

BREAKING DOWN BARRIERS CREATING CONNECTIONS



**YORKTOWN
FAMILY
SERVICES**

YORKTOWN CHILD AND FAMILY CENTRE
YORKTOWN SHELTER FOR WOMEN

Annual Report 2015/16

YORKTOWN CHILD AND FAMILY CENTRE YORKTOWN SHELTER FOR WOMEN

Our Mission

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

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Breaking Down Barriers; Creating Connections

Breaking down barriers and creating connections are at the heart of the work that Yorktown does. Both endeavors require close collaboration with the clients we serve and the partners that we work with to ensure the best possible outcomes.

The environment in which community service agencies operate continues to evolve, influenced by the on-going efforts of major community investors such as the Ministry of Children and Youth Services and the Ministry of Community and Social Services to break down barriers and create connections between ministries and external partners to establish a more effective and efficient system. Another significant Yorktown investor, the United Way Toronto & York Region (UWTYR), is undergoing a transformation of the framework through which they have supported not-for-profit organizations. By adopting a collective impact approach they are creating connections across government, business, philanthropy, non-profit organizations and members of the community. Through their dedicated and informed stewardship, Yorktown's Board of Directors ensure that our goals and objectives remain aligned with these major investors and that Yorktown is well positioned for the changing landscape of the community service sector.

2015/16 marks the tenth anniversary of the implementation of the Youth Outreach Worker (YOW) program, funded by the Ministry of Children and Youth Services. The goal of this innovative program is to break down the barriers that marginalize and oppress vulnerable young people and create connections to services and supports that ensure sustained changes and opportunities. We are pleased to share in this report a few of the numerous poignant and important client successes enabled by Youth Outreach Workers (YOWs) who have the skills to connect youth and their families to the resources they need. We are also highlighting some additional outstanding examples of the work that Yorktown Child and Family Centre and Yorktown Shelter for Women do in the community to ensure positive outcomes for children, youth, women and families.

You will read about an innovative pilot project that has introduced a Male Child-Advocate Worker to a women's shelter setting. One of the very important ways that barriers are broken down, connections created, and sustained critical and positive change is achieved, is through pilot projects. A pilot project has an important altruistic element at its core; the investment in a new approach with the goal of demonstrating the improvement of a system or model for the benefit of the community. The Male Child-Advocate Worker has been exceptionally well received by children and their mothers at the Yorktown Shelter for Women. The investment in this innovation has resulted in remarkable positive changes for our clients and our hope is to see it incorporated as a standard of practice in the Violence Against Women (VAW) sector.



Paul Huyer
President



Suzette Arruda-Santos
Executive Director

Yorktown has forged many strong relationships with our community partners, which is essential in providing the continuum of care that brings positive outcomes to our mutual clients. *Andy Overcoming Barriers* is an example of a case that continues to evolve thanks to the vigilance and diligence of one of our knowledgeable clinicians who has facilitated a critical connection to a community partner to ensure that her young client receives the comprehensive care he requires.

We are sharing with you some of the monumental stories of success achieved by our staff and our clients to demonstrate the on-going and continued investment that Yorktown makes in collaborating with our partners, ultimately to enable success for the individuals and community that we collectively serve.

We are proud to share these achievements with our stakeholders and look forward to the evolution of the system that we are a part of and the successes that will continue to be realized as a result.

Sincerely,



Paul Huyer
President



Suzette Arruda-Santos
Executive Director



2015/16 At a Glance

YORKTOWN CHILD AND FAMILY CENTRE

2964
individuals and
848
families received service.

61%
of clients were living in single parent families.

51%
of clients spoke a language
other than English in their
homes.

68%
of clients came from countries
other than Canada.

1,782
youth benefitted from support provided
by Yorktown Youth Outreach Workers.

865
visits by youth to Yorktown's Youth
Space at the Jane St. Hub.

100%
of clients that received or participated in
treatment achieved positive outcomes from
their service at Yorktown, as per survey
results.

YORKTOWN SHELTER FOR WOMEN

46 women
and
61 children
received shelter and
services.

23%
of residents remained in the
shelter for less than
90 days.

32%
of residents remained in the shelter for more than
7 months
waiting for subsidized housing to
become available.

10%
of residents remained in the shelter for more than
1 year
waiting for subsidized housing
to become available.

Total nights of
accommodation were
8,976

72%
of residents spoke or identified
themselves as speaking a language
other than English.

An additional
216 women and
90 children
received support from Women and Communities
Against Violence, Transitional Housing and Support
and Here to Help Programs.

Ten Years of Reaching Out, Establishing Trust, and Building Relationships with Youth and the Community

An integral component of Yorktown's service to our community is our outreach work with youth. Ten years ago the Youth Outreach Worker program was implemented in Toronto in the wake of heightened gun and gang violence. The City of Toronto and the United Way Toronto (now the United Way Toronto & York Region) identified priority areas across Toronto, now referred to as Neighbourhood Improvement Areas, that struggle with issues such as poverty and violence. These areas are under resourced and have limited services available to address the problems. Marginalized young people in these communities are at especially high risk for developing mental health issues and require additional help to trust adults and connect to services that can assist them with their specific needs.

The YOW program focuses on at-risk youth who live in an identified priority community and/or belong to a distinct priority population. These youth may experience increased barriers in accessing the opportunities that can help them to develop their capacity to make healthy life choices and achieve their goals. The YOW program is an innovative initiative that engages marginalized youth and connects them to services that focus on addressing a range of risk factors concerning youth violence and mental health issues.

The positive impacts YOWs have in the communities they serve has been evidenced through rigorous evaluation since the program was implemented in 2006. As a result it has continued to expand and evolve thanks to the investment by the Ministry of Children and Youth Services.

Since the inception of the YOW program extensive and comprehensive educational programs to enhance YOWs expertise have been made available, including the evidence-based

Stages of Change model of intervention. The Youth Outreach Worker Program now has a Community of Practice, established to share learnings and standardize services across agencies. The development of the Outreach Record by East Metro Youth Services to capture the number of youth served and the services provided supports an evidence-based framework to track youth outcomes over time and better target investments related to the specific needs of youth.

*Yorktown Lead Agency
Youth Outreach Workers,
Toronto West Quadrant*



Youth Outreach Workers: Making Communities Better

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The Youth Outreach Worker (YOW) program is dedicated to the empowerment of youth and the prevention of youth violence. Yorktown Child and Family Centre is one of 22 Lead Agencies across Ontario and is responsible for the delivery of the program in the neighbourhoods of Jamestown-Mt. Olive-Silverstone and Weston-Mt. Dennis. The purpose of the YOW program is to help marginalized and at-risk youth and their families connect with services and opportunities to improve youth outcomes which in turn, benefits our communities.

Monitoring the success of the program has led to the incorporation of YOWs who target specific populations including the Roma, Somali, Spanish, Filipino and Latin communities to serve them more effectively. Most recently, the addition of a Clinical YOW, an enhanced YOW role, has been implemented to address the unique mental health needs of youth and young adults. The role is mobile and targets and supports high-risk, high-need youth who need intensive intervention and support in the area of mental health.

Initially, the YOW role focused on being referral agents and connectors of youth and their families to an extensive array of community resources. Their roles have expanded to provide relationship-based on-going support to youth providing essential advocacy and to help mobilize communities during times of crisis.

Abokar Mohamed was one of the first YOWs hired into action ten years ago and has been with Yorktown since the beginning, “The program has evolved to become more structured. In the beginning, YOWs operated in an organic fashion, deploying to youth in areas where the need was greatest, in an intuitive fashion. After time, one thing became evident: the number of isolated youth being reached resulted in a substantial reduction in the number of youth getting into trouble with gangs or other problems. They wanted to open the program in other areas because the tangible positive outcomes are there.”

Abokar further explains how YOWs work in a community, “Each community has cultural idiosyncrasies that both the agency and YOWs must be aware of and prepare for — if you do not understand a particular culture, you cannot help a young person nearly as effectively. Many cultures are not accepting that a child has a mental health issue; the topic of mental health is taboo. Often, in many cultures mothers are gatekeepers to the youth.” Abokar will work with mothers and other family members to help reach youth. “Often, you can’t make a breakthrough with the youth if you don’t make a breakthrough with the family.” Abokar helps to heighten understanding so that the youth can get the support they need.

With the addition of the new Yorktown Clinical YOW who works in conjunction with Yorktown YOWs, YOWs from partner agencies, and other youth-serving social service agencies, youth can receive immediate short-term counselling that serves as a ‘bridge’ in situations where a youth is in crisis and services are not immediately available. Based on our expertise in mental health services and ten years as a YOW Lead Agency employing Youth Engagement Principles, Yorktown’s Clinical YOW is an excellent complement to the youth-focused services in our community.

The need for YOWs is ever-present and real. Whether it’s working one-on-one with a youth or mobilizing a community in a time of crisis, dedicated Youth Outreach Workers live their roles every day to make our communities a better place for all of us.

“Building trust and deep relationships in the community allows us to be responsive. It takes a very special person to be an effective Youth Outreach Worker. It’s not just a job for them; they live their work; they integrate into the community; learn about and understand the culture, not just ethnicity but the culture of a particular neighbourhood. This is what makes YOWs effective in serving youth to help make communities better”

—Robyn Howlett, Team
Lead, Youth Outreach
Worker Program

Youth Outreach Workers: The Bridge-Builders That Enable Youth to Succeed

Youth Outreach Workers (YOWs) engage youth and youth-serving agencies in order to foster healthy youth development, create and maintain community networks, advocate for the changing needs of youth and mobilize communities in times of crisis. They spend their time in the community helping vulnerable youth and young adults overcome challenges and difficult periods in their lives. They function as a liaison between the agencies that offer the relevant services and those who are in need.

Youth Success Stories

Youth connect to YOWs in many ways; through targeted outreach efforts, as well as, referrals by a peer who has received support, school principals or teachers, probation officers, or other youth-serving community agencies. Yorktown's 11 YOWs are housed with youth-focused community partners to ensure that a YOWs "home-base" is in a space that youth frequent to promote convenient connections to YOWs. Outreach activities are person-to-person interactions and occur in community or neighbourhood settings. YOWs work with youth to create a personalized approach built on mutual respect and trust in an effort to help them develop life skills and, ultimately, independence moving forward.

Tim Tokunboh, a Yorktown YOW of three years, is housed at the Boys and Girls Club in Weston-Mt. Dennis. When asked to describe the YOW role Tim explains, "YOWs are like a multi-utility tool — versatile, open, and able to handle a diverse range of circumstances and needs. Whether it is getting a youth with a history of violence back to school, helping them find a job, or connecting them to mental health services; YOWs ensure youth receive the support that they need to become self-reliant and self-sufficient. YOWs are at the ready to supplement the existing support system, or lack thereof, for any youth in need. We are the people that they can go to for just about any kind of support they need. Most likely we have lived through similar situations and that's what makes us so good at this job."

According to Tim "No two days are alike for a YOW. I can be at a school in the morning, drop in at the Boys and Girls Club, meet someone at the library, and then attend a program in the evening. My plan for the day can change 'just like that' as it did last week when I got a call from the grandmother of a 17 year-old young man that I have been working with for a while. Deon's* grandmother called me because he was on his way to the park to fight someone. I was on route to the Boys and Girls Club but shifted gears and managed to intercept Deon. I told him, 'If you want to get yourself into trouble now, I can't help you get out of it.' He had just finished his probation and the mandated volunteer work that goes along with it. He had been doing well but he was at a crossroads here with an important decision to make. We talked for a bit and he made the choice to go home."

Tim explains, "Our goal as YOWs, is the same goal as the school boards, the police, and the community — to help guide youth to becoming decent members of society."

Many youth that YOWs work with are immigrants or refugees. The expansion of the YOW program in 2013 included the addition of population-specific YOWs who work with members of the community that are especially at risk. YOW Haweia Ahmed met Marcia* a young mom who came to Canada in 1998 from Congo. Marcia had fled her abusive husband. Working full-time and part-time jobs, Marcia was intent on sponsoring her children to come to Canada. She is also attending school to become a nurse so she can provide financial support for her family back home. Haweia continues to support Marcia by helping her explore any resources she needs to help her succeed.

YOWs facilitate positive and successful outcomes for youth. This past year, our YOWs made a difference in the lives of over 1,782 youth. Since the start of the program 10 years ago, Yorktown has served over 10,000 youth.

The Yorktown YOW program is designed to respond to the changing needs of the most vulnerable of our youth — including those with disabilities, from marginalized communities, and newcomers — through outreach and by removing barriers to their engagement in the community.

In 2010 Kamal* was a grade 10 student and one of 18 youth identified as being at risk of dropping out or being kicked out for poor attendance, defiance and low grades. YOW Mowlid Sheikh Ali, was asked to support a two-day drop-in program for at-risk grade 9/10 students at the school. The school provided classroom space so the YOWs could talk to the youth and, according to school personnel “straighten them up before it’s too late for them”. It became clear in discussion with the youth that many were skipping class to play sports outside of school. Though the school had two gyms, they were not permitted to use them without adult supervision. Together with another YOW, Abokar Mohamed, Mowlid arranged to have the gym one day out of the week and do life skills workshops the other. Drop-in students agreed they would attend a homework club after school to be eligible to take part in the recreational activity day. Over time there were major improvements in the relationships between those 18 students, school administration, and teachers. Kamal began to serve as a coach/player at the school’s basketball program. Mowlid enlisted Kamal to support younger youth from his neighbourhood, acting as a mentor. Five years later, Mowlid has kept in touch with Kamal, who is currently attending York University to become a criminal lawyer.

Diana* came to Toronto from the West Indies in 2008 when she was 15 years old. YOW Lisa Thomas met Diana as a participant in Yorktown’s Supporting Young Families (SYF) program, a program for pregnant and parenting teens, in 2012. Humble and ambitious, Diana was a full-time parent who did not have any family in Toronto. Things were not easy for Diana; she was seeking employment, had recently separated from her spouse, and was in need of daycare for her son, Peter*. Diana got a job working at a warehouse and she would meet Lisa to work on her permanent resident application. In October 2012, Lisa received a worrisome call from Diana that she was being held in an immigration holding centre having been taken from her work. Lisa connected with Diana’s lawyer to update him on the permanent resident application they were working on. They all worked together to provide Diana the support she needed until she was released. Lisa admires Diana’s, resilience — with all she had on her plate, she was also doing community work. In 2014 Diana gave birth to another boy, Gavin*. In April 2016, Diana contacted Lisa with exciting news — she had finally received her permanent residency! In Lisa’s eyes, Diana had worked hard to get to where she is and continues to shine.

These are but a few examples of the numerous success stories that Yorktown YOWs are proud to be witness to as they support youth to overcome personal and systemic barriers, particularly employment, safety, school engagement, housing and mental health concerns. Our exceptional YOWs remain committed to working together and building relationships with youth and their families to support them to make positive change in their lives and in our communities.

* Name has been changed to protect client’s privacy.

YOWs have had ongoing training and development opportunities in many life domain areas and keep abreast of the latest trends and issues affecting vulnerable youth in the community. Some topics and sessions include mental health and addictions, conflict resolution, restorative justice, stages of change, motivational interviewing, cultural competency training, suicide awareness and intervention, trauma, human trafficking, gang awareness, safety and community mobilization and crisis intervention.

Youth Outreach Worker Program: Yorktown Lead Agency, West Toronto



Robyn Howlett is the Team Lead for the Yorktown YOW program and has been in the role for six years. Robyn is housed at the Jane St. Hub; Weston-Mt Dennis.

Haweia Ahmed has been a Yorktown YOW for two years and is housed at the YMCA at Rexdale Youth Resource Centre, Etobicoke Location; Jamestown-Mt. Olive-Silverstone.



Felix Cabrera has been a Yorktown YOW for five years and is our Spanish Speaking YOW housed at Access Alliance; Weston-Mt. Dennis.

Ahmed Jama has been a YOW for three years and serves West Toronto through Rexdale Community Health Centre, a Yorktown Community Partner.



Hetty Lawrence has been a Yorktown YOW for seven years and is Yorktown's Community YOW at Large; Weston-Mt Dennis.

Abokar Mohamed has been a Yorktown YOW for ten years and is housed at Toronto Community Housing, Queen's Plate Location; Jamestown-Mt. Olive-Silverstone.



"Through the partnership with Yorktown, Youth Outreach Workers (YOWs) are available onsite at the Weston Community Place Hub to support the Roma community. Having a YOW in-house has been integral in connecting community members to valuable resources and information. This increased access helps strengthen individuals which results in a healthier community. Yorktown YOWs facilitate partnerships amongst organizations and community members and promote collaboration on various initiatives and supports for the community."

—Nivedita Balachandran,
Support Programs
Manager, Progress Place,
Weston Community
Place Hub

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Mafo Njolomba has been a YOW for four months and serves West Toronto through For Youth Initiative, a Yorktown Community Partner.

Perla Pardias is Yorktown's Enhanced Clinical YOW and has been in the position for seven months. She is housed at the Jane St. Hub; Weston- Mt Dennis.



Mowlid Sheikh Ali has been a Yorktown YOW for six years and is housed with the Somali Youth Association of Toronto (SOYAT); Jamestown-Mt. Olive-Silverstone.

Zsuzsanna Szel is Yorktown's Roma YOW and has been in the role for one month. Zsuzsanna is housed at the Weston-Mt Dennis Community Place Hub; Weston-Mt. Dennis.



Lisa Thomas has been a Yorktown YOW for six years and is housed at Action for Neighbourhood Change; Weston-Mt. Dennis.

Tim Tokunboh has been a Yorktown YOW for three years and is housed at the St. Albans Boys and Girls Club; Weston-Mt. Dennis.



"We feel blessed to be one of the agencies to host a full time Youth Outreach Worker (YOW) dedicated to supporting young people and families who face many challenges; and doing so in a non-biased non-judgmental way. The YOW advocates for young people in need, and by providing guidance, equips them with the knowledge and skills to advocate for themselves and become change agents in their communities. The YOW hosted at our agency, Mowlid Sheikh Ali's knowledge of services, his leadership, and relationship building skills, make him an essential asset in our neighborhoods. Members of the community confirm that the YOW's ability to work with various agencies and institutions enables them to achieve their diverse goals and needs."

—Mustafa Abdi, Executive Director, Somali Youth Association of Toronto (SOYAT)

Finding My Way: Thank YOW!

Davia, the eldest of six, first came to Canada from St. Lucia when she was 17 years old. She struggled with being a “Freshie” — someone who is new to the culture, lifestyle, and the weather(!). Davia became somewhat estranged from her family for a time as she was dealing with the transition into this new and very different country. The challenges were intensified by the reality of being pregnant at age 19. She met Hetty Lawrence, Yorktown Youth Outreach Worker (YOW) at the Learning Enrichment Foundation (LEF) the Community Partner that Hetty was housed with at the time. Her relationship with Hetty opened the door to a world of opportunity for Davia.

Davia moved to an apartment beside the Jane St. Hub and was attending the Yorktown’s Supporting Young Families (SYF) program for pregnant and parenting teens and young adults. She connected frequently with Hetty and also met other YOWs there — Robyn, and Lisa, who also teaches the Cooking and Nutrition component of SYF, as well as Helen, who cooks the meal that is provided to SYF participants.

“I was learning how to ‘get along with Canada’ with the help of Hetty, Robyn, Lisa and Helen. They put me in touch with visiting nurses, a dietitian, and a pediatrician; they helped me get my documents, a health card, and a Social Insurance Number; they even gave me tokens to get to appointments.

They helped strengthen me. I felt like I can’t go wrong. They have supported me in so many ways. Robyn connected me to food banks and provided vouchers. Hetty gave me access to a computer and helped me navigate to find what I need. Knowledge transfer opens up the possibilities and Hetty did this for me.

Lisa, Helen, Robyn, and Hetty; I don’t know if their hearts are made out of flowers or gold but it’s made of something very special. They help people to find the good in themselves and the strength that they have to overcome the challenges. They are desperate to help you keep going like the energizer bunny. They give me the boost to jump start. When I was pregnant, first with my daughter, Davita and then my son Messiah Alexander, there were days that I didn’t have food. It was hard and it was frightening. I was paying my rent but didn’t have a bed, it was horrible. The kids and I love Helen’s cooking. When there is food leftover after SYF, she gives me leftovers to take home for the kids and me. We all love her spaghetti! I joined every program I could and they accepted me. I was on my own without YOWS; now I know what it feels like to have someone who is proud of me. Everyone should know what that feels like. It makes you want to do even better.”

When asked about her relationship with Davia, Hetty commented, “Davia is strikingly organized. The first day I met Davia I was very impressed by how focused and driven she was. All she needed was some encouragement, guidance and support.”

Through that network of support and guidance, Davia was able to achieve her “adult up-



grade" certification. Despite taking three years to complete, Davia's persistence and positive energy helped her overcome the challenge of studying while parenting a toddler, giving birth to her son, and coping with the breakup of her relationship with the father of her children. Her grades were good but attendance was poor; however, with Hetty's help she was able to work with the school who granted her extensions to complete her certification. Over these few years, it was difficult for Davia to watch her friends who had graduated ahead of her move on to college and then to jobs. Feeling left behind was painful for Davia. Hetty told her, "Your luck will come in at another time. You are a hard worker and your time will come."

And come it did! Davia went on to apply to the Early Childhood Education program at Humber College with Hetty's assistance. She received her acceptance letter in May, 2016. "I flipped when I received the acceptance letter and called Hetty right away!" Davia is now in school full-time. "I don't care if I am up until 3:00 in the morning. I have to do well for my kids, and for me. I want them to enjoy life and to have the things that I didn't have. I want them to have the costume parties for their birthdays and whatever they want; all the things that kids should have."

As a single parent with two small children, getting through college presents a new set of challenges. Davia was able to get groceries but she didn't have transportation to get to school. When her funding didn't come in on time, the YOWs personally provided her with tokens to enable her to get to school. "I don't know what I would have done without the YOW program and the people with the big hearts."

Another challenge was child-care. Davia learned about the importance of getting her CPR Certification. She explains, "I signed up for it. Messiah was only three months old and I couldn't find a baby sitter; there wasn't anyone that I could trust so I thought I couldn't take the course. Then Hetty said, 'Come with the baby to the Jane St. Hub and take the course; I will watch Messiah for you.' I took the class and Hetty was right there with Messiah. I did the whole two-day course on the weekend and I passed with a score of 38 out of 40. I cried because I achieved something and it was because of Hetty. It was unbelievable that she helped me achieve this. She went above and beyond. They should call them 'YOF' — for 'Youth Outreach Family'. They aren't 'workers', they are my 'Youth Outreach Family'."

When Davia needed someone to talk with, Robyn connected her with the Clinical Youth Outreach Worker at the Jane St. Hub. "Mostly things are OK but sometimes bad memories crop up and I can't push them out; I have to be a super mom for my kids. My motivation is my kids. If I have to go to bed at 3:00 a.m. and get up at 6:00 a.m., it's what I do. My kids see me as a hero; my daughter and I are in competition for certificates at school. I will come home with an assignment that I have achieved a great mark on and she will say, 'Mommy you are a winner' and I'll point at one of her certificates and say, 'Davita, you are a winner too!' We have all our certificates on the wall."

I want to be somebody and I'm getting the support that I need to be all I can be. I see myself as an Early Childhood Educator and I think big. I will have a child care centre one day. My mentality is aligned with kids. I imagine things as kids would. I find things and I take them home, like cardboard, to do something creative with, and to learn with my kids.

Sometimes I look around and I think, 'Wow, where am I? I'm at school.' It's been a journey so far, and there is so much more to come."



Davia and Hetty

Hetty Lawrence has been a Yorktown YOW for seven years and is the Community YOW at Large in Weston-Mt. Dennis.

"Having a Male Child-Advocate Worker at the Shelter has had a tremendous positive impact, especially on older boys and teens; and their mothers as well. They have someone to turn to for the advice that they need and Harry is an excellent role model. I hope that funding for this role can be continued as it would be an unfortunate loss to us all to not have this valuable role."

—Maria Jesus Docando,
Child-Advocate Worker,
Yorktown Shelter for
Women

Yorktown Shelter for Women's three Child Advocate Workers, two female and one male, help clients make a breakthrough in insight, self-awareness, and self-acceptance. No matter the gender, race, or circumstances.

Male Child-Advocate Worker: Breaking Down Barriers; Creating Connections

Yorktown Shelter for Women (YSW) provides a safe haven for women and their children fleeing abusive relationships. Staffed 24 hours a day by a multilingual and multicultural team, YSW is committed to the safety, well-being and empowerment of women who have suffered abuse and to the healthy development of their children. Beyond a safe and secure transitional refuge, YSW provides support to women and children transitioning into or out of the Shelter as well as outreach to women in the community.

The YSW Child-Advocate Workers provide counselling, programs and support. The new Male Child-Advocate Worker role had been implemented to bring a positive male presence to the women and children living in the Shelter.

Male Child-Advocate Worker

Kevin, 14, currently the eldest child client at the Yorktown Shelter for Women describes why he thinks it's good to have Male Child-Advocate Worker, Harry Au, on the team, "It's a good thing Harry is here because this is an abuse shelter, and most women would think that most men are bad but then Harry can change their minds; because he's a male and he's very good at what he does. Harry helps change their minds about stereotyping everyone because of what one person has done."

In January 2016, Yorktown Shelter for Women became the first agency to employ a Male Child-Advocate Worker. According to Fatima Valentim, Director of the Yorktown Shelter for Women, "This breakthrough initiative has been a long time coming. We recognize how important it is to have a positive male role model at a women's shelter, not just for the boys, but for girls, and women clients, as well. For many, this may well be the first exposure to having regular contact with a positive male role model and it helps to begin breaking down some very significant barriers and perceptions around gender roles."

Zarene* a mother who arrived at the Shelter with her 10 year old son six months ago, says, "Before I came here with my son, Davi* I noticed that he was adopting his father's demeanor. He was disrespectful and overly assertive with me. Harry has really helped him to understand that men don't have to be aggressive. Davi's disposition is calmer and I see a more peaceful boy since Harry has been working with him."

Child-Advocate Workers at Yorktown Shelter for Women provide support for children living at the Shelter. Harry, as a man, brings an important element to the role, as Kevin explains, "Sharing something with a male is a little better for a male because he can actually relate to what you're saying. Harry has gotten to know me and we talk about how to live and adapt. Harry also talks to me about stuff I can do outside of here. He gave me volunteer options. He told me about a boxing program. I'm interested in a lot of sports and sometimes Harry and I play basketball."

Yorktown Shelter for Women provides much more than safe Shelter; it is a learning environment filled with compassion, respect, awareness and intentional guidance. For both Kevin and Davi, having access to the positive, nurturing male modelling by Harry has made a positive impact that will influence the establishment of healthy relationships beyond their shelter stay.

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

Zarene agrees that it has been a revelation for her as well. "The guidance that both Davi and I have received from Harry, has enabled us to gain an understanding about how the other is thinking and feeling, and why. This has made our relationship stronger and we communicate much better. I see a positive change in the way that Davi interacts with others as well."

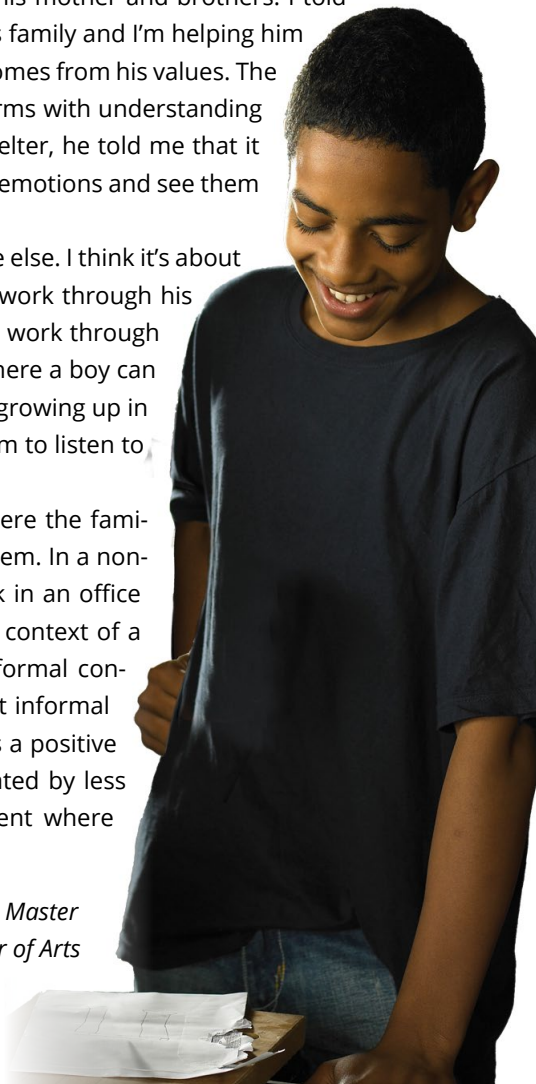
Harry describes his experience as the first Male Child-Advocate Worker and the impact on those he serves, as well as on himself, "This position was created out of YSW foresight. I was interested in incorporating a feminist approach in my work. I feel good about being able to bring my skills and training to Yorktown Shelter for Women, to enable women and children to break through the barriers that have been created because of the abuse they have experienced and witnessed".

Harry goes on to add, "I talk about emotions, especially with the boys. Boys are generally taught to ignore emotions. One child said he doesn't like to feel emotion because it is hard for him to experience it. So we started working on how to deal with emotions and also understanding where they come from. As we talked, it became clear that his emotions come from his value of his family and his relationship with his mother and brothers. I told him that I thought this was beautiful. He loves his family and I'm helping him understand that this emotion is something that comes from his values. The more we talked about it the more he came to terms with understanding that this is a positive thing. Before he left the Shelter, he told me that it was really helpful for him to be able to talk about emotions and see them in a positive way."

"I think I do all the same work here as everyone else. I think it's about how kids react to me. A woman telling a boy to work through his emotions is different from a man telling a boy to work through his emotions. We are trying to get to the point where a boy can listen to both men and women, but at this point, growing up in a very patriarchal environment, it's difficult for him to listen to men and women in the same way."

One of the benefits of being in the space where the families live is the informal contact that I have with them. In a non-shelter setting where you see them once a week in an office setting, it's very formal and you see them in the context of a 'session'. But in the Shelter, there's so much informal contact. The relationships that are built through that informal contact are so important. What I hope to bring is a positive kind of masculinity that breaks the barriers created by less positive examples experienced in an environment where violence occurred."

Harry Au graduated from the University of Toronto's Master of Social Work program. He also completed a Master of Arts degree in Gender Studies and Feminist Research at McMaster University.



A 5-year study conducted by Big Brothers Big Sisters of Canada and Toronto's Centre for Addiction and Mental Health (CAMH) indicate that boys who grow up without positive male role models are more likely to use and abuse drugs and alcohol, are more prone to anger and violent behavior, are more apt to be affected and influenced by peer pressure, and are more likely to perform poorly in school.

"It is easier to build strong children than to repair broken men."

—Frederick Douglass,
1855

Kebrina and Kahlia: Moving Forward, No Steps Back

Kebrina met her husband in college, while she was working towards a diploma in marketing. It was practically love at first sight! They got married when Kebrina was 19; she became pregnant soon afterwards...and things then began to change. "He was resentful of the pregnancy. He stopped buying groceries and I didn't have a job or money to buy food.... The pregnancy changed two things — the way my husband behaved toward me, and also my freedom to be able to walk away. I couldn't make the decision to leave without knowing I had a safe place to take me and my baby. I felt like I was trapped."

Kebrina had some family nearby but none were in a position to help her. When she was seven months pregnant, her husband threw her out of their apartment. Kebrina went to a down-

town Toronto women's shelter, and while living there, gave birth to her baby girl, Kahlia. A friend encouraged her to go back to her husband; when Kahlia was six months old, Kebrina moved back. "I hoped that things would be different; I still loved him," she muses. "But, there was no harmony between us and, in no time, it was a repeat of what had gone on before." Once again, he threw her out and she moved in with family for what could only be a temporary arrangement for her and Kahlia.

About a year after, the opportunity arose for her to sublet an apartment. Kahlia was almost two and Kebrina, enterprising and creative, started a business creating cushions. "I was doing fine for a while; I had a simple business that I could do from home, so I could be with Kahlia. My little daughter would 'help' stuff the cushions with her tiny hands," Kebrina smiles as she reflects. "I was barely making ends meet but we had a roof over our heads and groceries in the kitchen." Her husband reconnected with her once again and things did not end well. He came to Kebrina's apartment and a very loud argument occurred. Neighbours called the police and her daughter was removed from her care. "I lived in hope, until the bitter end that things would somehow change for the better, but now, the situation couldn't have been worse. My daughter had been taken away and I had to leave the apartment. Once again I found myself having

to go to a shelter."

"When I was at the downtown shelter, I had met a woman with a lovely spirit named Evelyn, who told me she also worked at another shelter, Yorktown Shelter for Women, and I called her. I was devastated. I had to get my child back but I had no place to live." Kahlia spent only one night in foster care, and a friend agreed to take her daughter. "It was a very, very, hard thing to deal with. If it wasn't for the tough love that I received at Yorktown Shelter for Women, I'm not sure how things would have turned out. With their help, I went through what I can only describe as an emotional growth-spurt. I had to be strong and I had to make a plan. Evelyn, Fatima, Gabbey — they really helped me to find my inner strength. They helped connect me to the resources that I needed; by September, I had a place to move to, and I got my daughter back. They helped me make a plan and follow through on it."

Kebrina had always wanted to go back to college and finish her marketing diploma and she is now on track to start school in January. "I'm starting my life over. I look back at my experience at Yorktown Shelter for Women and know that they helped me take the worst experience of my life and move forward in a positive direction. I found my strength, determination and resolve, and faith in myself emerged. It's all steps forward for Kahlia and me, with no steps back."



3 a.m. thoughts

*I'm lying here with my pen and pad
And drawing a blank
No rhyme or rhythm
No peace within
Just emptiness*

*My mind blank
Yet jumbled with thoughts
Of things past ... Things present
And things to come*

*Remembering days of being
Pregnant with no food in the house
Because he's set on ending this life inside me
Because, "That's just the way it has to be,
With you focusing on the baby,
Who will focus on me?"*

*When that didn't work
He decided to drag me off the couch
Until the pain was too much
I had to scream out
That was the first time
He decided to kick me out*

*Recalling nights in the shelter
Seeing still lifeless shadows
Formed and stretched across the wall
Needing someone to talk to
But having no one to call
Sounds of sirens
And vehicles screeching to a stop
Then speeding around the bend
Wondering, God why am I still alive?
When will all this end?*

*The woman on the bed next to mine
Lets out silent cries
For children she bore
That has forgotten her face
And in their hearts she has lost her place*

*Silent sobs
That lead to relentless wailing
Can now be heard from the bed
That's bunked atop of mine.*

*We were women
Who once stood tall
And wore crowns on top of our heads
And capes around our necks
Now reduced to sobbing fragments
Of our former selves*

*I remember thinking to my self
On a tear soaked pillow
"This now is my time
To knock down the shaky foundation
On which I built my life
If not for me, for my daughter's sake
So I can teach her
So she doesn't make the same mistakes"
I say let's polish our jewel crested crowns
Place them back on top our heads
Iron those capes and be that super
Woman/mother/sister/child
God created us to be instead*

*Then I hear my inner voice
Gently rocking me back to my current reality
"You are an amazing mother,
And have come so far and I'm so proud of you.
You are an incredible woman, and
Princess K is so damn proud of you
With all that you've accomplished,
You should be proud of YOU too."*

*I'm lying here with my pen and pad
No longer drawing a blank
I found my rhyme
I found my rhythm*

I'm slowly, over time, finding my peace within.

—Kebrina

A partner in the “what’s up walk-in®” network of six community mental health agencies across Toronto, Yorktown offers walk-in mental health services to children, youth and their families in Northwest Toronto. By transforming our five-day-a-week walk-in into a gateway to all Yorktown services, we achieved and have maintained a zero waitlist. As a result of this innovative change implemented four years ago, clients receive the help they need without delay. Yorktown receives referrals from community partners such as schools, hospitals and rehabilitation centres, and collaborates closely with them to enable clients to achieve positive outcomes.

Overcoming Barriers: Andy’s Story

One fateful day in September 2015, six-year-old Andy* and his mom, Denise*, were in a car accident. They went straight to the hospital emergency department. Denise suffered a painful back injury but, luckily, Andy did not appear to have any physical injuries. Soon after the car accident, Denise noticed an unsettling and progressively concerning change in her son. Andy — who had always been a happy, good natured and active child — was now prone to episodes of aggression and uncharacteristic emotional outbursts in response to even mild frustrations or sudden loud noises. His behaviour had become a challenge for the teacher to manage at school and Denise began getting regular phone calls in the middle of the day to take Andy home. Their family doctor referred them to a pediatrician, who sent them to a medical centre for tests. It then became apparent that Andy had experienced some mild brain injuries and was diagnosed as having suffered a concussion.

And so began Denise’s quest to find help for Andy.

About a month after the car accident, the school had requested that Denise withdraw Andy from school. Denise was provided with a list of social service agencies that she could seek out for help. Denise turned to the Yorktown Child and Family Centre and came with Andy to the *what’s up walk-in®*, through which she met Shahla Yaghoubian, Family, Child and Youth Therapist.

Shahla recalls, “Denise explained that Andy would become irritable and agitated if he heard loud, crashing noises, was approached suddenly, or was inadvertently hit by another child or a stray toy. I and Yorktown’s Enhanced Early Years Mental Health Specialist, Sharon Vyse, reached out to the school and arranged to have a series of seven observation sessions of Andy. His behaviour reflected the effects of physical trauma from the concussion and the emotional trauma from the car accident.”

According to Denise, “It was clear from our very first meeting with Shahla that she had Andy’s best interests at heart. Immediately, she began to work with Andy and me. Shahla explained that Andy was having difficulty ‘self-regulating’ — a skill that is developed in childhood — which is the ability to focus attention, control emotions and manage his thinking, behaviour and feelings.”

Denise learned techniques in “co-regulation” — how to work with Andy to control his emotions. Practising these techniques consistently and diligently with Andy will lead to him becoming adept at self-regulation.

As Andy’s case demonstrates, physical and emotional trauma may result in behavioural changes that have far-reaching, long-term implications. Early identification of such issues and holistic, multidisciplinary problem-solving to address these challenges are keys to success.

“If children like Andy do not receive the help they need early on, I can guarantee you they will have more issues down the road.”

—Shahla Yaghoubian,
Family, Child and Youth
Therapist

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

An important Yorktown community partner, The Etobicoke Children's Centre's Day Treatment Program offers an individualized treatment program for children up to age 13 who are unable to achieve their learning objectives in their community school because of mental health issues. It is supported by a multidisciplinary team from the fields of education, counselling, psychology and psychiatry.

According to Denise, "It was a major breakthrough! The techniques that Shahla taught Andy and I were easy to use and they were working. It was like the clouds parted and I saw hope for my child's recovery." Shahla taught Andy's teacher, the vice principal and the principal how to work with Andy as well and there was a drastic positive change in the little boy. However, after the summer, there were numerous staffing changes at Andy's school and some gains that had been made were lost. In October 2016, Denise was advised that she could no longer take Andy back to school.

As Denise put it, "Andy's a seven-year-old little boy; he is a good boy. He had been doing really well but the changes at his school came at a very bad time for him and he had a set-back. Shahla has worked extremely hard for us and with us. In spite of all our efforts, the school has stood firm; a lack of resources won't allow for them to work with Andy. Shahla is determined to find the additional help that Andy needs and connected us to another partner that can work together with all of us: The Etobicoke Children's Centre (ECC). They have a Day Treatment Program through which education is provided since the school couldn't support him. Together with the expertise that Shahla brings to Andy's care, we know that there is a light at the end of the tunnel and that Shahla is with us every step of the way."

Shahla reflects, "Andy's case is a perfect example of the saying, 'it takes a village to raise a child.' Denise is dedicated to helping her son get through this challenge and I am determined to help them both. Yorktown's relationship with community partners enables us to identify the additional supports that are required to connect our clients to what they need. With will and determination, we will keep working with Andy and his mom and see once again the positive change we saw before — this time, for keeps."



"Mental illness is an invisible illness and unlike outward physical harm, people have a more difficult time understanding that there is real pain happening. They see a little boy 'misbehaving' and perceive him as being 'bad'. We are fortunate that there is a place like Yorktown to turn to."

—Denise, Yorktown
Child and Family
Services Client

Community Connections

It's Great to Have Friends in High Places!



Friends in High Places is a Chapter of the Canadian Maple Wings Association, an association of Flight Attendants who are, or were, employed by Air Canada. Each Chapter is based on the decade during which the Flight Attendant started his or her career. There are also Chapters with members-at-large that live all across Canada, the United States and Europe.

Friends in High Places was formed in 2000 and is dedicated to Flight Attendants who started their careers in the 1970's. According to Céline Raymond "Flight Attendants spend a lot of time together and develop a very special camaraderie with their colleagues — our 'work family'. Being a member of Friends in High Places enables us to stay connected after we retire." Diane Young attended the first meeting and reconnected with Céline very quickly, though the two hadn't seen each other in years. "Before I went to the first meeting, I wasn't sure that I wanted to get involved but by the end of the meeting, Céline and I were Co-presidents of the Chapter and have been voted into the roles every year, since. We are both happy and honoured to represent Friends in High Places."

Each Chapter selects a charity that resonates with its members. "It took some time for us to find the right charity. Yorktown Shelter for Women inspired us and we knew we had found the perfect fit the moment we met with Fatima Valentim and her staff." Since 2009, the members of the Chapter have been donating a portion of their membership dues as an annual gift to Yorktown Shelter for Women — a total of \$7,000 to date! As well, the Chapter meets three times a year and provides a donation of clothes. "Flight attendants have more clothes than we know what to do with. We have someone dedicated to sorting through everything that comes in so that we can be sure that what is donated is suitable and in season. We are also in touch with Fatima Valentim, the Director of the Shelter, who lets us know what the current needs are," explains Diane.

Friends in High Places members are also dedicated ambassadors who have connected Yorktown Shelter for Women to a generous and philanthropic friend who has provided a significant donation to the Shelter. "When a charity holds a special place in your hearts, you can't help but talk about it," says Céline. The connection resulted in \$30,000 in donations over the last two years alone!

Yorktown Shelter for Women thanks Céline, Diane and all the thoughtful former and current Flight Attendants for their generosity. It is, indeed, great to have friends in high places!



2015/16 Children's Mental Health Week: Youth Helping Youth



According to the Children's Mental Health Association, 50% to 70% of mental illnesses show up before the age of 18 — and of these only 1 out of 5 receives the services they need. A lack of awareness around mental health, not having the confidence to speak up, and not knowing where to go for support are some of the barriers contributing to this. Children's Mental Health Week (CMHW) takes place the first

week of May, annually. It is all about increasing awareness of child and youth mental health problems, decreasing stigma, and understanding that help and effective treatments are available. Yorktown's theme this year was Youth Helping Youth, to highlight how youth can support and engage each other around mental health. A questionnaire was provided to youth who came to Yorktown's *what's up walk-in®* and their feedback was used to build a curriculum for CMHW workshops that were designed to meet youth needs and capture their voice in our activities. In all, 17 Yorktown staff presented approximately 28 workshops and connected with some 675 children across 13 schools in the community over Children's Mental Health Week.

Feedback was clear about the growing need for the workshops, how the workshops encouraged expression and engagement among youth, and how the workshops enabled open discussions about mental health that were youth-driven, engaging and helpful.



Joanna Margolis: Connect to Your Inner Child

Joanna Margolis, is well acquainted with her own inner child and encourages others to stay connected to theirs, too!

Joanna, a teacher at Gymboree heard about the Yorktown Shelter for Women through Yorktown Board Member, Sarah Smith, whose children were in her class. Joanna brought fun and games to Yorktown Shelter for Women and played and shared snacks with the kids while the moms were attending a weekly program. Her dedication to bringing joy and play to children at the Shelter was recognized with a Yorktown Community Partnership Award in 2014.

Joanna has turned her love of fun and play into a business — Little Jingle Beans which involves dressing up as Cinderella and along with an array of characters from her troop of 12 — 15 actors, doing themed parties and events. Joanna and her cast of characters donated their time to Yorktown Shelter for Women's holiday party in December of 2015 and brought a lot of smiles to the faces of all the little ones in attendance. "I love kids and I love being around them, but it is also very fulfilling to see the Moms light up when they see their kids smiling and having a great time. I'm very grateful for being able to inspire that." All of us at Yorktown appreciate Joanna for her generous and enthusiastic spirit!



Diane Brooks: Fulfillment Through Involvement



Diane Brooks has been on the Yorktown Board of Directors since 2009, introduced to Yorktown through her good friend and Yorktown's Legal Counsel and supporter, Julie O'Donnell.

As a shelter for women and children seeking to leave lives of abuse, and a children's mental health centre, Yorktown held two areas of community-investment interest for Diane. Sarah Smith, who Diane had become acquainted with in the past, was the incoming President of the Yorktown Board of Directors and this intrigued her; she was interested in what Sarah would bring to the role and anticipated learning from her approach.

It also appealed to Diane that the Board had a number of dynamic members that she could learn from. The knowledge and skills each contributed along with their high level of commitment to Yorktown impressed her. They were a perfect complement and support to Karen Engel, the Executive Director at the time. Karen's many years of experience in the Social Services and Mental Health Sectors, combined with her expertise and strong leadership, ensured that Yorktown was stable, sustainable and evolving. All the boxes were checked off for what Diane was looking for when it came to choosing a charity to support.

Diane got involved right away, eager to contribute her skills and legal expertise to benefit Yorktown and learn from the cadre of fellow Board Members. Since joining the Board, Diane has Co-chaired and Chaired the Development Committee. In 2011 she took on the role of Vice President and played an integral role as a member of the team responsible for selecting the new premises for Yorktown Child and Family Centre and Head Office, now located at 2010 Eglinton Ave. West. In 2015/16 Diane joined the Corporate Structure Committee, the goal of which is to ensure Yorktown's continued high level of stability and security as an organization.

It was her role as Yorktown's President from 2013 to 2015 that presented Diane with the most meaningful opportunity to invest in Yorktown. She was honoured to be charged by a group of individuals that she holds in such high esteem, to provide leadership to the Board. The accountability of being President — the responsibility of guiding the organization and setting an example for other volunteers as to how fulfilling being hands-on and engaged can be — has been a highlight for Diane.

As President, Diane navigated Yorktown through some challenging impactful environmental influences with vigilance and dedication. In the context of so many critical changes — Systems Transformation in the Children's Mental Health Sector; changes that the United Way was implementing; as well as the mergers of other community agencies in the sector — Diane led the board in prudent review, assessment, and evaluation of how to successfully guide Yorktown into the future.

Diane is currently Past President and continues her unwavering support of Yorktown's clients, staff, Board President Paul Huyer, fellow Board Members, and Executive Director Suzette Arruda-Santos. She continues to Chair the Development Committee with a mandate to broaden Yorktown's network of supporters; bridge new relationships; and bring awareness of Yorktown's role in breaking down barriers and creating connections in the community to stakeholders.

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.

Diane Brooks is the 2015/16 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.

What Diane's colleagues have to say...

"I learned a great deal about Yorktown Family Services and Board governance from Diane and was inspired by her leadership. I am honoured to follow in her footsteps as Board President."

—Paul Huyer, Yorktown Family Services Board of Directors, President, and Development Committee Member

"Diane has both led and participated on the Board with great care and passion. She is committed and focused on what matters most: Yorktown's clients and staff. A true steward of the organization!"

—Scarlett Swain, Yorktown Family Services Board of Directors, Vice President, and Development Committee Member

"Diane executed her role as Chair of the Board with commitment and passion — she inspires me as a board member to do the same. Diane is someone I respect and value for her integrity, as well as for her commitment to helping Yorktown be a better place than when she started here."

—Lachlan MacQuarrie, Yorktown Family Services Board of Directors and Development Committee Member

"For all of the years that I worked with Diane on the Board of Yorktown Family Services, she was a devoted and dynamic leader. She always gave freely of her time, her expertise, and her positive spirit — and as a result has helped the agency continue to change the lives of countless women and children for the better."

—Carrie Donnet, Former Yorktown Family Services Board Member and Development Committee Co-chair

"Diane has brought significant support to Yorktown as a donor and volunteer. She has connected numerous volunteers and donors and recruited Board Members for Yorktown. Diane has had tremendous positive influence through her role as President, Vice President and numerous committee memberships. She leads by example and demonstrates the importance that Development plays in the sustainability of a not-for-profit organization through her seven years as Co-chair, and now Chair, of the Development Committee."

—Suzette Arruda-Santos, Executive Director, Yorktown Family Services

Since 2000, the Yorktown Family Services Humanitarian Award for Community Service has been presented annually to individuals and couples who have shown outstanding leadership and have made a significant impact in improving the lives of members of our community. On May 6th 2015 Earle and Janice O'Born were the 16th recipients of this prestigious Award.

Earle and Janice O'Born Make an Imprint on Yorktown Family Services

In 2015 the Yorktown Family Services Humanitarian Award for Community Service was presented to Earle and Janice O'Born in recognition for their many years of dedication to making a difference in the lives of others. The mission of the O'Borns' significant philanthropic investments in Canada is to "help others to help themselves". Through their tireless contributions and support; children, youth, women and families are enabled to make positive change, build skills and become leaders who connect with and give back to their community.

Through the charitable wing of their family owned printing company, The Printing House, the O'Borns have raised over fifty-six million dollars and have dedicated it to charitable causes and community support. Their fundraising efforts not only help marginalized, disadvantaged youth build character and life skills, but also provide them with the opportunity to invest in themselves.

The O'Borns continued dedication to making our communities better is demonstrated through a broad range of philanthropic investments. As a result, both the O'Borns and The Printing House have received many accolades and awards over the years. By serving on numerous Boards of various charities the O'Borns further their reach in helping diverse groups and communities within Canada.

The 2015/16 Tribute Dinner honouring Earle and Janice O'Born was a resounding success, raising over \$220,000. By leading the charge with a very generous donation, the O'Borns set an example for others which resulted in one of Yorktown's most successful Tribute Dinners to date. Their support helped Yorktown Family Services make meaningful and lasting connections to many philanthropic individuals and organizations by allowing us to share our work and the success of our clients.

The proceeds from the O'Born Tribute Dinner are enabling Yorktown Child and Family Centre and Yorktown Shelter for Women to continue to follow through on our mandate to bring positive change to under-resourced and marginalized communities in Northwest Toronto.

Yorktown is grateful to Earle and Janice O'Born for their continued investment in our community.



*Janice and Earle O'Born
Recipients of the Humanitarian Award for Community Service*

Financial Statement Summary

YORKTOWN CHILD AND FAMILY CENTRE			
		2016	2015
REVENUE	Government Funding	\$1,945,663	\$1,493,557
	Other Grants	736,828	895,755
	Capital Grants Recognized	6,050	6,050
	Cost Recoveries	163,500	158,500
	Foundation Donations, Specified Programs	71,722	87,217
	Fundraising	308,938	249,655
	Investment Income	1,750	1,664
	Total Revenue	3,234,451	2,892,398
EXPENSES	Personnel	2,265,107	2,177,706
	Program and Operations	460,890	221,461
	Administration, Communications and Development	219,918	225,121
	Occupancy Costs	275,881	267,894
	Total Expenses	3,221,796	2,892,182
	EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR	\$12,655	\$216

YORKTOWN SHELTER FOR WOMEN			
		2016	2015
REVENUE	Government Funding	\$1,974,729	\$1,769,290
	Other Grants	201,132	250,415
	Fundraising	73,654	96,053
	Investment Income	1,639	2,983
	Total Revenue	2,251,154	2,118,741
EXPENSES	Personnel	1,563,138	1,532,518
	Program and Operations	347,705	216,791
	Administration, Communications and Development	187,917	178,138
	Occupancy Costs	142,581	142,424
	Total Expenses	2,241,341	2,069,871
	EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR	\$9,813	\$48,870

Yorktown Family Services 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, 2015 and March 31, 2016.

Thank You!

Organization and Community Partners, Funders and Supporters

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