of four boys, he grew up in the Weston—Mt. Dennis area and had witnessed the rapid decline in employment opportunities as one manufacturer after another closed down or moved from the neighbourhood. Their demise or departure left a major negative impact on a community that has a high, and diverse, immigrant population. "With so many people displaced, and no employment alternatives, the neighbourhood went into a downward spiral," says Abrone. "I have had my eye on Irving Consumer Products, the last major employer in

YORKTOWN has become renowned for expertise in successfully partnering with youth and enabling them to bring sustained positive change to their lives. Yorktown is the Lead Agency for Youth Outreach Workers in West Toronto, a program that is part of Yorktown's Youth Engagement Strategy. Yorktown was invited by United Way Toronto & York Region to bring our expertise in working with youth to this ground-breaking project designed to put local youth and young adults on career paths to long-term jobs.

and the Community

the area. They have a reputation as being great to work for and when this opportunity came up, it was like a dream come true. The partners involved in the Weston—Mt. Dennis – Irving Tissue Community Employment and Training Project want to uplift the community and the best way to do that is to have people from the community gainfully employed.”

The selection process took place in December of 2014 and one week later, Abrone found out that he was eligible to apply to George Brown as a Weston—Mt. Dennis – Irving Tissue Community Employment and Training Project participant. As Life Coach, Natalie Hay's role came into play right from the beginning; she provided extensive support to the applicants throughout the process. In March 2015, Abrone received confirmation from George Brown College that he was accepted into the Construction Trades program and started classes in May.

“Natalie has provided invaluable support, advice and mentorship” says Abrone. “She genuinely cares. She is strong and gives solid, no nonsense advice when things get overwhelming. I really value her point of view and she puts us in touch with the resources that we need. She has invested so much in all of us and our success. I know she sincerely wants to see us do well.” Abrone is looking forward to beginning his apprenticeship in May, 2016 and after that, the many doors to possibilities that will open up for him.

When asked where he would like to see himself in two years, Abrone says with a wide smile, “I want to be the text-book case of success. I want to be working at Irving Consumer Products Ltd. as a millwright and then I plan to take the world by storm!” In 10 years he would like to be making enough money to be involved in the build of a YMCA in Weston—Mt. Dennis. He is proud of the community that he grew up in and wants to give something major back as a legacy in honour of the opportunity that he has been provided.

Young people in a struggling area face multiple barriers to employment including poverty, mental health problems, substance abuse and gun violence.

“Young people don't want a hand out; we want an opportunity.”

—Abrone Hassan,
Weston—Mt. Dennis
Irving Tissue
Employment and
Training Project



EMERGENCY DEPARTMENT PATHWAYS (ED Pathways) was implemented in July 2014 to address the issue of clients falling through the cracks within the mental health system. By providing a service pathway between hospital emergency departments and community based children's mental health agencies a more seamless and supportive transition of clients is ensured. Yorktown participated in the pilot project as one of the agency partners to St. Joseph's Health Centre and The Hospital for Sick Children. Having transformed our walk-in into a 5 day a

Timing Is Everything: Anthony's Story

"One of the most impactful things about this collaboration is that it elevated the level of awareness among the partners as to what each has the capacity to contribute when assisting children, youth and their families. It was an opportunity to better understand roles in the process of wellbeing. The collaborators became better informed about their expertise and in turn clients were better served."

—Mary Rella, Manager
of Clinical Services,
Yorktown Child and
Family Centre

Experiencing what he refers to as "full-on crisis mode", 18 year old Anthony came to Yorktown's Walk-in for support. Just over a week prior to this, Anthony had had a very intense two-day long episode of hallucinations brought on by an overdose of anti-anxiety medication and began to have overwhelming thoughts of suicide. He had called the police and they had taken him to the emergency department of the nearest hospital. He had been under observation for eight hours and when he was released, the case worker recommended that he go to Yorktown's walk-in for counselling, which he did. He hadn't been in crisis mode at that first visit to the walk-in and found the counselling to be extremely helpful. The counsellor, Andrew McKenzie, had worked on a safety plan with him. It helped Anthony recognize when he was at risk of being in crisis and what measures to put into place. Typically, when in crisis, he was at home with his parents who would become anxious and not know how to help him. Several days after he had been to the walk-in Anthony felt the dark feelings beginning to descend on him. He followed the safety plan and asked his father to go with him to Yorktown's walk-in where he knew he would receive the critical counselling he required when he needed it most. Anthony recalls, "Receiving counselling when I was in crisis mode was absolutely transformative. I learned techniques that enabled me to guide myself through and become more stable. To receive support at exactly that time was extremely valuable as the coping skills I learned worked; I know I can confidently refer to them in the future. When I first walked in, I was very closed off. It was really helpful to hear the walk-in therapist, Jen Lamasz, tell me that everything was going to be ok. It was something that was vitally important and had never been said to me in the past. My parents' first language is not English and they have never had exposure to something like this. To have someone address the issues head-on and provide the reassurance that everything would be fine was of tremendous help."

Anthony started seeing David Cho, Child, Youth and Family Therapist on a weekly basis. "I accomplished so much at that session with Jen that it prepared me to enter regular therapy with David in a receptive mindset to get all I could out of each session."

Anthony's dad came to the two walk-in sessions with Anthony, as well as a session with David, at David's request. Anthony says, "In the past it's just been a panic for him but with the two times that he came with me to the walk-in, and the session with David, it provided him with some insight in how to deal with things and how to support me."

"When I came to Yorktown, I immediately felt that I was in a caring environment and this encouraged me to open up. I felt that I could really speak for the first time in quite a while and that I was actually being heard; not just brushed off. All the counsellors that I spoke with made me feel like this was something that they wanted to do. They were really there for me," says Anthony.

Should it happen that he needs support and he doesn't have a session scheduled, Anthony says he would opt to come to the walk-in to see a counsellor rather than go to the emergency department. "This is where I receive the type of emotional support that I need. I

**Identity has been changed to protect client's privacy.*

week gateway to service several years ago, Yorktown has achieved and maintained a zero waitlist. As a result, clients receive the help they need at the time they need it most. This has positioned Yorktown to be exceptionally well-equipped to work effectively with our partners in providing consumer-driven, high quality, accessible, and timely mental health services that clients require. Due to its success, ED Pathways was implemented as a permanent service model in March, 2015.

progress towards a goal at each session."

Anthony has now had 9 sessions with David and feels that with David's support, he has come a long way and is more self-reliant. He has switched to seeing David on a biweekly basis. "I am at a point where I don't need to come in every week. I can handle things on my own for two weeks but it feels good to check in at that point for the time being."

"For 5 years, I battled unrelenting anxiety and depression. I have come back from a point where I truly did not want to be alive; where daily life was horrible. Before my experience with Yorktown, I never had the thought 'I want to stay alive'. After coming to Yorktown I made the conscious decision to get better and it happened while I was struggling through crisis mode. That's huge. To be panicking and wanting to die and then turning that around and knowing that I really did want to live was a powerful experience. I haven't looked back; I have been moving forward ever since."

Increased coordination of services through ED Pathways resulted in reduced costs, greater value for dollar spent and overall positive experiences for service users.



Waitlists for psychiatric care can be several months to over one year. As part of the ED Pathways, agency partners like Yorktown are offered access to a psychiatric consultation, expediting access for Yorktown's clients.

WOMEN AND COMMUNITIES AGAINST VIOLENCE (WACAV) is an outreach program offered by Yorktown Shelter for Women (YSW). WACAV provides assistance to women who are experiencing or have experienced abuse and are not residents of a shelter or are transitioning out of a shelter back into the community. Counselling and connection to resources such as housing, legal, financial, health, immigration, children's services, education, and employment are provided. The counsellor will work on a safety plan with each client. WACAV counsellors meet with clients in any location that is safe for both parties; sometimes at the shelter or in the community at coffee shops, malls, libraries, community centres, etc. YSW has 7 part-time WACAV staff who speak a total of 12 languages. Clients are referred by Child Welfare, hospitals, or other service providers. Ninety nine women benefitted from WACAV support in 2014/15.

Find Your Beautiful: Michell's Story



It was a sunny September evening in 2008 and the sun was just beginning to set. Michell Edwards sat on a bench in a park on Lakeshore Blvd. with her 10 year old son Elijah. Two police officers approached her, "We can take you home now, ma'am. Your husband had been taken into custody." Michell was devastated, she felt like her life was over.

Michell was born in Panama. When she was two years old her mom left her dad and moved Michell, her sister age 10, and brother age, 12 to Toronto.

Over the 15 years that she lived with her mother they moved 16 times. She grew up very isolated. Though her sister and brother were 8 and 10 years older than her, circumstances did not enable them to provide stability or nurturing relationships. Michell's mother worked long hours and was rarely home. They saw each other once a week when they went to church together. From the age of 10 she raised herself.

"I became involved with Elijah's father when I had just turned 17 and became pregnant soon after." says Michell. "Though I was living with my mother, I was absolutely on my own." She went into a depression after she had Elijah and as soon as she turned 18, she moved with her son to her own apartment at Jane St. and Woolner Ave. She soon found a job as a dispatcher that paid well and the owners let her bring Elijah to the office.

Around this time, she met her husband. They knew each other for a year and then got married. Michell reflects, "The first year of marriage was good, but I had such a low self-esteem because I grew up so isolated that I didn't have a sense of self-worth. That kind of circumstance allows you to overlook or forgive things that you should actually be working through with someone, rather than accepting. I didn't know any different and my need to have someone with me was greater than my need to be respected."

It was when she started to find her voice that things changed; there were arguments because she wasn't conceding as much. "The more confident I was, the more he began to lose control." she says. When he became physically abusive in front of Elijah, now 10 years old, Michell ended the relationship, "I didn't want Elijah growing up thinking this was normal."

On that particular evening an argument about Elijah's homework escalated into physical violence. Her husband began pushing her up against the wall. Elijah came back out of his room and witnessed what was happening. When it was over, her husband told her to get out. At first, he threatened that she couldn't take Elijah but then conceded. As they walked out the door he slapped the back of Elijah's head. Michell called the police from the park across the street. Michell and her husband had been married for seven years at this point. Though Michell never had a role model it was important to her that there were good role models in Elijah's life. "Leaving my husband was the hardest thing I ever had to do. I was in love with him but I had to break the cycle of violence beginning with my son and what he experienced. I didn't want him to grow up in an environment where violence was permitted."

Because there was a child involved in a domestic violence incident, the police arranged for the Children's Aid Society to meet with Michell and Elijah. "They said that we should both get

The objective of WACAV is to equip women living with violence or transitioning away from violence to safeguard themselves and their children.

According to the Ontario Child and Family Services Act, allowing a child to be present during violent behavior of others, including the physical abuse of others is considered emotional abuse.

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.

counselling and highly recommended Yorktown.” says Michell.

Michell went to Yorktown because it was the only Shelter that provided accommodation for her schedule. She met with Ronit Kasimov, Transitional Support Worker and WACAV Program Coordinator. “She usually does counselling during the day but stayed back to see me” says Michell.

Michell recognized that the support system that had been lacking in her life was available to her through Yorktown; she was exhausted and welcomed it. She recalled how alone she felt when she first had Elijah and how depressed she had been with no one to turn to. “Counselling opened the door to the possibilities of what could be. I knew that there was a better life-path for me and my son.”

I started counselling with Ronit in the New Year. After about three months of counselling, she suggested that Elijah and I take part in Here to Help.

“Ronit is an excellent counsellor. She is very effective, firm, and grounds you in reality. When you are in an abusive relationship you often live in the ‘potential’ the ‘what could be’. One of Ronit’s strengths as a counsellor is she brings you back down to earth. She guides you through your own realizations, in a nurturing way, like a mother or a really good older sister. She never missed an appointment. I used to see her on Tuesdays. Tuesday became my lifeline, my breath of fresh air. She helped get me to a place of intense insightfulness. To step outside the environment, look at it objectively.”

“From my experience, I think that services like this are not optional. Yorktown is a ‘hospital for your emotions’. When there is something physically wrong, you go to the hospital and you get a physical work-up so you know what is going on with your physical system, but when you are emotionally sick, where do you go? That is what Yorktown was for me. Yorktown helps you to do an emotional work-up and connects you to your resilience, to your power, to your strengths and equips you to move on from emotional challenges. It’s emotional physiotherapy.”

“My son is very empowered because of the counselling he received at Yorktown’s Here To Help program. Because of the services and support that we received, I feel like we are ok now. We can deal with things. The outcome of the relationship with my ex-husband precipitated the beginning of my emotional healing. I began to address the emotional pain of how I grew up, what I went through having a baby at a young age, what I went through in my marriage. I didn’t realize the impact that not having a support system had on me.”

Four years ago, Michell started an on-line magazine and website for women, *Find Your Beautiful*. “I use every part of my story to help other women and hopefully inspire them to get the support that they need. I had never had counselling before. I hadn’t ever considered it. It helped me so much and I want other women to know that if they are in a relationship where there is abuse, they should not hesitate to seek support. *Find Your Beautiful* is about inner beauty; not being bitter or depressed. It’s about learning how to enjoy your life. My passion is to see other women thrive and not settle for their environment. I help women believe in their own beauty.”

Research shows that children who witness violence are more likely to grow up to become victims or abusers.

—*The Effects of Domestic Violence on Children: Where does it Hurt?*
Royal Canadian Mounted Police.

YORKTOWN FAMILY SERVICES' two agencies, Yorktown Child and Family Centre and Yorktown Shelter for Women, are governed by separate volunteer Boards of Directors whose dedication, skills, leadership and resources set the direction for each agency and provide the capacity to ensure that they remain effective, efficient and relevant resources to our community.

Marni Anglin: Engaged and Engaging



Marni Anglin is the 2014/15 recipient of the Dan Goldberg Memorial Award which is presented to a Board Member who has provided outstanding voluntary community service to Yorktown Family Services.

Marni Anglin was on the Yorktown Shelter for Women Board of Directors for three years, introduced by then Yorktown Board of Directors President, Sarah Smith. Marni and Sarah met at Celestica where they have worked together for almost 20 years; Marni in Human Resources and Sarah, an Engineer.

Sarah shares, "Marni has been a colleague, friend and fellow board member of mine for almost 20 years. She brought the passion for people that I had seen displayed in the workplace to the Yorktown Board and Committees and took a particular interest in the Shelter. Marni contributed to the Shelter Advisory Committee and provided her HR expertise and leadership during collective bargaining. She further brought her creativity and exceptional sense of how to have a good time to our event planning on the Development Committee."

"Marni was a valued member of the board for her enthusiasm and passion. She introduced numerous new donors to Yorktown and could always be depended on for her tenacious pursuit of silent auction items" says Diane Brooks, President of Yorktown's Boards of Directors and Development Committee Co-chair. "She introduced new supporters to Yorktown's most important fundraising event, the annual Tribute Dinner. Marni was a pleasure to work with, and she always made us laugh!" adds Carrie Donnet, Development Committee Co-chair.

Sarah agrees, "Marni was truly engaged in whatever she was involved with and her great attitude and sense of humour helped engage others. I personally relied on her acute sense of good people judgement when, as President, I had the opportunity to select a new leader for Yorktown."

Suzette Arruda-Santos, Executive Director recalls, "At the board level, Marni consistently operationalized many of Yorktown's values, unfailingly bringing a collaborative and solution-focused approach to numerous board discussions. Marni was a great asset to the Board."

All concur that Yorktown owes an enormous 'thank you' to Marni Anglin.

Marni Anglin with fellow board members, Carrie Donnet and Dori Mould, in support of the Tribute Dinner in Honour of Cathy Spoel and Michael MacMillan.





Children's Mental Health Week

CHILDRENS MENTAL HEALTH WEEK (CMHW) takes place the first week of May every year. 1 in 5 Ontario children and youth has a mental health problem – that's about 500,000 kids. Ranging from anxiety, depression and conduct disorder to eating disorders, psychosis and bipolar disorder, left untreated, mental health disorders can lead to school failure, family conflicts, drug abuse and even suicide. CMHW is about increasing awareness of the signs of child and youth mental health problems, decreasing stigma and understanding that help is available and treatment can work. During CMHW, Yorktown social workers reached out to 18 different schools and presented workshops to a total of 1,050 children and 33 teachers.



JUDY HUYER AND THE DESIGN TEAM (from left to right: Jane MacFarlane, Tracy Martin, Judy Hoyer and Sarah Palmer) were on-site working their creative magic during Children's Mental Health Week (CMHW). It is fitting that CMHW, which is dedicated to breaking the stigma of mental health, was the week that Judy and the Design Team dedicated themselves to addressing some psychological and physical barriers to treatment by creating a space that is warm, inviting and shows that we value our clients and the hard work that they do when they commit to therapy. This uplifting improvement was made possible through the generosity of Yorktown's Incoming President of the Board, Paul Hoyer.

Looking Forward with Paul Huyer Yorktown's Incoming Board President



Paul Huyer
Incoming Board President

It is my privilege to accept the role of President of the Board of Yorktown Family Services' two charities; Yorktown Child and Family Centre and Yorktown Shelter for Women. I would like to thank my predecessor, Diane Brooks, for her dedication over the past three years and congratulate her on successfully navigating the two organizations through numerous transformations. I am looking forward to working with my colleagues on the boards, volunteers, Executive Director Suzette Arruda-Santos and the management and staff of Yorktown in my new capacity.

This past year marked a monumental movement forward in Ontario's commitment to systems transformation in the children and youth mental health sector. We will see the momentum continue as East Metro Youth Services spearheads the planning and implementation of the Moving on Mental Health action plan with collaborating agencies.

Next year we will see equally innovative changes in the Violence Against Women (VAW) Sector as a result of the newly revised Strategic Framework which has been put forward by the Ministry of Community and Social Services (MCSS). The key pillars include "Meeting the Needs of Unique Populations" and "Exploring Options to Provide VAW Programming for Men". In addition, the framework includes the implementation of consistent, province-wide standards for VAW shelter programs. With the introduction of a male child advocate worker to support children and youth at Yorktown Shelter for Women, the Mindful Fathering Program® offered by Yorktown Child and Family Centre, and with policies and procedures at our Shelter already in place, Yorktown is well prepared to assist MCSS in achieving the goals set out by their new VAW Strategic Framework.

It is my goal to advance Yorktown's initiatives in the area of Fundraising and Development over the course of the next three years and I make a commitment to lead by example as an ambassador for our two organizations.

I am looking forward to an exciting, dynamic and transformative three years for Yorktown Family Services and the Yorktown Community.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Paul Huyer', with a long, sweeping horizontal line extending to the right.

**achievement positive sense of self
harmony dreams connections growth
family opportunities chances support
security prosperity skills independance
attainable strength freedom optimism**

Financial Statement Summary

YORKTOWN CHILD AND FAMILY CENTRE			
		2015	2014
REVENUE	Government Funding	\$1,493,557	\$1,492,910
	Other Grants	837,574	889,300
	Capital Grants Recognized	6,050	6,050
	Cost Recoveries	158,500	158,500
	Foundation Donations, Specified Programs	145,397	116,423
	Fundraising	249,655	267,547
	Investment Income	1,664	2,020
	Total Revenue	<u>2,892,397</u>	<u>2,932,750</u>

EXPENSES	Personnel	2,177,706	2,140,269
	Program and Operations	221,461	289,878
	Administration, Communications and Development	225,120	209,577
	Occupancy Costs	267,894	265,298
	Total Expenses	<u>2,892,181</u>	<u>2,905,022</u>
	EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR	<u>\$216</u>	<u>\$27,728</u>

YORKTOWN SHELTER FOR WOMEN			
		2015	2014
REVENUE	Government Funding	\$1,769,290	\$1,932,993
	Other Grants	250,415	210,089
	Fundraising	96,053	36,334
	Investment Income	2,983	1,586
	Total Revenue	<u>2,118,741</u>	<u>2,181,002</u>

EXPENSES	Personnel	1,532,516	1,428,694
	Program and Operations	216,792	340,790
	Administration, Communications and Development	178,138	168,058
	Occupancy Costs	142,424	133,482
	Total Expenses	<u>2,069,870</u>	<u>2,071,024</u>
	EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR	<u>\$48,871</u>	<u>\$109,978</u>

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, 2014 and March 31, 2015.

Thank You!

Community Partners, Funders and Donors

• A Faire Aujourd'hui Inc. • ACE Bakery • ACI Worldwide Inc. • Action for Neighbourhood Change – Weston—Mt. Dennis • AGF Management Limited • Bank of Montreal
• Barbara Schlifer Commemorative Clinic Interpreter Service • Barclays Corp of Canada
• Barry and Laurie Green Family Charitable Trust in Honour of Goldie • Feldman • Basketeers
• Bennett Family Foundation • Bennett Jones • Better Day Alliance Foundation • Blinds Direct
• Canadian Women's Foundation • Catholic Children's Aid Society • Catholic Family Services
• CAW Social Justice Fund • Central United Church • Child Development Institute • Children's Aid Society of Toronto • Chum Charitable Foundation • City of Toronto • Coffey Family Foundation
• Costi • Davenport - Perth Neighbourhood and Community Health Centre • Deloitte Foundation
• Dufferin - St. Clair Library • Estate Of W D G Maclean • Etobicoke Children's Center
• Family Finance Solutions • For Youth Initiative • Friends in High Places • George Brown College
• George Weston Limited • GMP Securities • Hospital for Sick Children • Housing Connection
Special Priority Program Team • Humbercrest United Church Women • Innovative Rhythm Dance Studios • Irving Consumer Products Ltd. • J. P. Bickell Foundation • Jackman Foundation
• Jewish Family and Child Services • Knowledge First Finance Inc. • Kololian Foundation
• Linda Frum & Howard Sokolowski Charitable Foundation • Liu Legal • Macaulay Child Development Centre • Mark Noxon and Associates • Ministry of Child and Youth Services
• Ministry of Community and Social Services • Mothercraft College • MPSquared Coaching Canada • Murray Frum Foundation • Nadir and Shabin Mohamed Foundation • Native Child and Family Services • Norman Black Foundation • North York Harvest • North York Women's Shelter
• ONEX Corporation • Ontario Realtors Care Foundation • Oolagen Community Services
• Oxford Property Group Inc. • Par-Med Property Service Inc. • Portage Trail Community Middle School • ProFire Safety Services • Programs Without Walls (CAPC) • Public Health Toronto
• Rexdale Community Health Centre • Riley Family Foundation • Royal Bank of Canada
• Scotiabank • Shields O'Donnell Mackillop • Shoppers Drug Mart Life Foundation
• SickKids Foundation • Somali Women and Children's Support Network • Somali Youth Outreach Association of Toronto • Southhill Inc. • St Albans Boys and Girls Club • St. John's Anglican Church, Weston • St. Joseph's Health Centre • Starlight Investment Ltd. • Stikeman Elliott
• SystemCore Computer Inc. • TD Securities Underwriting Hope Fund • The Printing House Ltd.
• Toronto Catholic District School Board • Toronto Civic Employee Union Local 416
• Toronto Community Housing Corporation – Queens Plate • Toronto District School Board
• Trauma Services Network • Torquest Holdings Inc. Management Services • Torstar • Unifor
• Unison Health & Community Services • United Way Toronto and York Region
• Univesal Workers Union Local 183 • University of Toronto • Vyco Limited • Wallace Emerson Community Centre • West End Sexual Abuse and Trauma Program • Weston Community Hub
• Winners/HomeSense • Women's Habitat of Etobicoke • YMCA Rexdale Youth Resource Centre
• Yorkdale Secondary School • York University • Youth Link •

Thank You!

ANNUAL REPORT 2014/15

YORKTOWN CHILD
AND FAMILY CENTRE
YORKTOWN SHELTER
FOR WOMEN

Individual Donors

• Elizabeth Ackman • Mowlid Ali • Christopher Anderson • Marni Anglin • Suzette Arruda-Santos
• Vanina Asz • Desta Ayenew • Debbie Backstein • Salvatore Badali • Nancy Barkin • Isabel Bassett
• Edna Becker • Rosie Bell • Gregory Belton • Avie Bennett • Fran and Peter Bennett • Vinaya
Bhagwandin • Lawrence Biricz • Karen Blake • Alastair Borthwick • hope boulay • Gordon Brace
• Helen Breslauer • Diane Brooks • Anthony & Sheila Brown • Cindy Brown • Grant Buchanan
• Sari Burkes • Libby Burnham • Felix Cabrara • Nancy Cairn • Adrienne and Colin Campbell
• Sadian Campbell • Terrance Carter • Andrea Caskey and Kevin Callahan • Heather Cavadias
• Bill Chalmers • Andy Cheung • David Cho • Bernard Clerin • Luciano and Paula Coassin
• David Conroy • Jane Conte • James Cook • Richard Cooke • Anne Corbett • David Crombie
• Bruce Croxon • Regina Cunsolo • Lisa D'Addese • Dawn Davis • Kevin Day • Lisa De Wilde
• Gabbey Dessye • Maria Jesus Docando • Stephanie Donley • Caralyne Donnet • Maryam Dorafshar
• Daniel Engel • Karen Engel • Joshua Engel-Yan • Tammy Evans • Elizabeth Falconer • David and
Elyssa Feldberg • Nicolau Felicio • Sharon Filger • Geniale Jim Filice • Edward Flis • Farzan Foroughi
• M. T. Forand • Robert Foster • Lynda Ann Franklin • Susan Fulford • Claudia Gherghin • Jane and
Douglas Gibson • David Goldbloom • Blake Goldring • Barbara Goldring • Anette & Larry Goldstein
• Karina Gonzalez • Deborah Graham • Peter Grant • Charles & Bertha Gregory • David Grindal
• Pamela Grosvenor • Susan Guichon • Heather Hartt • David Hawkey • Debbie Hawkey
• Natalie Hay • Donna Hayes • Tom Heintzman • Stephanie Hewitt • Nancy Holland • Andrea Holmes
• Brian Holt • Deanna Horton • Robert Horwitz • Alexander Houston • Patricia Howell
• Robyn Howlett • Elizabeth Ann Howson and Gregory Marlatt • Rory Hudson • Sue Hunter
• Jo-Anne Hussey • Paul Huyer • Colleen Johnston • Juhaina Kabir • Cori Kalinowski • Sandra Kamstra
• Sunny Kang • Allen Karp • Stephen Kerr • Kristen Kirst • Vahan and Susie Kololian • Liisa Kuuter
• Grace Lam • James Lampard • Debbie and Richard Lanktree • Deryn Lavell • Hetty Lawrence
• Stuart Lazier • Richard Lee • Ann Leese and Irwin Rotenberg • Kyra Leuschen • Eric and Kina
Lindros • Ana Lopes • Xiaolan Luo • Catherine Lyons • Alane MacDonald • Michael MacMillan and
Cathy Spoel • Dorothy MacNeill • Lachlan MacQuarrie • Malcolm MacRury • Rod Manalo
• Ellen Marcinkevicius • Erin Marcus • Danielle Martin • Stephen G. Martin • Steve Martin
• Heather McGillivray • Marg A. McKillop • Sylvia McLelland • Jill L. McLeod • Ria Jean McMurtry
• Katherine McQueen • Celestina Medina • Roslyn Mendelson • Katalin Mihalyi • Sonia Millar
• Laura Mirabella-Siddall and Robert Siddall • John Mitchell • Abokar Mohamed • Diane Mohan
• Dominic and Susan Montemurro • Christine Moore • Albert Moreira and Angela Zaltsman
• Steve Morson • Dori and Steve Mould • John Mould • Maleerat Muanprasert • Shell J. Murphy
• Andrea Nemtin • Ricci Ng • Margaret Norrie McCain • Jorge A. Odam • Kathleen O'Hara
• Alex Ohliger • Pamela Papadopoulos • Nicole Phillips • Robert Prichard and Anne E. Wilson
• Andrew and Valerie Pringle • Russell Prowse • Mary Rella • Raymond Remedios • Ronald and
Margaret Riley • C.E. Ritchie • Jasmine Samra • Joe Santos • Enayet Sarder • Neil M. and Chrisula
Selfe • Chantal Senechal • Heidi Serio • Cameron Shouldice • John Simco • Gary Slight
• Michael Smele and Gabi Veras • Angela Smith • Donna Smith • Nancy Smith • Sarah Smith
• Victoria Smith • Rosemary Speirs • Thomas Stevens • Stephen Stohn • Janet Sutin • Aili Suurallik
• Scarlett Swain • Marcia Taverna • Richard Taylor • Lisa Thomas • Andy Thomson • April Tirone
• Sharon Turner • Fatima Valentim • Linda Velli • Sheryl and Joseph Veroni • Miranda Vilton
• Marie Josee Warren • Katina Watson • Jeff and Janet Wells • Miao Wen • Richard Wernham
• Julia West • Grace Westcott • Rob White and Tamara Bahry • Cindy Wilson • Michael Wilson
• Marcus Wiseman • Jonathan Wolfe • Glenn Wolff • Cynthia J. Woods • Phyllis Yaffe
• Leisha Zamecnik and Jai Sharma •

This list includes donations received between April 1, 2014 and March 31, 2015. 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 2014 – 2015

Yorktown Child and Family Centre

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

Yorktown Shelter for Women

Diane Brooks, *President*
Paul Huyer, *Vice President*
Lawrence (Larry) Biricz, *Treasurer*
Sarah Smith, *Past President*
Caralyne Donnet
Jo-Ann M. Hussey
Juhaina Kabir
Sunny Kang
Lachlan J. MacQuarrie
Laura Mirabella-Siddall
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 of*
Community-Based Violence Prevention
Gabbey Dessye, *Manager, Client Services*
Celestina Medina, *Payroll/Office Administrator*

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



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
Charitable Business Number:
BN 891894586 RR0001

www.yorktownfamilyservices.com

