

YORKTOWN CHILD AND FAMILY CENTRE



YORKTOWN SHELTER FOR WOMEN



# Journey to Change

ANNUAL REPORT 2016/17

## 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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## JOURNEY TO CHANGE

**REFLECTING ON THE PAST YEAR,** what emerges as a distinct theme to describe 2016/17 is *Journey to Change*. We see 'journey' not as a pathway, nor do we see 'change' as a destination. Rather, we see *Journey to Change* as an ongoing evolution that occurs as we respond to our diverse stakeholders while navigating an inconstant environment.

Sector-wide changes continued as the *Moving on Mental Health Action Plan* advances towards ensuring all children, youth and families in Ontario have easy access to mental health services in their communities and the supports that meet their needs. Yorktown was represented at numerous committees and working groups of this important work-in-progress.

Last year the United Way Toronto & York Region followed through on its plan to introduce "Anchoring Agencies" vs. the traditional "Membership" structure. We are pleased to have been selected by United Way to be an Anchoring Agency. We thank the United Way Toronto & York Region for choosing to partner with Yorktown and for their continued investment in our work and the clients we serve. We look forward to the journey ahead as we continue to build on our existing partnership with the United Way of Toronto & York Region collaborating to bring positive change to under-resourced communities.

In 2016/17 we updated and redesigned our Strategic Plan. Over the duration of two months, an environmental scan was conducted through document review, internal and external interviews and focus groups involving over 75 individuals and 125 different points of contact. We are excited to unveil the details of the Yorktown Family Services three-year strategic plan in 2017!

Yorktown voluntarily participates in accreditation through the Canadian Centre for Accreditation because of our strong commitment to organizational and service excellence. Though the process can be daunting, it is an initiative that is in keeping with our priorities of continuous quality improvement and ensuring best practices and standards. It is an investment in our organization's ongoing sustainability and demonstrates to our board, clients, communities, and funders that we function within the accepted parameters of organizational health and accountability. To this end, we underwent Accreditation this past year and are very pleased to report that we have successfully demonstrated meeting 100% of Mandatory Standards and 92% in Leading Practice!

We share with you the following Conclusion from the Canadian Centre for Accreditation:



Paul Huyer  
President



Suzette Arruda-Santos  
Executive Director

ANNUAL REPORT  
2016/17

*Yorktown Child and Family Centre was notable in the positive and engaging environment cultivated for its clients and staff. The reviewers were impressed with Yorktown as an organization that puts clients first and that continually works to innovate and improve services through the dedication, creativity and resourcefulness of its management and staff.*

It has been a very dynamic year indeed; after careful and rigorous review, Yorktown's Boards of Directors have recommended the amalgamation of our two charities, Yorktown Child and Family Centre and Yorktown Shelter for Women. This change will build on our current achievements, enhance organizational processes, and leverage Yorktown in the Community Service space.

As we move forward we continually ask how every initiative undertaken keeps Yorktown relevant, responsive, accessible and present for the clients we serve to ensure that we stay the course on our *Journey to Change*.

Sincerely,



Paul Hoyer  
President



Suzette Arruda-Santos  
Executive Director





# 2016/17 At a Glance

YORKTOWN CHILD  
AND FAMILY CENTRE

YORKTOWN SHELTER  
FOR WOMEN

ANNUAL REPORT  
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## YORKTOWN CHILD AND FAMILY CENTRE

**2,951** individuals and  
**861** families received service

**62%** of clients  
came from countries  
other than Canada

**2,732** visits to Yorktown's Youth  
Space at the Jane St. Hub

**65%** of clients were  
living in single parent  
families

**53%** of clients spoke a language  
other than English in their homes

**851** youth were contacted  
by Yorktown Youth Outreach Workers,  
**437** of those youth were  
referred to community resources  
for support

**100%** of clients receiving or participating  
in treatment achieved positive outcomes from  
their service at Yorktown

## YORKTOWN SHELTER FOR WOMEN

**21%** of residents  
remained in the shelter for  
fewer than **90** days

**36%** of residents remained in the shelter  
for more than **7** months waiting for  
subsidized housing to become available

Total nights of  
accommodation were  
**9,425**

**17%** of residents remained in the shelter for  
more than **1** year waiting for subsidized housing  
to become available

**36** women and **51**  
children received shelter  
and services

**57%** of residents spoke or  
identified themselves as speaking a  
language other than English

An additional **225** women  
and **90** children received  
support from WACAV,  
Transitional Housing and  
Support and  
Here to Help Programs



Supporting fathers to  
become the fathers  
they want to be

*Mindfulness is a mental state involving focusing one's awareness on the present moment, while calmly acknowledging and accepting one's thoughts, feelings, and bodily sensations.*

**Mindful Fathering®** is a 12-week group program designed to reduce harm and promote mental health by working with fathers who have exposed their children to domestic violence. Developed by Yorktown Child and Family Centre in Toronto in 2007, *Mindful Fathering* grew out of a vision and commitment to increasing safety and mental health for children and their mothers by engaging and supporting fathers as part of the solution. It is a proven model of service that providers can be trained to deliver in diverse communities.

## Investing in Fathers is an Investment in Children and Youth

**AT THE HEART OF YORKTOWN'S** raison d'être is supporting the psychological and emotional well-being of children and youth. Nurturing caregivers are critical in the healthy development of children. The goal of *Mindful Fathering* is to help fathers become the fathers they want to be and positive role models for their children.

Rodrigo Moreno, who has been facilitating *Mindful Fathering* for the last 10 years and has 20 years' experience working with inner city youth in violence prevention projects, describes the *Mindful Fathering* approach as "welcoming the participants with open arms."

"Together, as a group, we unpack the situation that brought each father to *Mindful Fathering*, and then step back and explore our understandings of masculinity and the role of 'father'. When we examine our perceptions, and our behaviour and learn mindfulness, it leads to a lot of breakthroughs and 'ah-hah' moments. This program has an extremely low attrition rate, which isn't typical for fathering programs of this nature," says Rodrigo.

Referrals to *Mindful Fathering* come from child welfare, probation, children's mental health, other community service agencies and participant word-of-mouth. Self-referrals are also becoming more common.

Marc attended *Mindful Fathering* many years ago. A father of two daughters, Marc brought his younger daughter, Isabelle, to Yorktown for counselling when she was 14. Marc and Isabelle were like "oil and water" and when he noticed a flyer for the *Mindful Fathering* program in the Yorktown reception area, he made "the wise decision to check it out."

As a child, Marc was sent to boarding school at age 9 and never lived in a family environment again until he was an adult with a family of his own. He was always on sports teams starting at a young age. According to Marc, "I knew how to be a member of a team, but somehow, I felt like my 'family team' had a 'disconnect'. I thought *Mindful Fathering* might help with that, and it did. The most important thing I learned was how to listen. I paid better attention and became more perceptive. I know I have changed. I didn't know what to expect when I started attending *Mindful Fathering* but I had no intuition for raising daughters and knew I had something to learn. I learned how to contribute to their lives and how to build relationships with them. I know I wouldn't



have gotten to where I am now without *Mindful Fathering*. I didn't know what I didn't know and this changed my perspective on my life. My relationships with my daughters are much better than before and the skills I learned have served me well with other relationships."

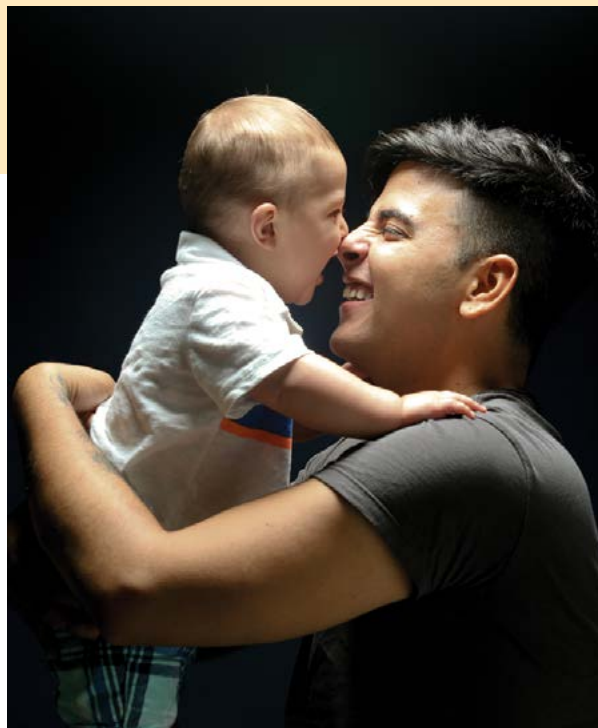
Eric is a recent graduate of *Mindful Fathering*. He attended the 12-week program from January to March of 2017. There were 12 fathers in the group and Eric, at age 29 was the youngest. He had been referred by Catholic Children's Aid to attend a fathering program when he was seeking full custody of his new born baby boy, Jason. It wasn't mandatory for him to enroll in the program, but he was advised that it would strengthen his chance of having custody. "This was my first time being a parent and I was prepared to take advantage of any support that was available to me and if it would help me get custody of my son, who was in foster care, then I considered everything else a bonus. I wasn't sure what to expect. I thought we might be learning how to change diapers but it wasn't like that at all. One thing that was a surprise but really useful was what we learned about relationships and it has been very helpful with my interactions with the mother of my son."

In February when his court case came up Eric had already started the *Mindful Fathering* program and was granted temporary custody of Jason. He has his son from Thursday to Tuesday and Jason is in foster care the rest of the time. Eric has applied for full custody.

"I really did like the program. It was a great opportunity for fathers to meet other fathers and learn from each other's experiences. The exercises in the program were amazing. In the beginning, when I first had my son, I would get very frustrated when he cried but I learned

'coping techniques' which really help. I am very happy with how things are going.

What is the main thing for me and the most important outcome from participating in the program? If it wasn't for *Mindful Fathering*, if this didn't exist, I wouldn't have gotten my child back. "I really want to be a great father and participating in *Mindful Fathering* is helping me to do this."



*When women and children began asking for help for their partners and fathers, Yorktown responded by creating Mindful Fathering. Since 2007, Mindful Fathering has developed and evolved by listening to the fathers it serves to benefit them and their families.*

*A growing problem—with high rates reported, investigated and validated—children exposed to domestic violence are at increased risk for depression, anxiety, social withdrawal, impaired affect regulation, aggression problems, insecure attachment and trauma effects (Alaggia and Donohue, 2017).*

*"Having a service like what's up walk-in® helps to address issues like anxiety and stress in children as soon as possible. This is critical in preventing the progression towards deep-rooted mental health issues that can require much more extensive, as well as costly, interventions."*

*– Jennifer Kirk, Manager  
of Clinical Services,  
Yorktown Child and  
Family Centre*

*A partner in the **what's up walk-in®** network of six community mental health agencies across Toronto, Yorktown offers immediate strengths-based, solution-focused counselling services to clients living in any community. The what's up walk-in clinic is also a "Gateway to Service," through which clients can access additional services at Yorktown and receive referrals to other service partners as needed. The walk-in model of service reduces barriers to mental health support for children, youth and families and provides access to counselling with no waitlist, no fee for service, no appointment, and no OHIP required. Clients come to Yorktown on their own or are referred through schools, doctors, hospitals, child welfare, Youth Outreach Workers or other community service agencies.*

## Nelson's Story

**NELSON\* WAS NINE YEARS OLD** when he moved with his family to Canada from the Middle East. Nelson had been happy; he loved his school, had good friends, and a very close relationship with his grandparents. Unfortunately, the political climate in their home country forced his parents, Abir\* and Nicole,\* to have to make the decision to move Nelson and his brother, Bari to Canada. Leaving behind everyone and everything that he knew was an upheaval and traumatic for Nelson.

Nelson started at his new school in September of 2016. While he was content in the company of his family, at school Nelson was sullen and withdrawn, isolating himself from the other children. By January of 2017 the bottled up frustration, stress, and anxiety erupted. Nelson began demonstrating his resentment at being in a place where he felt he didn't belong with explosive outbursts of yelling. Mrs. Kendall,\* the Vice Principal at Nelson's school recalls, "When Nelson had an outburst, he would holler at the top of his lungs about how he didn't like being in Canada, and how unhappy he was. I would guide him to my office and he would continue screaming and yelling inconsolably, until he was absolutely exhausted. This was happening several times a week."

Nelson's parents recognized that it was much more than Nelson having a difficult time 'settling in'. They could see that he was desperately unhappy and becoming more distraught. "My husband and I had been working with Mrs. Kendall and we all agreed that Nelson was in need of additional support," says Nicole. In February of 2017, they became connected to Yorktown through the school social worker and Abir went for an initial consultation to be sure that Yorktown was the best choice for Nelson. "The counsellor that met with Abir initially, drew my attention to the case and I suggested that Abir bring his family in to consult with Shahla Yaghoubian, one of our Child, Youth, and Family Therapists who had a very similar life experience. I knew that she would be a very good fit with this family," says Jennifer Kirk, Manager of Clinical Services. After the initial session with Abir, it was recognized that the family would require ongoing sessions. When Abir returned with Nicole and Nelson to see Shahla the following week, they were seamlessly transitioned into ongoing counselling support.

At first, Nelson wouldn't even make eye contact with Shahla. He didn't want to meet any more strangers. Shahla coached Nelson's parents in techniques and tools that would help

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*\*Identify has been changed to protect the client's privacy.*





draw Nelson out of his shell. After a few sessions Nicole and Abir achieved enough success employing what they had learned from Shahla that when they brought Nelson back to see her a second time, though he had a long way to go, he was more responsive to his counsellor.

Shahla describes using a 'triad' approach to working with children. This involves close collaboration among the parents, the counsellor and the school. "Mrs. Kendall became an integral part of supporting Nelson through the challenges he was facing," says Shahla. "The timing was critical and her investment in collaborating with Nelson's parents was essential. I helped sustain the positive change that Nelson was achieving through the counselling sessions with me. With the triad of care, Nelson was on a positive trajectory."

When school ended for the summer, Nelson and his parents continued to see Shahla on a weekly basis. Nicole says, "We never missed a session with Shahla. She taught Nelson how to calm himself and she also taught us very specific ways to work with Nelson to help him get through a very difficult and emotional time." Mrs. Kendall recalls, "I was amazed at the difference in Nelson when he came back to school after the summer. He communicates much more readily and appropriately. Nelson now comes across as a happy boy." Shahla adds, "In the school system, it isn't possible for teachers, the Principal or Vice Principal to provide the level of on-going attention that an individual child going through an emotional challenge can require. However, the time that Mrs. Kendall invested with us in this collaboration meant that what Nelson gained at every counselling session was sustained. His parents at home, Mrs. Kendall at school, and the focused counselling sessions I provided at Yorktown helped Nelson succeed."

"Previously, I would have to bring Nelson to my office, or he would come to my office on his own because he was feeling frustrated and this was happening about three times a week. Since this school year began, I seek him out to see how he is doing and he is doing well. He comes to visit me now from time to time to share happy stories," says Mrs. Kendall.

"Having Yorktown to turn to was critical in helping us support Nelson to a better emotional state. That this service is provided for free, and we were able to see a counsellor right when we needed to, made all the difference in our son's well-being. We will soon stop our one-on-one counselling sessions with Shahla. She has referred us to a group program that Yorktown offers for families and my husband and I continue to build skills, learn, and grow as parents, we thank Shahla and Mrs. Kendall for their commitment to working with us and Nelson," says Nicole.

what's up walk-in®  
clinics provided services  
to 1,942 clients for a total  
of 4,660 visits across six  
locations in Toronto from  
April 1, 2016 to March 31,  
2017.

*"Yorktown Shelter for Women provides safety first, then the means by which to make a plan, then the opportunity to move on. It provides hope and the conviction that I won't need to go back to living in constant fear."*

— Angela, Client,  
Yorktown Shelter for Women

***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 refuge, YSW provides support to women and children transitioning into or out of the Shelter as well as outreach to women in the community.***

## Angela and Justin

**THERE IT WAS:** The sound that Angela\* was on constant alert for, anticipating it with dread; the sound of a key in the front door followed by the dull click of the lock signalling the arrival of her husband, Dean.\* Dean travelled irregular hours for his job and Angela never knew when he would arrive home. She had endured emotional and verbal abuse from Dean for four of their five years of marriage. Angela lived in a state of heightened anxiety, anticipating that at any time Dean might trigger an altercation.

It was Dean's habit to instigate a random quarrel while Angela was getting ready for work. On this particular morning, Dean was insisting that Justin,\* Angela's 18 year old son who lived with them, should be accountable to him for his whereabouts at all times. Angela had learned to deal with this morning ritual by not responding. She would quietly finish getting ready for work and slip out. This time, Dean stood in the doorway blocking her exit. "When I tried to move past him, he grabbed me by my arms. He wouldn't let go so I bit him. He released me and called the police," Angela recounts. She was charged with assault and taken into custody. "It was a horrible, demoralizing experience. I felt angry, frustrated, frightened and humiliated," says Angela.

Angela wasn't held at the police station for long. She was allowed to go home and pick up a few things. She and Justin went to stay with Angela's friend but this could only be a temporary arrangement. Angela discovered that her friend had an acquaintance who worked at the Yorktown Shelter for Women (YSW) and she moved to the Shelter with Justin the day after making the call to YSW. Angela shares her story:

"The idea of going to a shelter was scary. I didn't know what to expect. But my biggest worry was about Justin. He was almost 19. He was in school and didn't have a place to go. I was relieved beyond what you can imagine when I was told that Justin could come with me to the Yorktown Shelter for Women. The staff at the Shelter are really great. I like Jeryl, my worker. When she isn't there, there are others I can speak with. Every Wednesday there are workshops and information sessions that connect us to resources that I would never have found out about on my own. We had a speaker on legal processes that was very helpful for those trying to get custody of their children. There were workshops on the transitional phase of moving out of the Shelter; how to manage finances; debt counselling; and how to apply for a student loan. There was also a session on where to go to get furniture and tips to help you when you are on your own. It makes me feel less panicked about starting from scratch.

There is a Male Child-advocate Worker, Harry, who checks in on Justin. Harry provided Justin a connection to a part time job and he takes Justin and Kevin, another youth at the Shelter, to play basketball. It helps bring a sense of 'normalness' to our situation. Harry is definitely an asset. I was worried that this would be a negative experience for Justin but I don't see it unfold-

ing that way. I thought he would be angrier but his attitude has been very positive. He has been my rock. At times, I get anxious about the future and Justin will remind me “this is just temporary and everything is going to be ok.” There is a whole world of help out there and our Shelter connects us to it. This phase of our journey will end and everything will be much better.

As far as safety is concerned, I don’t feel like I’m ‘on pins and needles’ and always anxious like I used to, and that’s a big relief. When I contrast where I am now with the state of anxiety I lived in before, I have a peace of mind. I have different concerns now, it is true, but Yorktown Shelter for Women makes me feel like these are things I can do something about; they are manageable.

Yorktown Shelter for Women provides safety first, then the means by which to make a plan, then the opportunity to move on. It provides hope and the conviction that I won’t need to go back to living in constant fear. To me, this is what Yorktown Shelter for Women stands for.”



### **National statistics\*\***

- *On any given night in Canada, 3,491 women and their 2,724 children sleep in shelters because it isn't safe at home.*
- *Half of all women in Canada have experienced at least one incident of physical or sexual violence since the age of 16.*
- *67% of Canadians say they have personally known at least one woman who has experienced physical or sexual abuse.*
- *Approximately every six days, a woman in Canada is killed by her intimate partner. Out of the 83 police-reported intimate partner homicides in 2014, 67 of the victims — over 80% were women.*
- *On any given night, about 300 women and children are turned away because shelters are already full.*

\*\*Compiled by the Canadian Women's Foundation

The Yorktown Community wishes to thank our 2016 Honorees Megan and Brian Porter for their generosity and support.

## Porter Tribute Dinner



**FOR THE PAST 16 YEARS** the Yorktown Family Services Humanitarian Award for Community Service has been presented annually to individuals and couples who have shown outstanding leadership in philanthropy. Now in its 17th year, the event brought together many of Ontario's political, corporate and community leaders committed to making positive change in communities across Canada.

On May 4th 2016, the Yorktown Family Services Humanitarian Award for Community Service was presented to Megan and Brian Porter in recognition of their many years of dedication to making a difference in the lives of others. The Porters, as individuals and as a couple, have made and continued to make, important contributions in support of Canadian communities. The Porters invest significant hours of volunteer time and funds in support of mental health, health care, research, education and the arts. Together they have helped numerous not-for-profit organizations advance initiatives to benefit Canadian communities.

As honorees, the Porters have helped elevate awareness of Yorktown's two charities, enabling them to continue to offer innovative, evidence-based programs to children, youth, women and families in one of Ontario's most under-resourced communities.

Megan Porter, fascinated by the use of art to open the lines of communication with children and youth in therapy, arranged for original works of art by Yorktown clients to be featured as the cover of the menus at the event, along with the children's bios.

With thanks to Tribute Dinner Co-chairs, Salah Bachir, and Valerie and Andy Pringle, and our sponsors, this important fundraising event raised an unprecedented \$300,000!





### ABOUT THE ARTIST

My name is Selisha and I am 15 years old. The title of my painting is "Blind Eye". I chose art as a way to deal with the fears that can happen in life. I have been through a lot in the past year and I find art is a good and healthy way to cope with loss, regrets and mistakes.

Yorktown is full of life, they boost your confidence and make you want to take part in things. They have great listeners and I would encourage anyone to come to Yorktown, you won't regret it!

### ABOUT THE ARTIST

My name is Summer, I have been a client at Yorktown for almost two years and the experience has positively changed my life. In February 2015 I was diagnosed with bipolar disorder. With the support of my Social Worker, Rebecca, and my psychiatrist, I have learned that I am capable of achieving great things. I would like to become a teacher and just finished my first year at teachers college. Over the years I have learned to use art to turn painful aspects of my life into beautiful works of art. My painting was inspired by a place I went to but at the time it was winter. I couldn't wait for spring and I started trying to imagine how beautiful it would be in spring. So I made my vision come true and painted the place how I would like it to be. This was a place I went with my boyfriend so it was very meaningful to me. The painting is called "Dreaming of Spring".



### ABOUT THE ARTIST

Charlie Sheldon is a seventeen year old artist, living in Toronto. He is queer and has some mental health challenges. His artwork aims to grow the awareness of these minorities through the combination of written word and drawing. His passion lies in comic books and he hopes to be the author of several graphic novels. Right now, Charlie is working on finishing high school, and looks forward to his future in post-secondary education.

### ABOUT THE ARTIST

Sofia, age 9, and her mother came to Canada from Mexico. Sofia had major behavioral concerns. She had tantrums so big that Mom could not help Sofia to calm down and on two occasions had to take her by ambulance to Sick Children's Hospital. In Mexico, Sofia had been prescribed anti-psychotic medication. She also has an ADHD diagnosis. As a family without immigration status, they were isolated in the community. Mom found her way to Yorktown for counselling for her and her daughter through a Yorktown Spanish parenting group. They received on-going counselling for 14 months. Sofia was gradually weaned off of the anti-psychotic medications. Her tantrums ceased and Mom was better able to understand her daughter's needs and respond in a way that strengthened their relationship. Sofia's mother commented that her relationship with her daughter improved greatly as a result of coming to Yorktown.



**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.**

## Paul Huyer: Leading by Example



*Paul Huyer is the 2016/17 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.*

**IN 2011, PAUL HUYER** retired from his role as Senior Vice President and Ombudsman from TD Bank Group. Not being 'the type to take it easy', Paul put a plan in place to effectively transition into retirement. This includes immersing himself as a volunteer in the causes he is passionate about. One of these causes is children's mental health. Paul did his research which led him to Yorktown Family Services and in February of 2012 he became a Board Member.

Paul immediately joined the Finance Committee where he felt he could best contribute his skills, experience, and expertise while learning more about Yorktown's two charities and the children and youth mental health and violence against women sectors. "I learned a lot from my Board colleagues who are extremely knowledgeable, helpful, and committed to the organizations," says Paul. He also attends the Annual Board Sponsored Yorktown Employee Holiday Lunch every year, "It was a great opportunity to hear from staff about the wonderful work they do. I was very impressed with the calibre of expertise of both the Children's Mental Health Centre and the Shelter for Women staff."

Paul connected an extremely dedicated team of volunteers, organized by his wife Judy, to help transition clients from the Shelter to their new homes. He also connected numerous supporters to Yorktown events, as well as major donors to programs that aligned with their interests. According to Paul, "When you believe in an organization and the work they do, it's easy to talk about it; people become interested and want to help."

In 2015, Paul accepted the nomination by fellow Board Members to take on the role of President, "I had not been considering the role at the time but I was honoured to be nominated." Paul was voted in by the Board and accepted the role of President in October, 2015. Paul then also joined the Development Committee. "Paul is a genuine contributor – he walks the walk when it comes to driving success at Yorktown, and he does so consistently in all aspects of his involvement at Yorktown," says fellow Board Member and Development Committee Member, Lachlan MacQuarrie.

Paul, on his past two years as President reflects, "It was great working with Suzette. I learned a tremendous amount from her. I wanted to learn more about programs and she arranged for Program Managers and Staff to present at the Board Meetings. We all found it very informative, inspiring, and reaffirming to hear about the work with women, children, youth and families. We enjoyed learning about Child Advocacy at the Shelter, Youth Outreach Workers in the community, and the complexity of cases seen by Child, Youth, and Family Therapists at the walk-in."

Paul was President of the Yorktown Board of Directors from Oct. 2015 until Oct. 2017. During this time he supported Yorktown through the System Transformation of the Children and Youth Mental Health Sector, Accreditation, development of the 2017—2020 Yorktown Strategic Plan, and United Way Anchor Agency application. He also implemented the Corporate Structure Committee that carefully assessed the options and recommended the amalgamation of Yorktown's two charities.

Paul looks forward to the mentorship role of Past President, "I know Scarlett is very accomplished and beyond capable of taking on the role of President of Yorktown's Boards of Directors and I look forward to supporting her in any way that she requires."

## What Paul's colleagues have to say....

**“** *Paul has been a valuable cornerstone of the Board, and for me as Chair of the Finance Committee. He is able to draw on his experience as an accountant, former TD Banker, a member of United Way of Toronto & York Region's Major Individual Giving Cabinet, and a clear understanding of how to help and advance the Agencies. I was fortunate to have had a number of Finance Committee meetings where we explored and developed a view of liquidity that helped steer where the agencies were going from a financial point of view. To coin a financial phrase, he is a true 'asset.'"*

—Larry Biricz, Yorktown Board of Directors and Finance Committee Chair; Incoming Vice President of Yorktown Board of Directors

**“** *I always felt Paul approached his board position at Yorktown in the same way he would likely have approached his full time job, with serious effort, focus and a genuine desire to see a stronger organization."*

—Lachlan MacQuarrie, Yorktown Board of Directors, Development Committee Member and Chair of the Corporate Structure Committee

**“** *Paul is well deserving of this award for his many years of service and his leadership and strategic planning. He has been very active during his time on the board in participating in mental health seminars and discussions. He has helped pilot programs and been invaluable in spreading the word about Yorktown to new donor segments through his extensive network."*

—Scarlett Swain, Yorktown Board of Directors and Development Committee Member; Incoming President of Yorktown Board of Directors

**“** *Paul is truly deserving of this award. He has brought his business acumen to the Development Committee as well as to the Board. He is to be commended for his commitment to the Agency and his desire to better the lives of others. He is a true professional volunteer and Yorktown is so fortunate to have this commitment and his knowledge and expertise."*

—Dori Mould, Yorktown Board of Directors and Development Committee Member



*"I know Julia would be pleased to share the story of her gift to increase awareness of the critical support provided by Yorktown Shelter for Women and to get others thinking about making a bequest in their wills to the charities that they are passionate about."*

—Niles Patel, Family, Child and Youth Therapist,  
Yorktown Child and Family Centre

# The Yorktown Community

## Niles and Julia: Leaving a Legacy

**WHEN JULIA AND NILES** met eight years ago they both immediately knew they had found their soul mate. They thought they would be together well into their twilight years. However, that was not to be as five years later, Julia was diagnosed with terminal cancer. "Julia was beautiful inside and out. She was incredibly wonderful in so many ways. I carry with me immense gratitude and wonderful memories of laughter, love, and warmth because of my time with her," Niles says. Julia passed away on New Year's Day 2017. Julia was very passionate about women's issues and it was her wish that a meaningful donation from her estate be made to Yorktown Shelter for Women. Niles was honoured to carry out his partner's last wish, "I know that she is very proud to have made this gift to the Yorktown Shelter for Women. For me, I feel that all the good work that they do is now a part of her legacy."



## Abokar Mohamed: Celebrating 10 Years as a Youth Outreach Worker

**YOUTH OUTREACH WORKERS (YOWS)** celebrated the 10 year anniversary of the Youth Outreach Worker Program with a Conference and a Gala, the theme of which was "YOW'ing since 2006!" The Conference was planned and chaired by Yorktown's own Robyn Howlett, Team Lead – Provincial Youth Outreach Worker Program, Toronto West.

Funded by the Ministry of Children and Youth Services the YOW Program has been considered a tremendous success in engaging at-risk youth and connecting them to resources and services. The YOW program has expanded from 35 YOWs in the GTA in 2006 to 110 YOWs across Ontario as of 2016.

One of the first YOWs was Abokar Mohamed, who was hired by Yorktown in 2006. Abokar was recognized at the gala along with other YOWs from across the province and presented with the "10 Years of Service Award." According to Robyn Howlett, "Abokar is a true example of commitment to Yorktown, to the community and most importantly, to the youth and families we support in the YOW program. I am so proud of him and so incredibly appreciative and thankful for his ongoing dedication."

"I am humbled and honoured at the same time to receive this incredible award. I truly believe that empowering today's youth makes for a better tomorrow and I feel that as a YOW, my role is to enable youth to become empowered."—Abokar Mohamed, Yorktown Youth Outreach Worker

Congratulations, Abokar!





## Here to Help Celebrating 15 years

**FUNDED BY THE MINISTRY OF COMMUNITY AND SOCIAL SERVICES,** Here to Help is a Child Witness group intervention for children ages 4 to 18 and their mothers who have experienced family violence. The objective is to support the healing needs of child witnesses of domestic violence and break the cycle of violence. The Here to Help program is currently run in the Greater Toronto Area by Yorktown Shelter for Women and four other agencies.

In September 2016, the Here to Help Forum was held to bring together Here to Help agencies and staff to mark the program's 15th Anniversary and to create opportunities for staff to focus on best practices to further inform their work.



It is estimated that about half a million children are exposed to domestic violence every year in Canada (Dauvergne, & Johnson, 2001).

Through the Here to Help program, child witnesses are supported to tell their stories and to understand their rights, build self-esteem, develop a safety plan and learn violence prevention strategies. Mothers are supported in their parenting skills, as they assist their children to heal from the effects of witnessing violence.

## Victoria Borgo: A Budding Philanthropist

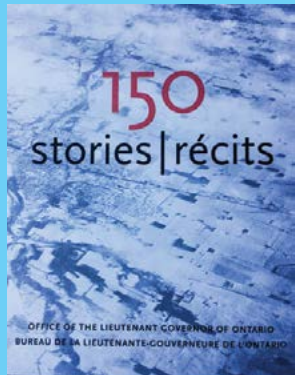
**EIGHT-YEAR-OLD VICTORIA BORGIO** happened to see a video of a young woman somewhere in Canada who purchased essential items, packaged them in zip lock bags, and provided them to people living on the streets. Victoria was inspired. "Dad, I want to do that," she said. From that point forward Victoria began thinking about which charity to support. She recalled that at the dance studio where she takes classes, Innovative Rhythm Dance Studio, owner Shauna Morris regularly held fundraisers for the dance class members to participate in. The proceeds of the fundraisers are provided to Yorktown Shelter for Women. Victoria thought supporting women and children who had to leave their homes because of violence and abuse was an excellent cause and decided to make her donation to Yorktown Shelter for Women. With the help of her father, Robert, Victoria purchased items such as toiletries, water bottles, a blanket, and so much more. Together, Victoria and Robert loaded the items into a brand new, great big duffle bag and took them to Yorktown. Victoria asked lots of questions about Yorktown and the clients that are served by the Shelter and the Children's Mental Health Centre, and the challenges and barriers to success they face. Having learned of the programs Yorktown provides for at-risk youth, Victoria returned two months later with another duffle bag full of items to donate!



*Since its launch 15 years ago, 3,680 women and 6,923 Children have benefited from the Here to Help program. Children are often the reason that women stay in abusive relationships, but are often the most powerful motivator to leave (Hilton, 1992).*

*"I was inspired by someone else and I hope that my actions will get other kids thinking about what they can do to help their community."*

*—Victoria Borgo,  
Budding Philanthropist*



## Lieutenant Governor Dowdeswell Visits Yorktown Shelter for Women

**IN SEPTEMBER 2016**, Lieutenant Governor Elizabeth Dowdeswell visited Yorktown Shelter for Women (YSW). Her Honour toured the Shelter and learned about the clients that YSW serves and the barriers they face, such as poverty, when making the decision to leave a violent and abusive partner.

*"During my visit to Yorktown Shelter for Women, I saw firsthand the power of compassion to help people overcome hardship. Yorktown's staff, volunteers, and supporters are dedicated to ensuring that women and their families are able to reclaim their lives in safe surroundings. They have my gratitude for their efforts to build a community that is more just and resilient,"* said Her Honour.

In recognition of Canada's 150 year anniversary, Her Honour compiled a book of 150 meaningful stories from Canadians of all walks of life, and included the following experience of Shelter clients Zarene\* and Davi:\*

*My son Davi and I left Yemen to join my husband in Canada in 2015. I wondered what life would be like in this new country... My husband had always been violent towards me; I didn't expect this to be any different in Canada, and it wasn't. However, what was different was that the violence wasn't accepted here, like it was at home. A neighbour called the police and Davi and I went to live at Yorktown Shelter for Women. I had never heard of a shelter for women, where I came from. At the Shelter, the Male Child-Advocate Worker, who is a social worker and counsellor, helped Davi to understand that a boy doesn't need to be aggressive or overpower others to be a man. Davi and I moved out of the Shelter eight months later and began our new lives. I learned that Canada really cares about women.*

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\*Names have been changed to protect our client's privacy.

## Minister Michael Coteau Visits Toronto West

**MINISTER MICHAEL COTEAU**, formerly a School Board Trustee, has been in his role as Minister of Children and Youth Services since 2016. He is the MPP in Don Valley East but when he was invited by Tim Tokunboh, Yorktown Youth Outreach Worker (YOW) to visit the neighbourhoods in Toronto's west end, he did just that. Minister Coteau was interested in seeing what opportunities are available to youth in the west end of Toronto and to meet some of the youth and get to know them. As a YOW, Tim recognizes how important it is to know your community. "Youth don't trust you if they don't know you; and if they don't know you, you can't work with them and help support them," says Tim. Having grown up in Rexdale, Tim took the Minister to visit the Rexdale Boys and Girls Club at the Rexdale Community Hub where he often goes to meet with youth, work with them, play basketball or a board game, and be an adult ally for them. According to Minister Coteau, "Yorktown needs to keep doing what they are doing. The Youth Outreach Worker program is an excellent program. YOWs work hard to engage youth and connect them to the resources they need to live up to their potentials. Without YOWs these critical connections wouldn't happen."



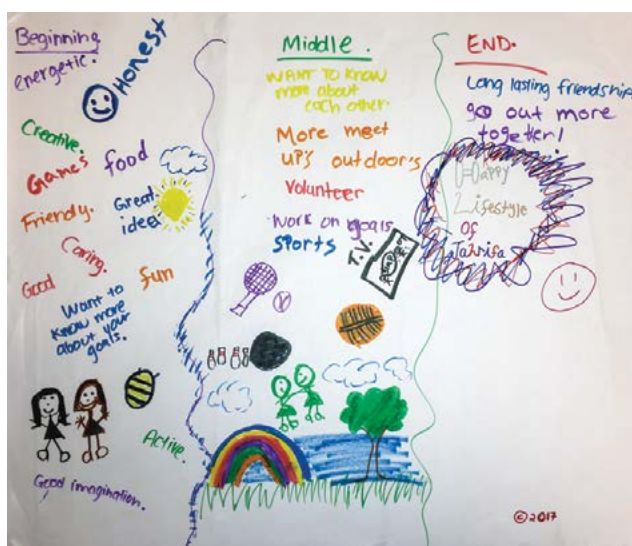
## Youth Mentorship Program Made Permanent!

**IN 2016**, Yorktown launched our Youth Mentorship Program, funded by the Ministry of Children and Youth Services as a three year initiative. In 2017, the program was made permanent. This past year, Yorktown has connected 24 Mentors with 24 youth Mentees and we are happy to share some success stories:

**Jason,\* age 17:** Jason was referred to the Youth Mentorship Program by his counsellor at Yorktown's *what's up walk-in.*® Jason was disengaged in school, had conflict with the law, and a distressed relationship with his parents. Jason was matched with an exceptional mentor, Reg,\* who had similar lived experiences, and had successfully overcome the challenges he faced. With Reg's support, Jason recently secured a part-time job opportunity and successfully completed a high school summer course credit. Reg, a former York University student, helped Jason get a glimpse into the university environment and together they explored programs of interest to Jason. Jason has been inspired by Reg, his mentor of two and a half months. Jason believes that he has become a "better version of himself" thanks to Reg and the Youth Mentorship Program.



**Marisa,\* age 13:** A parent, Jennifer,\* inquired about the Youth Mentorship Program for her daughter, Marisa, who needed academic support and was having difficulty applying herself to her studies. Jennifer also wanted Marisa to become more involved in the community. Jennifer felt that connecting Marisa to a mentor would help her with the transition into high school. Marisa was matched with a university mentor, Carole,\* who had encountered similar challenges as a youth and was able to overcome them.



This drawing is the collaboration between Marisa and Carole, created a month after they were matched and reflects their vision of the stages of development that they would like to see as their match continues to develop into a long lasting supportive relationship.



## Scarlett Swain: Looking Forward to 2017/18 as President of Yorktown's Board of Directors

**I AM SO HONOURED** to accept the role of President of the Board of Yorktown Family Services. It is a privilege to serve on the board and be part of this truly amazing organization! I'd like to thank my predecessor, Paul Huyer for his tremendous contributions over the past two years. He has successfully and gracefully navigated us through a significant amount of change; especially the continued work in System Transformation and the extensive efforts required for amalgamation as we prepare to merge our two agencies. Paul and his family have made numerous contributions of their time, resources and connections. Paul accomplished what he set out to do and led by an impressive example. Paul, we look forward to your continued service and guidance on the board!

Despite a significant amount of change, the last few years have still allowed us time and space to creatively and strategically develop and expand programs. We are enhancing our services by adding TeleLink to provide access to psychiatric consultation. Without this addition, many clients would face long wait times and for some, this important service would be completely out of reach. As well, we are responding to the substance abuse crisis with accessible youth-focused education, awareness and prevention programs offered in the Yorktown community. Yorktown has also opened our *what's up walk-in*® to youth 18+ to respond to the unique needs of emerging adults.

We will continue to work alongside the lead agency and colleagues to advance the Moving on Mental Health Action Plan to achieve System Transformation and are looking forward to strengthening our existing relationship with United Way of Toronto & York Region as an Anchor Agency.

In the coming year we will be unveiling Yorktown's 2017 – 2020 Strategic Plan including strategic priorities, and our new mission, vision, and value statements.

As we move into this next year we will have a new set of challenges and opportunities to face as the sector continues to change and evolve. We are already experiencing the impacts of changes in major funder requirements.

Aligning with Yorktown's strategic plan, my goal for the next two years will be to continue to focus on Fundraising and Development with the specific objective of providing greater automation in our infrastructure. Yorktown has hit the tipping point where investment is required to effectively be able to offer our top notch level of service and continue to develop and evolve much needed programming. In short, to be able to grow with the community that needs us – we need to invest in ourselves. With Suzette Arruda-Santos, her leadership team, staff, volunteers and the board all working towards this goal, I'm confident we can achieve anything we set our minds to.

I would like to thank my Yorktown Board of Directors colleagues for this opportunity. I'm looking forward to this new phase of service to my beloved Yorktown.

A handwritten signature in black ink, appearing to read 'S Swain'.



## Financial Statement Summary

YORKTOWN CHILD AND FAMILY CENTRE			
		2017	2016
REVENUE	Government Funding	\$2,054,349	\$1,945,663
	Other Grants	750,001	736,829
	Capital Grants Recognized	6,050	6,050
	Cost Recoveries	163,500	163,500
	Foundation Donations, Specified Programs	58,241	71,722
	Fundraising	300,168	308,938
	Investment Income	1,072	1,750
	<b>Total Revenue</b>	<b>3,333,381</b>	<b>3,234,452</b>

EXPENSES	Personnel	2,518,436	2,265,107
	Program and Operations	334,426	490,890
	Administration, Communications and Development	182,887	219,919
	Occupancy Costs	296,617	275,881
	<b>Total Expenses</b>	<b>3,332,366</b>	<b>3,221,797</b>
	<b>EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR</b>	<b>\$1,015</b>	<b>\$12,655</b>

YORKTOWN SHELTER FOR WOMEN			
		2017	2016
REVENUE	Government Funding	\$1,754,632	\$1,974,729
	Other Grants	223,650	201,132
	Fundraising	100,396	73,654
	Investment Income	1,004	1,639
	<b>Total Revenue</b>	<b>2,079,682</b>	<b>2,251,154</b>

EXPENSES	Personnel	1,490,038	1,563,138
	Program and Operations	232,975	347,706
	Administration, Communications and Development	205,670	187,917
	Occupancy Costs	143,021	142,581
	<b>Total Expenses</b>	<b>2,071,704</b>	<b>2,241,342</b>
	<b>EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR</b>	<b>\$7,978</b>	<b>\$9,812</b>

*Yorktown Family Services is very grateful for the significant contributions provided by 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, 2016 and March 31, 2017.*

# Thank You!

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*This list includes donations received between April 1, 2016 and March 31, 2017. We also thank those donors who request to remain anonymous and any donors we may have inadvertently missed when we prepared this list. Please contact us at 416-394-2424 ext. 251 or [info@yorktownfamilyservices.com](mailto:info@yorktownfamilyservices.com) for any corrections, additions, and inquiries.*

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