



REIMAGINING



ANNUAL REPORT 2021/22

Our Mission

YORKTOWN FAMILY SERVICES *supports and equips women, children, youth and families to create positive change in their lives.*

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Reimagining

THIS PAST YEAR HAS BEEN A CONUNDRUM. The familiar challenges that the COVID-19 pandemic presented us with in 2019/20 persisted and new challenges emerged in 2021/22:

- We opened the year with restrictions once again reinstated in response to a surge in infection rates;
- Organizations faced the challenge of how to build and strengthen culture in a hybrid world;
- Demand for mental health and Violence Against Women (VAW) services continued to escalate as members of our communities faced ongoing complex social issues;
- The inflation rate was/is rapidly increasing costs, and,
- The Human Resources crisis continues to escalate.

The pandemic also brought to light the long-existing inequities in our society tragically underscored by the discovery in May 2021 of a mass grave of Indigenous children at the site of a former residential school in Kamloops, British Columbia, followed by many more such discoveries.

There was an uprooting of our collective sense of normalcy that was disorienting and jarring. It has, however, ushered us toward a new and brave purpose-driven world. Our staff and board of directors recognized the call to action and created the Truth and Reconciliation (T&R) Committee of staff and a Diversity, Equity, Inclusion and Belonging (DEIB) Committee of the board. These two committees were introduced in 2021/22 and have been working toward integrating T&R and DEIB into the fabric of Yorktown at all levels - a benefit to our organization and the communities we serve.

With resilience, fortitude, and a prepared mind one can reimagine any challenge and recognize serendipity as it emerges from a crisis. This past year was one that demanded ongoing innovations and adaptability.

Virtual Rapid Access Therapy and the shift to offering all services virtually was introduced at the beginning of the pandemic when providing in-person service was not safe. This past year, back and forth between lockdown and the lifting of restrictions required nimble responsiveness and a sound strategy in place to continue the provision of services and in maintaining organizational operations. We have learned that some virtual services remain an essential mode of delivery that enhances access to care for many clients who otherwise would not be able to connect to service, in the presence or absence of a pandemic.

In a year of trial and error, there were many silver linings found on an otherwise dark cloud. The experiences over the past year brought enlightenment and precipitated positive transformation as we reimagined how to reshape our world.

The pandemic catapulted us out of the status quo – this was made possible by funds that became available due to the pandemic. We now have a staff team that is completely technologically equipped, and we are able to scale up or scale down a virtual workforce, as required.

Partnerships evolved setting the stage for a deep enhancement of service delivery in our communities in 2022/23. At the close of the 2021/22 fiscal year, Yorktown's West Toronto Youth Hub was designated a Youth Wellness Hubs Ontario (YWHO) site. The YWHO is a network of 22 local hubs that provide integrated services co-designed with youth for youth in communities across the province. In addition, Yorktown was designated a Mobile Crisis



Jasmine Samra
President



Suzette Arruda-Santos
Executive Director

Unit partner to collaborate on the delivery of the Community Crisis Support Service pilot in Northwest Toronto. This new program will launch in 2022/23 under the Police Reform Initiative to provide a community-led solution to respond to mental health crisis calls and wellness checks where 911 calls for individuals in crisis are the highest. The unsettled state brought about by the pandemic led us to new insights about our clients. New needs emerged in the communities we serve as a result of the conditions imposed by the pandemic and Yorktown has further diversified our program offerings in response.

The conditions brought on by the pandemic— isolation and feelings of disconnectedness— led to a new awareness of the importance of focusing on strengthening our organizational culture and building staff capacity to adapt to a hybrid organizational model.

This pandemic taught us some of our most empowering lessons and we have emerged stronger, wiser, and more resilient as a result.

We thank our staff, volunteers, partners, funders, donors, and our board of directors for reimagining the opportunities and possibilities with us. Your ongoing support provides inspiration and the ability to regroup our forces to create the opportunities for continued positive change for Yorktown Family Services and the communities that we serve.

We invite you to read through the pages of our 2021/22 Annual Report and let us share with you how we reimagined challenges into opportunities.



Jasmine Samra
President



Suzette Arruda-Santos
Executive Director

Standing AGM Planning Committee Members:

Suzette Arruda-Santos, Executive Director
Gabbey Dessye, Director of Violence Against Women Services
Andrea Holmes, Director of Development and Communications
Celestina Medina, Human Resource Generalist
David O'Brien, Director of Infant, Child and Youth Mental Health
Mary Pomanti, Director of Human Resources
Catarina Rodrigues, Development Generalist

2021/22 Volunteer Planning Committee Members:

Ena Burbano, Family, Child and Youth Therapist
Felix Cabrera, Care Navigator
Sara Francavilla, Wraparound Facilitator
Marty Petrovich, Family, Child and Youth Therapist
Crystal Sampson, Resident Women Advocate Worker
Lisa Thomas, Care Navigator

◀ Graphic design courtesy of Flex-of-All-Trades

Yorktown Family Services

5,138 infants, children, youth, young adults, women, and fathers were served through more than **25** programs

65% of clients came from countries outside of Canada

55% of clients were living in single parent families

60% of clients spoke a language other than English in their home

96% of clients participating in treatment reported positive outcomes from their service

50% of residents remained in the shelter for less than 90 days

28% of residents remained in the shelter between 6 and 11 months waiting for subsidized housing to become available

22% of residents remain in shelter for 1 year and longer waiting for subsidized housing

37 women and **52** children were provided with safe shelter and supportive services

316 women benefited from Violence Against Women supports through community-based programs

96 children who have witnessed domestic violence participated in the Here to Help program

15,507 nights of safe shelter were provided at our Violence Against Women Shelter

22 psychiatric assessments and consultations were provided through the Urban Tele-Mental Health program

605 clients were served through the Youth Outreach Worker program

Our Youth Outreach Workers connected **503** youth and their families to services they otherwise would not have been able to access

684 Rapid Access Therapy sessions were provided to **450** clients

100% of our community partners felt that the objectives of their partnership with Yorktown were fully met

Close to **40%** of Rapid Access Therapy program participants were able to make either reliable and/or clinically significant changes within four visits

Over **70%** of Rapid Access clients were able to have their mental health needs met and didn't require ongoing therapy at Yorktown

32 youth and **24** caregivers have benefited from the Black Lives Accessing Care (BLAC) Program

100% of clients (118) referred to our Care Navigators from primary care did not need to return to the emergency department for mental health or addiction-related support

626 service providers and professionals benefitted from webinars offered by our Estimated Time of Arrival (ETA) team

684 immediate sessions were provided without an appointment or wait through our Walk-in and Virtual Rapid Access Therapy program



Melanie Stitt

Cognitive Behavioral Therapy for Psychosis (CBTp) is an evidence-based treatment approach shown to improve symptoms and functioning in patients with psychotic disorders. CBTp aims to enhance function despite difficult symptoms and experiences such as hallucinations, negative symptoms, thought disturbances, and delusions.

—Yulia Landa, PsyD, MS Advanced Fellowship Director VISN 2 MIRECC

CBTp Program: Providing Seamless Service for Youth with Psychosis

IN JANUARY 2021, Humber River Hospital (HRH) and Yorktown Family Services (YFS) entered into a partnership to develop and implement a pathway to support youth and young adults who are experiencing psychosis. Referrals from psychiatrists, nurse practitioners, and other frontline staff from the HRH Early Intervention in Psychosis program are made directly to YFS’s Cognitive Behaviour Therapy for Psychosis (CBTp) program. Most are individuals who have had their first psychotic episode and range from 16-30 years old. This community CBTp program is typically 3 to 4 months in duration, offering approximately 12 CBTp sessions from a trained psychotherapist/social worker with the purpose of building a client’s capacity to prevent and manage symptoms related to psychosis. After CBTp treatment, clients can have rapid access to over 30 psychosocial programs in west Toronto. Through this integrated care model, youth and young adults can access both mental and social health services in a timely way.

The objectives of the program are to provide rapid transition from hospital care to community care for youth and young adult patients of Humber River Hospital who are experiencing psychosis, increase client capacity to manage their mental health symptoms in the community and avoid re-hospitalization, and seamlessly connect clients to further psychosocial programs.

Melanie Stitt, Yorktown Family Services’ Family, Child and Youth Therapist, has been supporting the CBTp program since its inception. “The CBT framework gives the client more control with regards to therapy. They can choose to work on the activities that they feel will be of most help to them,” says Melanie. “The connection of clients from HRH to YFS has been very smooth. After a healthcare professional from the HRH Early Intervention in Psychosis program refers one client, I begin to receive more referrals from them. They know their patient is receiving the support they require in the community.” The warm transfer of referrals and direct line of communication between Melanie and HRH ensures continuity and excellent ongoing client care.

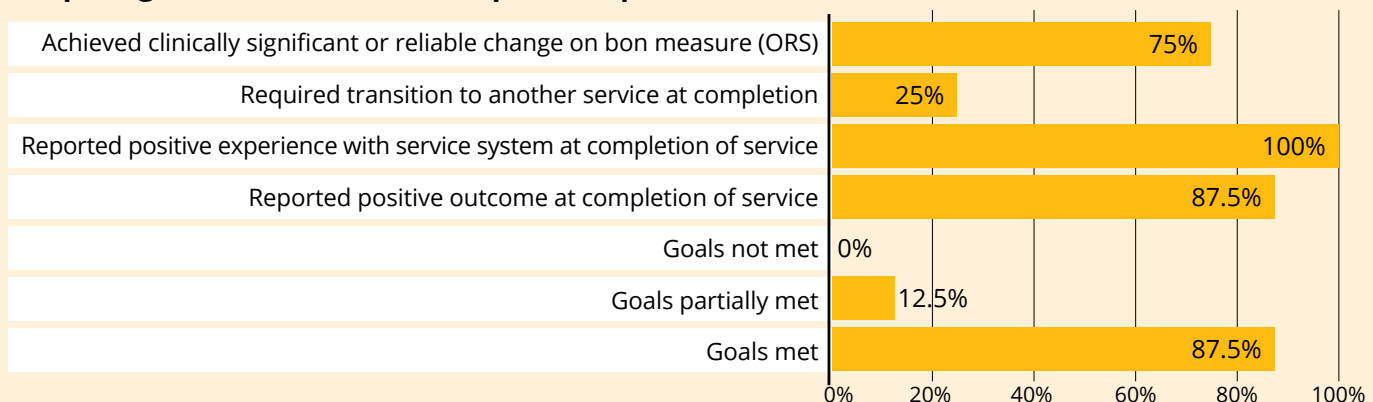
“CBTp helps individuals become aware of their thoughts and behaviours, with a focus on exploring how they impact their emotions. CBT is a collaborative working relationship with the

Cognitive Behavioral Therapy (CBT) is an evidence-based talking therapy that concentrates on how an individual’s thoughts, behaviours, and emotions are connected. CBT helps individuals become aware of their thoughts and behaviours, with a focus on exploring how these impact their emotions.

—Kate Hardy, CLIN. PSYCH.D Stanford University Department of Psychiatry and Behavioral Health



CBTp Program Client Outcomes Upon Completion of Service



client. The focus of the activities will vary from person to person,” says Melanie. “The success of clients in the CBTp program depends on their readiness for therapy. As an example, if a client has had only one psychotic episode, and they have been taking their medication, they may decide to go off the medication assuming that they no longer require it. This can lead to another episode and with it, the recognition that the medication is a life-long requirement. Along with this awareness, there can be a lot of emotions that need to be processed. When there is acceptance that managing psychosis through medication is a life-long requirement, the commitment is made to engage in CBTp as an intervention that can help them on their journey. Another example of readiness is clients who would benefit from CBTp but have basic needs that are not being met, for example, if they are homeless, don't have regular access to food, etc. The basic needs must be met before they are able to focus on therapy.” In the cases where basic needs are not met, the client is also referred to Yorktown's Care Navigator to support warm connections to the services/resources required before beginning CBTp.

Kenny's* Story:

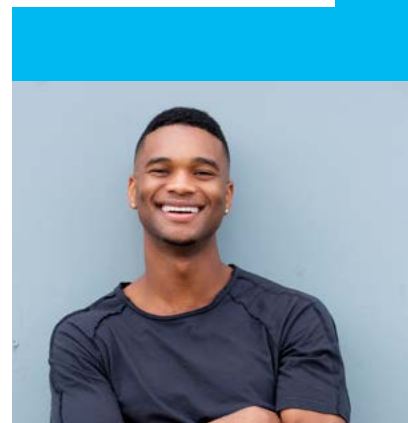
Nineteen-year-old Kenny moved to Toronto with his family from South America in April 2021. He had been using substances to cope with emotional difficulties such as stress and frustration. As a result, Kenny experienced a lack of motivation towards education and employment. In November 2021, Kenny dropped out of university. Kenny's relationship with his family was challenging during this time, as he felt that his parents and siblings were purposefully misunderstanding him and intentionally misinterpreting his words, which contributed to his emotional distress.

After a psychotic episode in December of 2021, Kenny went to the Emergency Department at Humber River Hospital and was diagnosed with bipolar disorder. He was referred by the psychiatrist to the CBTp program. Melanie met (virtually) with Kenny within a week after he was referred for an assessment.

CBT takes a holistic approach to mental health and utilizes various activities that help the client analyze their relationship to negative thoughts and behaviours. The negative feedback loop is disrupted and a new and healthy alignment of thoughts, behaviours and actions are created. This scientifically proven method can be used for a variety of psychological issues, including schizophrenia, anxiety, depression, substance abuse, etc. Through the course of their weekly sessions, Melanie provided Kenny with psychoeducation, techniques in coping skills, and went over various activities that aligned with his specific experiences whether they were related to psychotic experiences (e.g. hallucinations, delusional beliefs) or otherwise. Kenny could practice the activities on his own and rely on the coping skills when he needed them.

After the fourth session, Kenny felt that his overall mental health was better and that he was accomplishing a lot, “I found the program very helpful. Having someone to talk to was very helpful, I don't have many friends that I can talk to about my mental health issues or who can handle my situation. Melanie made me feel comfortable to open up and discuss difficult issues,” says Kenny, “I feel like my thoughts are more balanced. I have learned to identify “cognitive distortions” and I remember that thoughts are not facts.” Kenny reported that he is now able to catch the “spiralling” or catastrophizing thoughts and challenge them before they turn into actions. Kenny shared that in having more awareness regarding his thoughts, he is noticing that upon reflection of situations “I feel happy that I was in control of my behaviour.”

Upon completing the program, Kenny reported that he feels able to tailor the new skills to address his specific needs, and that he found the thought record/reframing thoughts to be the most helpful skill developed. He identified that through the use of CBT, he has found a “sense of freedom” by learning how to trust his thoughts and by challenging cognitive distortions. His relationships with family members have also improved.



Thank you for your program, I am grateful to have had the opportunity to work with Melanie. I appreciate her for her time and effort.

—Kenny, CBTp client

**Name and some details have been changed to protect the client's privacy.*

The Youth Advisory Committee, a tremendous asset to Yorktown Family Services, have titled the new program at YFS Growing With Grief

More than 215,000 children experience the death of a parent or sibling each year in Canada
—Canadian Census, 2016

Dr. Jay Children's Grief Centre Programs Live on at Yorktown Family Services

About the Growing with Grief Programs

IN MAY OF 2021, after months of careful review, extensive consideration, and rigorous evaluation, Yorktown Family Services was selected by the Dr. Jay Children's Grief Center's (DJCGC) Board of Directors to continue the legacy of building strength, resilience, and hope with children, youth and families experiencing profound grief. Throughout the transition, the top priority for both agencies was the well-being of the children, youth, and families. Yorktown has seamlessly continued the delivery of DJCGC's well-established multidisciplinary and collaborative counselling and education programs for individuals and groups. Programs include Bereavement and Palliative Counselling, grief groups for children and youth, and family events providing a variety of support for children, youth and families, living in the city of Toronto.

DJCGC's dedicated and passionate members of the counselling team were welcomed into the Yorktown family. They are united in their commitment to helping grieving children, youth, and their families and have continued to provide the same compassionate care, support, and education for which DJCGC is renowned. The integration of the Growing With Grief programs at YFS has been very well received by the community. Referrals come primarily from school boards and Community Health Centres. In particular, child welfare workers recognize it as a vital resource that uniquely responds to the gap in service for clients with complex needs; facing the loss of a loved one while also struggling with other, concurrent, emotional traumas.

Yorktown's objective is to create healthy communities by responding to the mental health and social service needs of children, youth, and families. Over the course of the past year of running the Growing With Grief programs, a large community need has been identified. Yorktown is receiving a high number of inquiries regarding grief-specific individual/family therapy. In response, Yorktown is planning to expand the program to offer grief-specific walk-in Rapid Access Therapy, which provides quick, barrier-free access to a grief therapist.

Growing With Grief Youth Advisory Council

The Youth Advisory Council (YAC) is a critical component of the DJCGC grief program that transitioned over as an exceptional asset to Yorktown, our Growing With Grief programs, and the clients and communities we serve:

According to the Yorktown Growing With Grief Youth Advisory Council:

Our mission as the Youth Advisory Council is to offer our unique perspectives as grieving youth to examine grief services, develop resources, and spread education and awareness to support other children, youth, and their families in their grief journeys. Each of our six current members has experienced grief at various developmental stages and has been impacted by the death of people significant in our lives. Through utilizing our lived experiences, we seek to inspire, empower, and build capacity when supporting community members through family events, education panels, workshops, staff training, social media campaigns, and more. We all have a deep passion and commitment to reducing the stigma surrounding death and dying in our death-phobic society.

Since September 2021, the YAC has transitioned to YFS and has diligently worked alongside the amazing grief therapist and amazing facilitator to build on the phenomenal legacy of DJCGC. As



We are always planning, remaining hopeful, and dreaming big to continue increasing our support for Yorktown's Growing With Grief program.

—Yorktown Growing With Grief Youth Advisory Council

a collective, we have met consistently to brainstorm and set the structure for the council's future events and projects. We have created a campaign to help people cope during the holidays, and have presented at the national level to healthcare professionals, social workers, educators, clinicians, and more. Members supported a training session to build capacity within Yorktown staff to support grieving folks. The YAC co-facilitated Yorktown's first virtual family support event, along with the program facilitator and the grief counsellor, to guide families through creative grief activities, promote connection, and foster healing.

Antoinetta, age 20, and Maike, age 16, are colleagues on the Youth Advisory Council. Both lost their fathers when they were 12 years old. Antoinetta lost her father to cancer in 2015 and Maike lost her father to suicide in 2018.

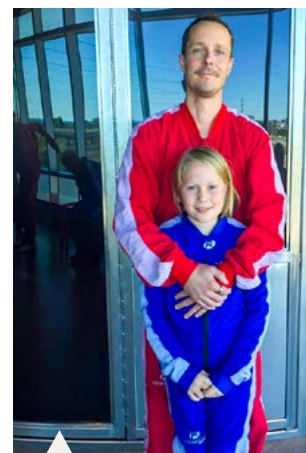
Antoinetta was connected to DJCGC by a social worker at her middle school when she was 13. "DJCGC was a special place that cares about people who are grieving and where I could connect with other kids who had similar experiences," says Antoinetta. She went to Camp Erin and then joined the Youth Group Programs. Antoinetta found the grief-based activities, story telling, reflection, and building rapport with other youth incredibly helpful. "Though well intentioned, friends and peers who had not experienced loss could not relate to what I was going through," says Antoinetta. She had gone from feeling like she had a community of peers, to feeling isolated. Engaging with others her age who had gone through something similar was vital. She valued the experience so much that she went back to Camp Erin the following year to volunteer her support. In 2020 she joined the Youth Advisory Council.

Maike was connected to DJCGC in early 2019 shortly after her father's death. "I was in the very lucky position to receive private therapy as my family could afford it but even within therapy I felt very alienated; like nobody understood what I was experiencing. Connecting with other kids through the Youth Group programs and Camp Erin made me feel less alone," says Maike. She attended Camp Erin first and was very surprised at how helpful it was. "I was quite hostile toward going to camp in the beginning," admits Maike, "I was concerned that it would be a place to fixate on one of the worst parts of my life and instead it was a wonderful place that allowed room for anger and sadness as well as joy. I found one of the biggest concerns I had within my own grief, especially at the very beginning was my father's death by suicide and the stigma around mental health. I value being on the council and the opportunity to contribute to an organization that specializes in mental health."

"When we learned that DJCGC was closing, the YAC members were worried—are we going to an organization that will value the YAC as much as DJCGC? Will we be able to have the same impact? However, Maureen Ringlein, Manager, Child, Youth, Young Adult Mental Health Services and manager of the Growing With Grief programs at Yorktown not only reassured us from the start, but it has been consistently demonstrated to us that Yorktown prioritized the YAC. We were relieved and grateful that everyone was inclusive and welcoming. We are happy that we are with a stable organization that has long term plans to continue the YAC," says Antoinetta.



Antoinetta and her father, Jose



Maike with her father, Marcus



Antoinetta

Camp Erin is North America's largest bereavement program for children and youth.

The support I received from the Growing With Grief programs was life changing.

—Antoinetta, Growing With Grief Youth Advisory Council Member



Maike

At Yorktown, we have the opportunity to reimagine where we can take the Growing With Grief program," says Maike



Violence Against Women Services: 2021/22

YORKTOWN'S SHELTER FOR WOMEN provides a safe haven for women and children who are fleeing domestic violence. In most cases, women living in abusive relationships are faced with the choice of living with abuse or living in poverty, if they leave. Our goal is to provide women facing this decision a transitional home and the support they require to become equipped to move on to successfully begin new lives, free from abuse.

Staffed 24 hours a day by a multilingual and multicultural team, Yorktown's shelter 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, the shelter provides counselling, advocacy, connection to resources, skills-building workshops, intervention/violence prevention programs, and community outreach.

Yorktown Family Services VAW mandate is the safety, well-being, and empowerment of women who have suffered abuse, and to the healthy development of their children. VAW programs and services include the shelter and shelter services as well as community outreach and support.

In many ways, 2021/22 picked up right where 2020/21 left off. Masks were required, social distancing was mandated, and the "stay at home" directive was in place.

As the new fiscal year got underway, it was clear that we would be contending with not only continued impacts of the pandemic but also the corresponding safety protocols, for the foreseeable future. The shelter was well stocked-up on masks, face shields, hand sanitizer and disinfectant. Social distancing measures, and restriction of the number of people that could be in common areas and the kitchen at one time remained in place. Keeping on top of the physical aspect of the safety measures required constant vigilance.

As a safety measure, the shelter continued to operate with a two-week on-site/two-week off-site schedule for shelter staff. "We scheduled two cohorts of workers to minimize staff crossing paths; the two groups only cross paths with the team members in their cohort," says Fatima Valentim, Director of Violence Against Women Services.

The pandemic necessitated the reimagining of new ways to interact with clients by our outreach team and text-based or counselling by phone were utilized.

The theme that describes 2021/22 is "Reimagining"—a commitment to hope entwined with tenacious resilience. What emerged as an opportunity amongst the challenges faced over the course of the year were funding streams that are not typically available. Grants supported much-needed safety equipment, including air filtration units as well as renovations that would enhance safety. Funds were secured to replace furniture and finance upgrades to technology.

Just as they had done when the pandemic hit in 2020/21, despite the struggles, disruptions, and health risks, Yorktown's Violence Against Women (VAW) Team continued to show up to work, present, dedicated and mindful of the residents and clients; reimagining the future with hope and tenacious resilience.



Royal LePage Shelter Foundation: Helping make home a safe place for everyone

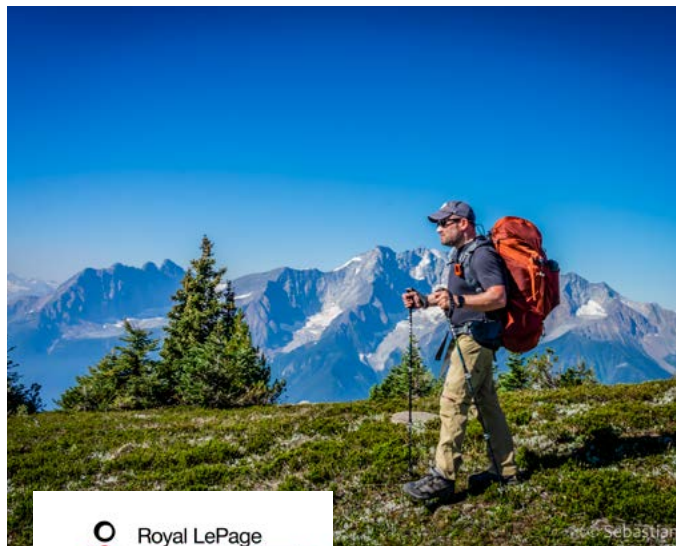
TWENTY-FIVE YEARS AGO, Royal LePage Canada started the Royal LePage Shelter Foundation which has grown to become the largest public foundation in Canada dedicated exclusively to funding emergency women’s shelters and programs aimed at preventing domestic violence. Since 1998, Royal LePage professionals from coast-to-coast have raised over \$38 million in support of this important cause.

Because Royal LePage Canada covers the administrative expenses of the Shelter Foundation, 100% of every dollar raised goes directly to helping the more than 50,000 women and children who are served each year.

In 2015, the Royal LePage Shelter Foundation launched a ‘Challenge for Shelter’ trekking series which has seen Royal LePage agents raise \$3 million dollars and trek hundreds of kilometers, including the Purcell Mountains (2021).

Yorktown Family Services is pleased to honour Royal LePage Foundation with a 2021/22 Community Partnership Award in recognition of the fundraising efforts and generosity of Colby Bayne and the agents and brokers at Royal LePage Signature Realty. Yorktown’s mission, vision, and values align with the Royal LePage Foundation’s mandate to “help make home a safe place for everyone”. We appreciate that 100% of the funds raised go toward helping women and children seeking safe haven at emergency shelters, like Yorktown’s.

Thank you, Royal LePage Foundation, and the Signature Realty Team for your incredible support of Yorktown’s Violence Against Women shelter and programs.



Colby Bayne

“I’m a supporter of the Royal LePage Shelter Foundation because I grew up in a home where physical violence and emotional abuse were the norm. The services and resources that exist today weren’t available to my mother, my siblings, and I. I proudly participate in the Challenge for Shelter fundraising treks and donate personally in the hopes that I can change the path for boys like me and families like mine. Everybody deserves a life without violence and abuse.”

—Colby Bayne, Royal LePage Signature Realty, Toronto

Since April 2020, Yorktown Family Services’ has received over \$24,000 in donations from the Royal LePage Shelter Foundation of which Colby and his team raised over \$16,500



Vidhya Ramalingam

We are incredibly proud of our partnership with Yorktown Family Services. The ETA team's professionalism and commitment to their clients is exemplary, and it was a privilege to raise awareness of such an important program. The Moonshot team is grateful for this award and the opportunity to work with such an innovative team. We hope to continue supporting Yorktown's mission of creating positive change in Canadians' lives.

—Vidhya Ramalingam,
Founder and CEO, Moonshot

The Redirect Method is an open-source methodology that uses targeted advertising to connect people searching online for harmful content with constructive alternative messages and a pathway to Yorktown's ETA Program.

Yorktown's ETA program is a rapid response, integrated care, and interdisciplinary approach to support youth, young adults, and adults away from hate and extremist-based violence through a biopsychosocial approach using evidence-informed and based practices. Since 2020, ETA has supported over 60 program participants and trained over 1,000 professionals on issues related to intervention, trends, and Countering Violent Extremism practices across Canada.

The Redirect Method: From Hate to Help

SINCE 2020, online hate crimes and violent extremism among youth have seen a dramatic increase across North America and Western Europe, threatening our communities. Yorktown Family Services (YFS) partnered with Moonshot through our ETA program to increase outreach and access to services across online platforms for youth and young adults at risk.

Moonshot is an organization working to end online harms; applying evidence, ethics, and a human rights approach. Moonshot's team of analysts, engineers, and project managers, with decades of cross-sector experience, use innovative interventions to respond to some of the world's toughest problems with effective, scalable solutions. Their work ranges from software development and capacity building to leading global counter-messaging and intervention campaigns. Moonshot designs new technologies and methodologies that enhance our ability, and that of our partners, to respond effectively to a variety of emerging online threats. Over the last decade, Moonshot introduced the Redirect Method across several regions globally in an effort to reduce online extremism and related harms. From April 2021 to March 2022, Moonshot partnered with three Canadian violence prevention organizations to pilot interventions in two provinces. The pilot connected at-risk individuals with local psychosocial services delivered by YFS in Ontario, Recherche et Action sur les Polarisations Sociales (RAPS) and the Canadian Practitioners Network for the Prevention of Radicalization and Extremist violence (CPNPrev) in Quebec. At YFS, 504 individuals who were engaging with violent extremist content were redirected to our online services, and 15 reached out to the ETA team. Not only did the project redirect people from violent extremist content but, Moonshot also provided significant backbone support and knowledge related to online safety, Digital Security and Privacy, and Conducting Safe and Effective Virtual Interventions. This valuable cross-sectorial approach helped us to engage with vulnerable populations within the deep web that otherwise would not have accessed our services.

Community Partnership Award: Moonshot

Every year Yorktown Family Services recognizes the contributions of partner agencies that are committed to supporting accessible, quality programs and services for children, youth, young adults, and families. Our ETA Team's collaboration with Moonshot on the Redirect Project enabled the reimagining of engagement with hard-to-reach populations who need our help. This past year, by building our capacity to address issues of access and removing barriers to supports, clients were provided greater opportunities to make safer life choices.

We are pleased to recognize Vidhya Ramalingam, Founder and CEO of Moonshot and the Moonshot Team who supported the Redirect Project.

Moonshot's investment in Yorktown and the youth and young adults we serve ensures access to the mental health and social supports necessary for them to thrive.

We extend a heartfelt thanks to Vidhya and the Moonshot Team for entrusting Yorktown to work with you in fulfilling your vision and mission. It is an honour to continue this work together. Congratulations on being a recipient of the Community Partnership Award for 2021/22!



Virtual Rapid Access Therapy: Maintaining Continuity of Care During the Pandemic

SINCE MARCH OF 2020, YORKTOWN FAMILY SERVICES has been experiencing a surge in demand for mental health services from across the GTA. Yorktown responded to the need for continued access to mental health service by introducing *Virtual Rapid Access Therapy* to quickly connect clients to a therapist via telephone or secure video platform.

In fiscal 2021/22 the increase in demand remained consistently high at a 40% increase over pre-pandemic levels. The pandemic caused or exacerbated existing mental health issues for children, youth, young adults, and parents. Clients were connecting to Yorktown's Virtual Rapid Access Therapy presenting with increased stress, depression, anxiety, loneliness, feelings of isolation, and substance abuse issues.

Barrier-free, rapid access to community-based mental health support has never been more critical. By eliminating travel time and cost as barriers to service for many of our clients, Yorktown was able to expand our reach beyond Toronto's West End to serve clients across the GTA. The Virtual Rapid Access model of service was so successful that it will remain a permanent feature of the Rapid Access Therapy program.

With the objective to address the immediate needs of the client, Rapid Access Therapy evolved from our What's Up Walk-in® clinic implemented over 10 years ago utilizing the evidence-based practice of Solution Focused Brief Therapy integrated with Cognitive Behaviour Therapy (CBT), Motivational Interviewing (MI), and other strengths-based therapy models. Whether the service is accessed virtually or in person, Rapid Access Therapy provides immediate mental health supports and pathways to additional programs and services offered at Yorktown and within the community.

As pandemic restrictions began to ease toward the end of the fiscal 2021/22, in-person appointment-based services were introduced and a plan to reintroduce the walk-in model of Rapid Access Therapy when it was safe to do so was created.

Rapid Access Therapy: June's Story

June (age 14) accessed Virtual Rapid Access Therapy one Saturday at the encouragement of her mother. At first, June was reluctant to open up, but after attending a few sessions she began to share concerns about being bullied, having low self-esteem, and having thoughts of suicide. Being able to access Rapid Access Therapy without barriers allowed June to engage in a low-commitment service while she "tried out" therapy. "Being able to have therapy sessions on Saturdays made it easier for me," says June, "It made it much more likely that I would call when I need a therapy session because I didn't have to rush home from school." She also shared with her Therapist that it was easier for her to focus during sessions since she had "space" from the challenging experiences she was having at school.

The Virtual Rapid Access Therapists engaged June and built trust with her. June gradually became more open to accepting a referral to the Ongoing Therapy program. In the meantime, while she waited for an Ongoing Therapist to become available, she continued working on goals through Virtual Rapid Access Therapy, including safety planning and having a better relationship with her mom.



Yorktown's Rapid Access Therapy, offered in-person and virtually, is an ongoing program that runs year-round, six days a week, and is one of Yorktown Family Services' core programs.

Over **70%** of clients who accessed Rapid Access Therapy were able to have their mental health needs met and did not require ongoing therapy.

40% of clients made clinically significant changes within four visits.

One Community Healing Project participant learned that positive self-talk helps them face their difficulties. They shared some examples that helps them get their emotions in check in times of stress:

"I know it's been hard to get where you are right now. Good job!" and, "You did your best! And since you're growing up, I know that you'll be facing a lot of stress. Keep calm!"

They also remind themselves, to *"Find some ways to de-stress like art—remember you used to love creating anime art, anime was everything for you! Time to reconnect with anime!"*



Community Healing Project

THE TORONTO YOUTH EQUITY STRATEGY (TYES), developed with contributions from youth across the city, was adopted by City Council in February 2014 to help address issues faced by those most vulnerable to involvement in violence and crime. The Community Healing Project (CHP), created in collaboration with the City of Toronto, Public Safety Canada, and Stella's Place, was introduced to address building mental health literacy in emerging and priority neighbourhoods by mobilizing existing community leaders and equipping them with the right tools, skills, and incentives.

Yorktown Family Services has partnered with three other community agencies to deliver the program to youth ages 12-24, with a focus on Toronto's West End. Through the CHP, Yorktown provides Community Animators who have lived experiences with trauma related to violence and crime, with the support and training they need to deliver trauma-informed workshops to their youth peers, or 'Peer Healers'. Workshops provided explore a variety of topics associated with health and wellness, such as dance classes, yoga, and meditation, healthy eating, and self-care. Safe spaces are also created for interactive discussions on social issues that explore identity within a community context. In addition to providing youth workshops and peer support training, the CHP also provides one-on-one community support through a non-crisis peer support phone line and weekly wellness sessions where youth can find out about community resources.

In 2021/22, Yorktown completed its third year with the program, which was delivered online due to the COVID-19 pandemic. Peer mentors and healers also had a very strong online presence on Social Media where they were able to engage with youth in the community through their Instagram page.

Data collected from mixed-method evaluations conducted by Blueprint at the end of the workshops indicated that CHP helped youth workshop participants build their confidence and awareness of self-care and coping mechanisms.

The evaluations found that:

- 87% of youth workshop participants were more confident they could recognize when they need help with their mental well-being;
- 85% of youth were more confident in speaking to someone about mental well-being;
- 91% of youth know more about what mental health and wellness supports are available to them; and
- 88% know more about mental health and wellness overall.

Participants also indicated through reflection activities that CHP helped build their confidence and awareness of self-care and coping strategies like art, physical activity, and mindfulness.

The Community Healing Project is helping to foster healing and growth for youth in the city of Toronto who have been impacted by violence, by equipping them with the skill set they need to lead healthy, and prosperous lives.

In 2021/22, 51 Peer Healers across the city completed their CHP training and 37 Peer Healers delivered community workshops to approximately 200 youth from 10 different communities.



Virtual Tribute Event Honouring Ted Manziaris

THE UNPRECEDENTED CHALLENGES brought on by the COVID-19 pandemic prompted Yorktown to reimagine new and innovative approaches to managing the agency's day-to-day operations, and fundraising was no exception. When the pandemic was declared in March 2020, it became clear that we would not be able to move forward with our traditional in-person Tribute Dinner Gala planned for May of 2020. Our 21st recipient of the Yorktown Humanitarian Award for Community Service, Ted Manziaris, Senior Vice President for GFL Environmental, graciously agreed to defer the presentation to May 6th, 2021.

For over 20 years, the Yorktown Humanitarian Award for Community Service has been presented annually at our Tribute Dinner fundraising event. Recipients of the Award are individuals or couples who have shown outstanding leadership in philanthropy, having made significant impacts in improving the lives of the members of our communities. Ted Manziaris, an avid contributor to several charitable organizations in Canada and internationally, is recognized by his peers and the community for his humanitarian efforts. Ted has been awarded with the respected Queens Golden Jubilee Medal, the Ethnic Media Award, and the AHEPA CEGA Award for Family and Individual Excellence. As a past supporter of Yorktown, Ted is committed to community initiatives that support and promote healthy and thriving families.

We owe Past Honoree, Kate Daniels, a debt of gratitude for stepping up and contributing her time, considerable talent, expertise, and professional connections to pull off a virtual event without a hitch. The virtual event featured inspiring interviews with Ted, his family, and friends, celebrating his many philanthropic achievements. Our MC for the evening was the charismatic Traci Melchor, a senior correspondent for CTV's entertainment magazine series etalk. In addition, the event featured headlining musical guest, The Barenaked Ladies, who performed three of their hit singles, and artist Molly Johnson, who finished the night with a jazzy tune.

It was a unique and fun experience enjoyed by over 200 virtual attendees! Thanks to the many corporate and individual sponsors and donors, Yorktown Family Services was able to raise over \$225,000 in funds that night in support of our mental health programs and Violence Against Women services.

We extend a heartfelt appreciation to Ted Manziaris for bringing awareness to Yorktown and the communities we serve and for connecting his generous network of philanthropists to the work that we do!



Ted Manziaris

YORKTOWN FAMILY SERVICES You Have Come to the Right Place

For our clients, this is our motto. It is something they can count on. It assures youth and others that they have come to the right place to get connected to the support they need right away.

For our Community Partners, Funders, Donors and Supporters, it is the reassurance that their investment in Yorktown will bring positive change to lives and positive changes to communities.

Everyone counts. Yorktown stands by barrier-free, equitable access to critical mental health supports for anyone in need.

With thanks to Ted Manziaris, and our past Honourees, over \$3,000,000 in revenue has been raised through this important fundraising event. Proceeds of the Tribute Event go toward supporting Yorktown programs and initiatives that have a direct positive impact on the communities we serve.

Staff Award of Excellence: *Every year, Yorktown Family Services honours the contributions of a staff member through this peer-nominated award; any staff member can nominate a colleague that they feel embodies the mission and values of the agency through their interactions with clients, community partners, and other staff. Lisa was the recipient of the award back in 2012, and to be receiving the award again 10 years later is a testament to her enduring leadership qualities and dedication to excellence.*

Staff Award of Excellence 2021/22: Lisa Thomas



Lisa Thomas

WHEN LISA THOMAS heard the news that she would be receiving the 2021/22 Staff Award of Excellence, she recalls feeling rather shocked at the news, especially since this wasn't her first time. For Lisa, her commitment to excellence stems from her passion for the work and the people she serves throughout her various roles. Growing up she took to heart the saying "Treat others the way you would like to be treated", and from her own grandmother she'd often hear "Anything worth doing, make sure you do it well." These quotes are reflected in her core values; Lisa tackles every task given to her with both kindness and dedication to quality.

Lisa joined Yorktown Family Services in May of 2011 as a Youth Outreach Worker (YOW) with the West Toronto Youth Outreach Worker Network. Prior to that, she worked as a Residential Counsellor at three youth justice residences, a Program Outreach Worker with the Boys and Girls Club in Mount Dennis, and worked at Action for Neighborhood Change through Social Planning Toronto. Lisa chose to work at Yorktown because of her interest, experience, and engagement in working with youth and families in Toronto's West End. Her passion for working with youth was ignited during a student placement at a Toronto detention centre; she became committed to pursuing a career where she could advocate for the well-being and success of young people who are often under-resourced and overlooked.

Lisa's spent over 10 years as a YOW with the Weston/Mount Dennis community, always going above and beyond to ensure that the youth she worked with were supported and that they felt heard. "As a YOW, I helped navigate individuals to the most appropriate service or program based on their needs and interests. I have spoken to youth who were not taken seriously, were misdirected, or outright neglected when trying to access services. I never want to be the reason a youth feels alone. I will always provide support in any way that I can, whether it's to connect them to services at Yorktown, or elsewhere, as long as they get what they need."

Lisa also supported Yorktown's Supporting Young Families (SYF) Program at the West Toronto Youth Hub, located at Jane Street Hub. She joined various different committees over the years where she volunteered her time to help plan various health initiatives and agency events. Aside from her helpful and cheerful disposition, Lisa is well known among her colleagues for her creative Halloween costumes and Ugly Christmas Sweaters that have her winning top prizes at agency competitions.

In June of 2022, Lisa accepted a new role as the Care Navigator where she continues to advocate for youth with complex mental health needs while also supporting intake for Rapid Access Therapy. She is happy to use her skills and knowledge in this exciting new position, continuing to help youth in the community that she has been supporting for over a decade.

"I am very grateful and accept this award humbly," says Lisa. "Thank you to everyone who nominated me. To read and hear everyone's thoughts is so rewarding. I know I try my best and have passion for the work that I do and with the people I engage with, and I'm happy that my coworkers see it too."

"Reimagining" means you need an open mind and think outside of the box; outside your comfort zone or job title. Do the research, self-reflection, and learning necessary to meet the challenges in this line of work. I look deeper than what is presented in front of me. I believe in continued growth achieved by re-examining my purpose, principles, intentions, and values.

—Lisa Thomas

Tributes from Lisa's Colleagues...

Lisa is a great visionary, an incredible thinker, and a strong advocate for youth, families, and the community. She has been a model for the YOW team regarding participation in outreach activities and agency initiatives. Lisa's ability to connect with all people, irrespective of age, is what made her special both as a person and as a YOW. Congratulations Lisa!!

—Abokar Mohamed, Manager of Outreach and Community Engagement

Lisa is one of the hardest working people I know. She goes the extra mile for clients and always makes sure their voice is being heard. Lisa is just as supportive of her colleagues, she is always joining committees, volunteering to help out, and there to lend an ear. Lisa may have gotten this award twice but that just means she is twice as deserving!

—Chantal Sénéchal, West Toronto Youth Hub Supervisor

Lisa is a dedicated and hard-working individual who always prioritizes her clients' needs. Lisa is well known in the Weston-Mount Dennis community, not just because she lives there but also because she has made her mark supporting and advocating for the clients who call this area home as well. I am not surprised at all that Lisa has won this award, or surprised that this isn't the first time either. Congratulations Lisa!!!

—Karina Gonzalez, Care Navigator and SYF Outreach Worker

Lisa always sees the best in her clients, supports clients to see their own strengths and capabilities, advocates alongside clients, and works to make the agency and services the best they can be for the community.

—Maureen Ringlein, Manager, Child, Youth, Young Adult Mental Health Services

One of Lisa's greatest assets is her ability to recognize the strength and talent in others, as well as help others recognize these qualities within themselves. Lisa has always been an outstanding colleague, service provider, and community worker. She has an excellent reputation within the helping and social service sector.

—Rebecca Weintraub, Family, Child and Youth Therapist

The Provincial Youth Outreach Worker (YOW) program in West Toronto, led by Yorktown Family Services, focuses on at-risk youth who live in an identified priority community and/or belong to a distinct priority population (e.g. Spanish, Somali, Hungarian Roma). 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.

"Why Lisa Thomas deserves this Award?

Because...

What You See, Is What You Get

A person that is Humble and Passionate in what she does

She will Adapt to any situation with Diligence and Efficiency

Resourceful and Non - Judgmental

Reliable and always Determined

Enthusiastic, Considerate, Outgoing and lots of Fun

What you See Is -

*A *Lively * Involved * Straight Forward, and an * Asset*

***LISA** is What You Get"*

—Helen Williams, Early Childhood Specialist

Yorktown Family Services is governed by a volunteer Board of Directors whose dedication, skills, leadership, and resources set the direction for the agency and provide the capacity to ensure that Yorktown remains an effective, efficient and relevant resource to communities. The Dan Goldberg Memorial Award is presented to a Board Member who has provided outstanding voluntary community service to Yorktown Family Services and the members of our communities.

Dan Goldberg Award 2021/22: Lawrence Biricz

IN MAY 2011, LAWRENCE (LARRY) BIRICZ joined the board of directors of Yorktown Family Services. "It was serendipitous. I had coincidentally mentioned to a business associate, Diane Brooks, that I would like to do more with my financial knowledge and skills," says Larry. Diane, who was at that time a member of Yorktown's board of directors, responded that it just so happened the board was recruiting for someone with such a skill set.

"Yorktown's mission to support and equip women, children, youth, and families to create positive change in their lives, resonated with me, the son of immigrant parents, and I immersed myself in learning about Yorktown as an organization and the clients and communities they serve."

Larry interviewed with then Board President, Sarah Smith, and then CEO, Karen Engel. "Fortunately, they felt that I was someone they would like to have on the board and I was happy to join," says Larry.

Larry was immersed in familiarizing himself with the issues faced by Yorktown as a not-for-profit mental health and VAW service agency, honing in on how he could best align his skills to support Yorktown and the communities we serve. In 2012, Yorktown Family Services faced the monumental challenge of relocating offices and services site from St. Clair Ave. W. and Dufferin Street. Larry volunteered his experience in property leasing to the Property Committee, an ad hoc committee of the board, to support the successful transition to the new head office and services space. Considerations in the move to the new space at 2010 Eglinton Ave. W. involved the costs of renovations and a plan on how to rebuild the equity that was invested.

Shortly after the relocation to Yorktown's new site, Larry joined the Finance Committee and soon took on the role of Treasurer. In light of the recent changes and the impact on the organization's finances, Larry focused on bringing a more in-depth awareness of the organization's finances and elevating the financial literacy of Yorktown's board members. Larry credits fellow board member at the time, Paul Huyer who joined the board shortly after Larry, with his support. "Paul brought additional financial acumen to the Yorktown Board. Finance is not everyone's 'cup of tea' and Paul was a good partner in elevating the financial acumen of the board. This became more important than it had been in the past because of the recent move's financial implications."

When Larry joined the board of directors in 2011, "Yorktown Family Services" was the umbrella name for two separate organizations, "Yorktown Child and Family Centre" and "Yorktown Shelter for Women". In 2015 the board began discussions of the benefits vs. detriments of merging the two entities to become one. Larry joined the "Corporate Structure Committee" and contributed to the careful deliberations. "It was fraught with creating the correct road map. The Corporate Structure Committee established the criteria of what a merger should look like and what considerations need to be factored in to make the recommendation of whether to merge and when to merge with another entity. Suzette and the Committee, chaired by Lachlan MacQuarrie, created evaluative criteria that are referenced to this day as circumstance require," says Larry. Based on rigorous evaluation, the board of directors of Yorktown's two former organizations unanimously voted to merge and officially become "Yorktown Family Services".



Lawrence (Larry) Biricz

Larry endeavors to lead by example by supporting Yorktown's fundraising initiatives. He makes sure that his company shows up as a corporate donor every year.

The goal of the 50 - 30 Challenge is to challenge Canadian organizations to increase the representation and inclusion of diverse groups within their workplaces, while highlighting the benefits of giving all Canadians a seat at the table.

In addition to being on the Finance committee for over 10 years, in the Treasurer role for five years, and having supported the Property Committee and the Corporate Structure Committee, Larry also supports the collective bargaining committee. As well, from 2017/18—2018/19, Larry was Vice President and from 2019/20—2021/22, President of Yorktown's Board of Directors. "I had many years to learn about Yorktown's culture. I have tremendous respect for Yorktown's Management Team and the incredible work that the front-line staff does every day to fulfill Yorktown's mandate. As President, my goal was to keep the board on track as a governance board, bring guidance, and support Yorktown's Management Team to continue to do what they do so incredibly well."

Larry joined the Institute of Corporate Directors to build his capacity as Board President, staying focused on strategy vs. straying into tactical areas of operation and execution. In his role as President, he championed the requirement to embed Diversity, Equity, Inclusion, and Anti-Racism (DEI) principles into Yorktown policies and culture. "In this area, Yorktown's management was leading the way, Suzette and I, introduced the DEI committee and the 50 - 30 Challenge for the board's consideration.

"Since joining Yorktown Family Services Board of directors in 2011, the social service sector has seen some very tumultuous times. For Yorktown, there have been numerous unprecedented challenges. It can't go without saying that the past two, almost three years, have been particularly disruptive and demanding to navigate," says Larry, "I have always believed that when life gives you lemons, you make lemonade; isn't that what "reimagining" is?"

Tributes from Larry's Colleagues...

Larry has demonstrated over the years his commitment to the success of Yorktown. He has also contributed his time and leveraged his resources and skills to help Yorktown to achieve its strategic goals.

—Wayne Dowers

Larry is a very steady hand and thoughtful thinker. He applies these traits and together with his excellent understanding of the organization, Larry provides an insightful, informed perspective and guidance.

—Michael Zivot

For more than a decade Larry has been a passionate advocate for YFS. He has generously given his time and expertise to elevate both the board and the agency. His thoughtful even keel approach and longevity of service provide a tremendous pillar of stability and sensibility to board matters. Larry is a most deserving recipient of the Dan Goldberg award.

—Tom Arkell

Larry approaches his commitment to Yorktown with a genuine passion to contribute to its greater success. Larry is a problem solver, a connector, and a mediator - always thinking about the outcome. He lends a helping hand wherever and whenever its needed, without fail, and he adds to governance and strategy that strengthens the board and management in the running of this organization.

—Lachlan MacQuarrie

Congratulation to Larry Biricz, the deserving recipient of the Dan Goldberg Memorial Award. Larry is truly passionate about Yorktown Family Services, its people, and its clients. He has served Yorktown as a director for over 10 years, giving of his time and expertise with willingness and without hesitation. When Larry served as President of the Board, the pandemic brought about unprecedented change that impacted all aspects of society. During those very challenging times, Larry's leadership style, which is marked by open communication and empathy towards others, enabled the Board to stay focused on doing the right thing for YFS and the communities it serves. Larry, congratulations and thank you! We all appreciate what you have done and are continuing to do to enable Yorktown to deliver on its mandate and mission.

—Blair Morrison

Larry is a well-deserved recipient of the Dan Goldberg Award. He has provided outstanding voluntary community service to Yorktown and the members of our communities for over 10 years. During Larry's tenure as president of the board, his active leadership steered the board through the challenging time of COVID. He tirelessly gives his time, talent and expertise to Yorktown. Larry continues to make a difference through his dedication and continued support of Yorktown.

—Jasmine Samra



Maria Jesus Docando

Karen Hutchinson Memorial Award

The Karen Hutchinson Memorial Award of excellence is named after a dear, late colleague and valued team member of the Women and Communities Against Violence Program. Karen was an exemplary staff who dedicated herself to improving the lives of women impacted by violence.

The 2021/22 Karen Hutchinson Memorial Award is presented to Maria Jesus Docando, Child Advocate Worker from the Violence Against Women Services, Shelter Program, and Group Team Lead of the Here to Help Program. Maria Jesus has been working with children impacted by domestic violence at Yorktown for over 15 years and has been a positive advocate for families within the agency and in the community. She is known to clients and colleagues alike for her bright spirit, friendly smile, and enduring sense of humour.

"I have had the amazing opportunity to co-facilitate with Maria both a mother's group and a children's group and in both, she has demonstrated amazing support, empathy, and understanding for everyone she comes into contact with." writes Glenda, her fellow Team Lead of the Here to Help program. "Maria has an amazing zest for life and no matter what is going on, she will bring a positive attitude that will ensure that everyone has a smile on their face."

As a valued member of the Violence Against Women Services team at Yorktown Family Services, Maria Jesus is appreciated for all that she does. Congratulations, Maria, on this well-deserved recognition!



Jay Alexander

Linda Sumner Youth Development Fund

The Linda Sumner Youth Development Fund was established when former Yorktown Family Services Director of Service, Linda Sumner, retired after dedicating 16 years to Yorktown. The fund honours Linda's passion for empowering youth to bring positive change to their lives. The grant of \$300 is to support a youth's personal development goal in the areas of education, creative exploration, and a healthy lifestyle.

We are delighted to congratulate Jay Alexander, the deserving recipient of the 2021/22 Linda Sumner Youth Development Award!

Danielle Courneya, Intake Coordinator & Grief Counsellor with the Growing with Grief program nominated Jay for the award, describing him as, "a bright, self-reflective twenty-year-old, who is wise beyond his years." Danielle has been working with Jay since December of 2021, following the sudden and unexpected passing of a sibling. "Jay has so many passions and goals, always striving to be the best version of himself. He shared wanting to secure a job to save up money to not only help his family but also to pursue post-secondary education, and care for his physical health. Financial constraints and dealing with his own grief made achieving those goals challenging," says Danielle.

"Jay is humble and genuine and deserves to be recognized through this award. He enjoys having his thoughts challenged and is constantly trying to grow as a person," remarks Danielle. Jay was happy to share with Danielle that he recently found a job and has started saving for school. The \$300 grant will come at a good time as he focuses on his career and health goals!

Congratulations Jay on receiving this special award, and for all your achievements over the past year!

Eleanor Stein Memorial Woman Award

The Eleanor Stein Memorial Woman Award was created in memory of our founding Executive Director Karen Engel's mother, Eleanor Stein, who passed away in 2010.

The award celebrates Eleanor Stein's interest in supporting women in moving on from abuse and creating positive opportunities for themselves. The award recipients also receive a grant of \$300 to help with transitional expenses such as returning to school, updating credentials or, advancing a career goal.

This year's award recipient is *Rishi, who was nominated by Glenda Diaz, Group Team Leader of the Here to Help Program. Here to Help is a 10-week group program for mothers and children who have been exposed to family violence. Program participants are provided with a safe and supportive environment where they can heal from their physical and emotional trauma.

Rishi and her two daughters attended the group virtually through video conference due to the COVID-19 pandemic. The family took part and learned about the importance of self-care and self-compassion activities as part of their healing. They shared with the group how they missed having family outings that they could no longer have due to financial restraints. As a group activity, the Here to Help participants brainstormed together to provide Rishi and her daughters with some alternative low-cost activity ideas. Rishi and her daughters liked the idea of making a special cultural meal together as a bonding activity. With the \$300 grant, Rishi plans to use the funds to help cover the cost of ingredients to cook that special meal and to enjoy some family outings with the girls.

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



Beryl Campeau-Larose

Spirit of Giving Award 2021/22

The Spirit of Giving Award is presented to an exceptional individual who demonstrates the spirit of volunteerism and champions the work that we do at Yorktown. Recipients are volunteers, advocates, and contributors who show a high level of commitment and reliability and demonstrate the agency's values and vision.

We are thrilled to congratulate Beryl Campeau-Larose, the 2021/22 recipient of the Spirit of Giving Award! Beryl is a four-year veteran volunteer with our Bingo Volunteer Program.

Yorktown Family Services is a member of Dolphin Gaming Centre's Bingo fundraising program, a fundraising initiative under the Ontario Charitable Gaming Association (OCGA) in partnership with the City of Toronto. With the support of volunteers like Beryl, Bingo brings in thousands of dollars each month so Yorktown can continue to provide mental health and social service programs for children, youth, young adults, and families, free of charge. In 2021/22, a total of \$70,593 was raised for rent for program spaces, program materials, equipment and technology upgrades, translation services, website maintenance, social media/communications costs that enable Yorktown to remain accessible to clients in a digital age, and so much more.

The Bingo program was on pause during the pandemic, resuming in the Fall of 2021. Beryl returned with her usual enthusiasm, remaining loyal in her support of Yorktown. She has also taken a leadership role in recruiting, training, and guiding new Yorktown bingo volunteers.

"Beryl is excellent in her role," says Catarina Rodrigues, Yorktown's volunteer Coordinator. "Her cheerful and friendly disposition makes her a joy to work with. Beryl demonstrates a high standard of professionalism in her role. We are grateful to have her on the Yorktown team!"

Thank you, Beryl, for your dedication and ambassadorship for Yorktown. Your commitment is making a difference in communities across Toronto!



In the creation of the Black Lives Accessing Care (BLAC) Program, the BLAC Advisory Committee was formed and continues to provide ongoing guidance on best practices and share their lived experiences.



Thanks to the Gordon & Ruth Gooder Charitable Foundation's gift of \$100,000, along with private donors, we were able to establish and evolve the program over the past year, building on what was achieved since the launch of the BLAC Program in Jan. 2021. Our goal is to make this program a permanent offering by establishing sustained funding.

Black Lives Accessing Care (BLAC) Program

For almost 30 years, Yorktown has been responding to the mental health and social wellness needs of the members of Toronto's most marginalized, under-resourced, and vulnerable communities. In 2020, a critical gap in service for Black-identified youth was recognized by a number of our staff. In 2021, thanks to funding from the Bell Let's Talk Diversity Fund, we were able to launch the Black Lives Accessing Care (BLAC) Program to address this gap in service. In particular, to meet the needs of Black-identified youth who lack a network of support, access to culturally relevant programs, positive mentors, and role models.

One of the first steps to get the project underway was to seek feedback on the program design from community members, including black-identified youth, parents and caregivers, and community partners. The BLAC Program was designed to address a gap in service by accepting referrals of clients from child welfare that fall outside of child welfare's mandate for service but are desperately in need of support. Serving communities in Rexdale and Northwest Toronto, the BLAC Program provides support and connection to services for black youth ages 12 to 25, and their families, who are involved with child welfare or who are at risk of a child welfare placement. The program has been extremely well received by clients and child welfare workers in West Toronto. Other referral sources, including the Toronto District School Board, the youth justice system, hospitals, etc., have also reached out to connect their patients/clients. We can only accept these referrals on a case-by-case basis until we can expand the program.

Studies indicate that there is a disproportional rate of BIPOC individuals who don't access or engage with services due to long wait times, poor communication, inadequate recognition or response to mental health needs, imbalance of power and authority between service users and providers, cultural naivety, insensitivity, and the discrimination towards the needs of Black service users.

According to Abokar Mohamed, Manager of Outreach and Community Engagement who oversees the BLAC Program, the best approach to take when dealing with youth who are hesitant in receiving services is to remove the typical formalities and barriers other programs have. "At Yorktown, we try to do things in a way that makes families feel comfortable and ease their anxiety. We don't require referral forms, you can just call in and get service within a few days."

Abokar credits the success of the program to the Integrated Care Team which works through an interdisciplinary mental and social health wellness model that wraps services around the client. The care team includes a dedicated mental health Therapist, access to support from Youth Outreach Workers, and Child and Youth Workers. The initial intake takes place within 48-72 hours of a referral and a family care plan focused specifically on the youth's individual needs is co-created with the client. All team members are Black-identified or members of the BIPOC community, an important factor that helps to ease much of the anxiety clients face when accessing services.

Youth are referred to the program with an array of issues ranging from family conflict, social isolation, unstable housing, settlement issues, poor school attendance, self-harm, and suicidal ideation. Mental health therapy to manage symptoms of mental health issues and parent/child conflict were the top reasons for accessing support. In 2021/22, we provided services to 32 youth and 24 parents/caregivers. Out of the 32 youth that accessed the BLAC program, 51% accessed mental health support through a clinical therapist, 30% accessed support through a Youth Outreach Worker, and 19% of youth had their needs met working with a Child and Youth Worker.

Bell Let's Talk Special on Etalk: Tyrone Edwards visits the West Toronto Youth Hub

Every year on January 30th, Bell Media focuses on engaging Canadians to take action to create positive change in mental health through the Bell Let's Talk campaign. Bell Let's Talk is not only a way to initiate difficult conversations about mental health struggles as a way to break down social stigmas, but the campaign raises funds every year to help support community agencies working on the front lines providing mental health support and services.

This year, Tyrone Edwards, anchor for Etalk Canada, visited our West Toronto Youth Hub to interview Neeli Grewal, Youth Wellness Hub Ontario Toronto West Manager, and Abokar Mohamed, Manager of Outreach and Community Engagement, for a special feature dedicated to Yorktown's programs and services available to youth in Toronto's West End, where Tyrone grew up. Yorktown has been a past recipient of the Bell Let's Talk Community Fund, and received funding from the Diversity Fund in January of 2021 to pilot the Black Lives Accessing Care (BLAC) Program.

In the interview, Neeli guided Tyrone through a tour of the Jane Street Hub, located on Jane Street and Trethewey Dr., where Yorktown houses its West Toronto Youth Hub programs and services alongside our community partners Unison Health and Community Services, Macaulay Child Development Centre, and Midaytna Community Services. Neeli explained the benefits of the one-stop-shop approach to providing health, wellness and community services all in one convenient location. Members of the community of all ages, from infants to seniors, can access primary health care, dental care, mental health care, nutritional/diet support, and fitness as well as social programming regardless of legal status, all under one roof. Yorktown provides not only mental health supports for youth ages 12-29, but also houses the Youth Mentorship Program, Youth Outreach Workers, Care Navigators, the BLAC Program, Walk-in Rapid Access Therapy, and an array of social youth groups.

Tyrone also spent some time with Abokar discussing the successful first year of the BLAC Program, and how important it is to continue funding programs that provide culturally appropriate and consistent support to disengaged Black-identified youth in under-resourced Toronto communities. The BLAC Program also works from an integrated multi-disciplinary framework that caters to each client's individual needs so that youth can get access to all the supports they need as quickly and barrier-free as possible. The programs and services offered through the WTYH are essential to improving the lives of vulnerable youth with nowhere else to turn to for support. We want to thank Tyrone Edwards for taking the time to visit the WTYH to advocate for Yorktown and the Toronto West communities we serve.

The interview was aired on CTV Etalk on January 26th, 2021. A special thank you to Nick Vasil, who produced the segment, Dylan McNiven, the videographer, and to all those at CTV who participated in the project.



Tyrone Edwards and Abokar Mohamed



Tyrone Edwards and Neeli Grewal

I know for me, growing up, programs like the ones offered at the West Toronto Youth Hub didn't exist. I'm so grateful to know that Yorktown has all of these programs under one roof and that there is a variety of services, not just one. But what if it went away? There is no real safety net, these programs aren't guaranteed to be here, even though there will always be a guaranteed need. We need as much help as we can get to keep these community programs and services going, and to even replicate programs like these across the city, and across the country.

—Tyrone Edwards, Anchor,
Etalk Canada

Winter Warm-Up: Special Gift from Andy and Dorothy Winton



Andy Winton, who delivered the donation of hand-knitted winter apparel, and Darius Lui, Relief Administrative Assistant

Over the years Yorktown has been very fortunate to receive many donations from our supporters of food, household, and personal items to give away over the holidays. A consistent need in the community is for warm winter clothing. Many youth that visit our West Toronto Youth Hub struggle to afford even basics like warm winter coats, hats, gloves, and scarves.

In December of 2021, we were pleasantly surprised by a very generous donation from a former staff member, Dorothy Winton, and her husband Andy! Beautifully handmade hats, scarves, mittens, and headbands were hand knitted by Dorothy and a group of women from their condominium building. Over the summer, the women personally hand-knit each article of clothing. Andy delivered their cozy creations in person just in time for the holidays. Darius Liu, Relief Administrative Support, and Andy, welcomed members of the community to the West Toronto Youth Hub where they distributed Holiday Care Kits, which included the hand-made winter clothing. Thank you, Andy and Dorothy, from the bottom of our hearts for such a thoughtful and meaningful gift!

\$150,000 OTF Grant Ensures Safe Access to Mental Health Service

In 2021 **Yorktown Family Services** received a \$150,000 Resilient Communities Grant from the Ontario Trillium Foundation to rebuild and recover from the impacts of COVID-19. Funds enabled a critical upgrade of Yorktown's technology infrastructure, introduced safety measures, and enhanced fundraising capacity. The Resilient Communities Project was implemented in 2021 and wrapped up in 2022 ensuring our communities can access safe, barrier-free mental health services for years to come.

The mental health sector experienced a 40% increase in the demand for service as a result of the COVID-19 pandemic. OTF's investment in Yorktown's technology infrastructure and equipping staff with laptops and cell phones has enabled Yorktown to provide all services virtually, ensuring a continuum of care for children, youth, and families. Barrier-free access to mental health support is critical for the well-being of our communities.

The Ontario Trillium Foundation (OTF) is an agency of the Government of Ontario, and one of Canada's leading granting foundations. Last year, nearly \$112M was invested into 1,384 community projects and partnerships to build healthy and vibrant communities and strengthen the impact of Ontario's non-profit sector. In 2020/21, OTF supported Ontario's economic recovery by helping non-profit organizations rebuild and recover from the impacts of COVID-19.

The impact of the OTF Resilient Communities Fund is beyond what we had anticipated, enabling Yorktown to implement a hybrid model of service, scaling between virtual and in-person services as required. We have been able to extend our reach to provide mental health support to individuals and families who otherwise wouldn't be able to connect to in-person services. It has also enabled us to increase our fundraising by 30% and enhance the safety of our staff and clients in ways we otherwise could not have done.

It's Important to Have CHOICES

In 2018, Yorktown Family Services launched the CHOICES group program at the West Toronto Youth Hub. A flagship program created by Sarnia-Lambton Rebound, CHOICES is a prevention, early intervention program that targets social and psychological factors that lead youth to engage in substance use and other risk-taking behaviours.

The program provides youth, ranging from 12 to 25 years of age, with accurate and up-to-date information about the effects of various substances and the environmental influences that play a part in substance use. As well as providing information, the program assists youth to develop the skills and confidence they need to resist risk-taking behaviours.

In its final year, CHOICES was offered virtually due to Public Health restrictions imposed in response to the COVID-19 pandemic. Offering the program virtually opened up the opportunity to offer the program in collaboration with Holland Bloorview Kids Rehabilitation Hospital. Youth with disabilities and life-limiting conditions, who would not have been able to access the program in person, were able to join the virtual CHOICES group sessions.

The program wrapped up in 2021/22, with positive outcomes reported by clients. Program participants demonstrated increased knowledge of substance use issues in conjunction with improving their skills in communication, decision-making, and problem-solving. Overall, participants felt positive about their learning and confident in their ability to apply their new skills.

We thank the Ontario Trillium Foundations' Grow Grant for making it possible to deliver this program to a hard-to-reach population of youth and young adults.



"CHOICES is such a safe space and honestly gives off such an amazing vibe. I don't know how many times I've participated in CHOICES because it's too many times to count. Because of COVID I struggled to communicate with my friends and CHOICES has just been a huge help. CHOICES is such a great place to learn about new things including how to control our emotions. I have so many new friends thanks to CHOICES and I really am thankful for it!"

—CHOICES program client



Board of Directors

OUR DIRECTORS serve as volunteers because they believe in our mission and purpose. We're very grateful for their support and the invaluable gifts of their time and knowledge. We are pleased to announce our Board of Directors for the 2021/22 fiscal year.



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VICE PRESIDENT



Wayne Dowers
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Lawrence (Larry) Biricz
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Catherine MacInnis
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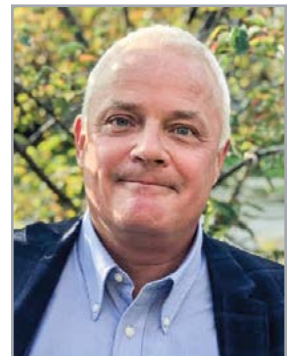
Sarah Smith
DIRECTOR



Scarlett Swain
DIRECTOR



Ula Ubani
DIRECTOR



Michael Zivot
DIRECTOR



About Yorktown

GOVERNANCE STRUCTURE

Yorktown Family Services' volunteer Board of Directors are a governance body guided by the principle that the Board sets policies, and delegates implementation of policies and operations of the organization to management. Subcommittees include Finance; Development; Risk Management; Recruitment Committee, etc. In addition, a Community Advisory Committee advises on how the agency can meet the needs of the community within the available resources. Members can include clients, former clients and/or their family members, partner agencies, etc. Committees report to the Board of Directors through a Board representative. Comprised of 4 Executive and 8 officers, the Board meets monthly. Guided by board policies and an annual work plan, Financial and Operations Statements, and Development Reports (providing transparency and updates on fundraising initiatives) are reviewed regularly. Annually, the board reviews/approves finance policies; HR policies are reviewed every four years as per accreditation requirements.

VALUES:

- ▶ **Respect:** We base our decisions and actions on preserving the dignity of our clients by ensuring their expressed needs are central in informing both the services we provide, as well as their delivery models.
- ▶ **Accountability:** We own goals and are responsible for the results.
- ▶ **Responsiveness:** We adapt and quickly take action to fulfil our stakeholder needs.
- ▶ **Learning:** We search for ways to do things better and build our capabilities to achieve results.
- ▶ **Excellence and innovation:** We consistently and creatively deliver high standards of service.
- ▶ **Collaboration:** We work with others to achieve remarkable results for our clients, communities, and cause.
- ▶ **Diversity, cultural competency and equity:** We are aware of, value, and accommodate people's different backgrounds and cultures and treat them equally and fairly

DIVERSITY, EQUITY, INCLUSION AND ANTI-RACISM

In 2021/22, Yorktown Family Services' Board of Directors committed to the 50 – 30 Challenge, an initiative between the Government of Canada, Canadian businesses, and diversity organizations.

The goal of the program is to challenge Canadian organizations to increase the representation and inclusion of diverse groups within their workplaces while highlighting the benefits of giving all Canadians a seat at the table.

Participating companies, organizations, and not-for-profits agree to voluntarily take action toward achieving meaningful and substantive improvements in supporting diversity and inclusion within their organization, as outlined in the Challenge. The Government partners with these organizations in their efforts, and is examining supports for participating organizations to help them achieve these goals.

THE 50 – 30 CHALLENGE ASKS THAT ORGANIZATIONS ASPIRE TO TWO GOALS:

1. Gender parity (50% women and/or non-binary people) on Canadian boards and/or in senior management; and
2. Significant representation (30%) on Canadian boards and/or senior management of members of other equity-deserving groups, including those who identify as Racialized, Black, and/or People of colour ("Visible Minorities"), People with disabilities (including invisible and episodic disabilities), 2SLGBTQ+ and/or gender and sexually diverse individuals, and Aboriginal and/or Indigenous Peoples. The program and participants recognize Indigenous Peoples, including First Nations, Métis and Inuit, as founding Peoples of Canada and underrepresented in positions of economic influence and leadership.

The 50 – 30 Challenge was created in collaboration with various diversity organizations, institutions and networks.

As of September 28th, 2022, Yorktown was one of 1,716 organizations that have committed to the 50 – 30 Challenge.

Financial Statement Summary

YORKTOWN FAMILY SERVICES

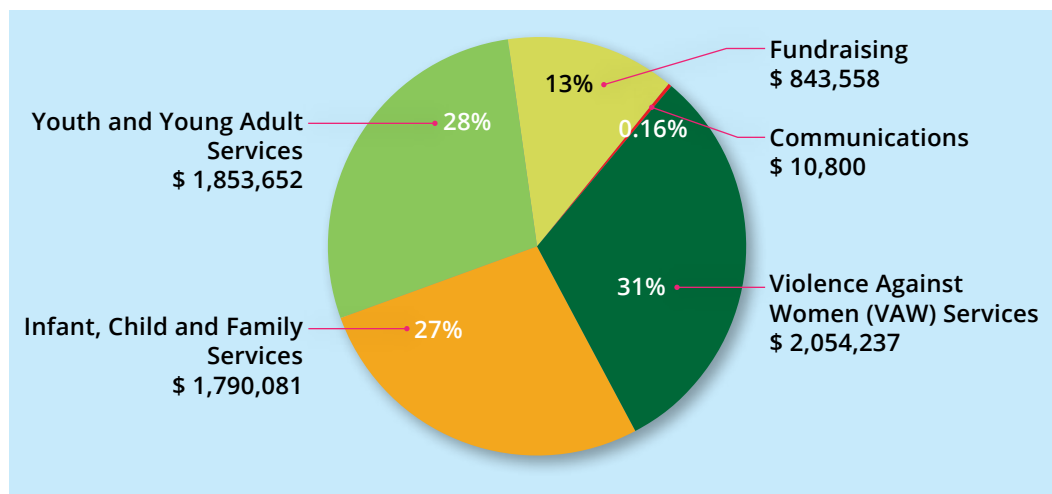
		2022	2021
REVENUE	Government Funding	\$ 4,935,071	\$ 5,246,169
	Non-Government Funding	755,095	766,239
	Donations and Fundraising	862,162	533,432
		<u>6,552,328</u>	<u>6,545,840</u>

EXPENSES	Personnel	4,845,886	4,752,517
	Program and Operations	900,401	1,055,583
	Occupancy Costs	443,465	477,417
	Administrations, Communications and Development	232,284	175,060
		<u>6,422,036</u>	<u>6,460,577</u>

EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR	130,292	85,263
Net Assets, beginning of year	921,064	835,801
Net Assets, end of year	<u><u>\$ 1,051,356</u></u>	<u><u>\$ 921,064</u></u>

See Audited Financial Statements dated June 27, 2022 (Available on our website or upon request)

FINANCIAL SOURCE 2021/22



Yorktown Family Services Strategic Plan 2021/22

Our Vision:

Women, children, youth, and families live in safe and healthy relationships and communities.

Our Mission:

Yorktown Family Services supports and equips women, children, youth, and families to create positive change in their lives.

Our Programs:

Violence Against Women Services

Budget: \$ 2,054,237

Shelter Services

Transitional and Housing Support Program

Women and Communities Against Violence Program (WACAV)

Child Witness Program

Infant, Child and Family Services

Budget: \$ 1,790,081

Rapid Access Therapy

Ongoing Counselling Services

Growing with Grief

Parenting Programs

Urban Tele-Mental Health Psychiatry Services

Child Welfare Diversion Programs

Community Violence Prevention Programs

Youth and Young Adult Services

Budget: \$ 1,853,652

Rapid Access Therapy

Care Navigation Services

2SLGBTQ+ Peer Support

Youth Outreach

Youth Mentorship

Substance Abuse Prevention

Violence and Risk Prevention

Black Lives Accessing Care (BLAC) Program

Community Healing Project

Our Motto:

YOU HAVE COME TO THE RIGHT PLACE

Our Strategic Priorities:

Investing in our Organization

Ensuring the necessary internal processes and infrastructure to effectively support our work.

Organizational Learning and Innovation

Continue to innovate and share learning at organizational and systems levels through the use of evidence-based practices, evaluation, and anti oppressive practices.

Partnerships and Advocacy

Full participation in system enhancing capacity to meet client and community needs through transformation and advocacy and collaboration.



Community Partners, Funders, Donors, and Supporters

- ▶ The 519 ▶ Abrigo ▶ Albion Neighbourhood Services ▶ Albion Boys and Girls Club
- ▶ Alice & Murray Maitland Foundation ▶ Assaulted Women's Helpline ▶ Bragg Gaming Group ▶ Brauti Thorning LLP ▶ C.B. Powell Foundation ▶ Cadillac Fairview ▶ CAMH
- ▶ CanadaHelps ▶ Canadian PractitionersNetwork for thePrevention of Radicalization and Extremist Violence ▶ Capitalizefor Kids Foundation ▶ Carey Diamond & Tina Urman Family Fund ▶ Caribbean African Canadian Social Services (CAFCAN) ▶ The Catherine & Maxwell Meighen Foundation ▶ Catholic Children's Aid Society ▶ Central Toronto Youth Services
- ▶ The Centrefor Addiction and Mental Health (CAMH) ▶ CentrefrancophonedeToronto ▶ Child Development Institute ▶ Child Welfare/ViolenceAgainst Women Collaboration Advisory ▶ ChristineWoods Grant Fund ▶ CHUMCharitableFoundation ▶ CIBC Capital Markets ▶ City of Toronto ▶ Clear North Capital ▶ CliffInvestments ▶ The Coffey Family Foundation ▶ The Community Place Hub ▶ Davies ▶ DeRose Barristers & Solicitors
- ▶ Delta Family Resources Center ▶ Dolphin Gaming ▶ Dr. Jay Children's GriefCentre ▶ ECHO Foundation ▶ ECN Corp ▶ Engel & Associates ▶ Ernestine's Women's Shelter ▶ FK Morrow Foundation ▶ FoodShareToronto ▶ For Youth Initiative ▶ FranMed Consultants (1993) Inc ▶ Frederick and Douglas Dickson Memorial Foundation ▶ Garrison Creek -Family Health Team ▶ GeorgeHull Centrefor Children & Families ▶ Gordon and Ruth Gooder CharitableFoundation ▶ The Hawkey Family Charitable Fund ▶ Holland Bloorview Kids Rehabilitation Hospital ▶ Hodgson Family Foundation ▶ The Hospital for Sick Children
- ▶ Humber River Hospital ▶ The Hyclan Foundation ▶ INFOR Financial Group ▶ InnovativeFood Brands ▶ Jackman Foundation ▶ Kensington Capital Partners ▶ KPMG Management Services Ltd. ▶ Labatt Brewing Co. Ltd. ▶ LAMP Community Health Centre
- ▶ LiUNA Local 183 ▶ Lumenus Community Services ▶ The Macaulay Child Development Centre ▶ MacMurray Foundation Inc. ▶ Mary Renaud Charitable Foundation ▶ Massey Centre for Women ▶ McLean Foundation ▶ MediaSmarts ▶ Mentor Technologies Inc.
- ▶ Ministry of Children, Community, and Social Services ▶ Ministry of Health and Long Term Care ▶ Ministry of Health Promotion ▶ Ministry of Housing ▶ Moonshot ▶ Native Child and Family Services of Toronto ▶ The Norman Black Foundation ▶ OMERS ▶ Ontario Association of Children's Aid Societies/Catholic Children's Aid Society of Toronto ▶ Ontario Association of Children's Aid Societies/Children's Aid Society of Toronto ▶ Ontario College of Social Workers and Social Service Workers ▶ Ontario REALTORS Care Foundation ▶ Ontario Trillium Foundation ▶ Ontario Youth Wellness Hubs ▶ Organization for the Prevention of Violence ▶ Panattoni Development Co. ▶ ParMed Property Services Inc. ▶ Paypal Giving Fund ▶ Paypal Giving Fund Canada ▶ Phamous Characters ▶ Pinnacle Caterers Inc

This list includes donations received between April 1, 2021 and March 31, 2022. 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 for any corrections, additions, and inquiries.

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and Weston Public Library ▶ Toronto Western Hospital Family Health Team ▶ Trinstar
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Ltd ▶ York University BSW ▶ Youth Without Shelter ▶ YouthLink ▶

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▶ Mee Sum Mabel Wong ▶ Margaret and Peter Woods ▶ Michael Zivot



Yorktown Family Services

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Head Office

2010 Eglinton Ave. W., Suite 300
Toronto, ON M6E 2K3
Telephone: 416-394-2424
Fax: 416-394-2689

Shelter Site

Crisis Line: 416-394-2999
Fax: 416-394-2942

West Toronto Youth Hub

1541 Jane St.
Toronto, ON M9N 2R3
Telephone: 416 645 7575 ext:2911
Fax: 416-394-2689

 @westtorontoyouthhub

www.yorktownfamilyservices.com

Email: info@yorktownfamilyservices.com

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