



# Shaping *the* Future



ANNUAL REPORT 2023/24

## Our Mission

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

## Content

### Year in Review

The Year in Review - Shaping the Future .....	1
A Snapshot of Our Impact .....	3
Youth Advisory Committee: 2023/24 Shaping the Future for Youth .....	4
RPIA Community Partnership Award .....	5
Community Partnership Award: (CAMH)/Youth Wellness Hubs of Ontario (YWHO) .....	6
My Wellness Passport @Yorktown Family Services Powered by YWHO .....	6
Diversity, Equity, Inclusion & Anti-Racism: Investment from Ontario Trillium Foundation .....	7
Truth and Reconciliation .....	7
Mandy's Story .....	8
Community Partnership Award: Shoppers Foundation .....	9

### The Yorktown Community

Staff Award of Excellence: Ahmed Jama .....	10
The Growing With Grief Program .....	12
Rainbow West Program .....	13
Linda Sumner Youth Development Fund .....	13
Eleanor Stein Memorial Woman Award .....	14
The Karen Hutchinson Memorial Award .....	14
Spirit of Giving Award .....	15
Flat Iron Building Group: WhereHouse Party Fundraiser! .....	15

### About Yorktown

Board of Directors .....	16
About Yorktown .....	17
Financial Statement Summary and Financial Source .....	18
Yorktown Family Services Strategic Plan .....	19
Community Parntners, Funders, Donors, and Supporters .....	20
Individual Donors and Supporters .....	21

## Shaping the Future The Year in Review

**AS WE USHERED IN 2023/24**, Yorktown Family Services proudly embraced accreditation – a key milestone for any organization dedicated to excellence in service delivery, operations, and governance. This rigorous evaluation demands adherence to quality standards and thorough internal and external reviews, reinforcing our commitment to making a lasting impact through the highest standards.

In March 2023, we received the official notification of Yorktown’s accreditation for a four-year term, from March 31, 2024, to March 30, 2028! This meaningful achievement reflects the unwavering hard work, talent, and dedication of our staff, management, and board of directors. It evidences our commitment to delivering exceptional service and the strength and integrity of our operations across all levels and in all departments.

The accreditation process calls for deep reflection, and for Yorktown, the outcome reaffirms our commitment to investing in staff leadership in shaping a dynamic organizational culture and including the voices of youth and community members to inform the development of programs and services. Together, we are not just meeting standards – we are setting them.

The establishment of the Diversity, Equity, Inclusion, and Anti-Racism (DEI&AR) Council demonstrates our Board and leadership’s unwavering commitment to creating a comprehensive DEI&AR framework for Yorktown.

Recognizing the undeniable value of diverse and inclusive representation, the council includes voices from various roles and departments, fostering a collaborative approach to advancing our goals. With funding from the Ontario Trillium Foundation, Yorktown secured resources to empower the DEI&AR council in its mission. The council has successfully organized an agency-wide training session and remains dedicated to improving outcomes for our clients, their families, and our staff (page 7).

The Truth and Reconciliation (T&R) Committee, which began as an informal group of passionate staff, has evolved into a structured committee, actively formulating strategic initiatives to enhance T&R education and awareness at Yorktown. The committee is committed to advancing critical objectives, including aligning Yorktown with the Truth and Reconciliation Commission of Canada’s Calls to Action (page 7). Through this transformative journey, we are shaping a future that honours Indigenous voices and drives meaningful change.

Youth voices were amplified through the Youth Advisory Committee (YAC), a powerful initiative of Yorktown’s West Toronto Youth Wellness Hub in partnership with CAMH and Youth Wellness Hubs Ontario. With the guidance of Yorktown’s Peer Navigator, the YAC elevates the voice of local youth and supports them in growing their leadership skills, claiming their agency in shaping their future, and investing in West Toronto communities (page 4).

Yorktown’s Growing With Grief Program’s Youth Advisory Committee (GWG YAC) presented at two national conferences – the Canadian Children’s Grief Symposium and Frayme Learning Institute. Their contributions go beyond advocacy, as they also played an instrumental role in developing a funding proposal to leverage sustained program



**Blair Morrison**  
*Chair*



**Suzette Arruda-Santos**  
*CEO*

funding. This involvement showcases the real impact of youth leadership in both local and national arenas, demonstrating how young people are key contributors to the future of mental health and community resilience.

In 2023/24, Yorktown commenced the implementation of the TREAT client database to enhance data collection, allowing data-driven insights to identify community trends and support proactive, informed decision-making. This investment reflects our commitment to achieving optimal client outcomes by improving program assessment, resource allocation, and tailoring interventions for diverse populations, ultimately enhancing the quality of care.

This past year has been a time of significant development at Yorktown Family Services, setting the stage for future progress while fostering collaboration and strengthening relationships. We invite you to explore the 2023/24 Annual Report and celebrate the remarkable milestones achieved through the unwavering dedication of our staff, community partners, volunteers, clients, funders, and donors. A sincere thank you to all! Your investment is a testament to your belief in our vision and your commitment to joining us in making a difference.

Our deepest gratitude goes to our staff and management, who ensure that anyone seeking help from Yorktown knows they have come to the right place. Together we are shaping a future that is brighter for those we serve, reminding us all that when we unite our efforts, we transform lives and communities.



**Blair Morrison**  
*Chair*



**Suzette Arruda-Santos**  
*CEO*

#### **AGM Planning Committee 2023/24**

##### **Standing AGM Planning Committee Members:**

Shantel Aboagye-Mensah, BLAC Therapist  
Suzette Arruda-Santos, Chief Executive Officer  
Gabbey Dessye, Director of Violence Against Women Services  
Stasia Dias, Talent and Culture Coordinator  
Jeryl George, VAWS Counsellor  
Ola George, Development Generalist  
Andrea Holmes, Director of Development and Communications  
Valeri Jadov, Youth Outreach Worker  
Diana Leguizamo, Operations Manager  
Celestina Medina, Manager of Talent and Culture  
David O'Brien, Director of Mental Health  
Mary Pomanti, Director of Talent and Culture  
Catarina Rodrigues, Executive Administrative Assistant  
Chantal Sénéchal, Manager of West Toronto  
Youth Wellness Hub Ontario  
Delicia Simms, Youth Mentorship Program Worker  
Zohra Tasci, Senior Trauma Therapist  
Angela Xu, Director of Finance



**5,061** infants, children, youth, young adults, women and fathers benefitted from over **40** programs.

**58%** of clients spoke a language other than English in their home, demonstrating our commitment to ensuring accessible services that cater to our community's linguistic diversity.

**96%** of clients participating in treatment reported positive outcomes, highlighting the effectiveness of our services in fostering recovery and well-being.

**32%** of residents remained in the shelter for less than **90** days, demonstrating our ability to facilitate timely transitions to stability for women and children fleeing abuse.

**38%** of residents remained in the shelter between **6** and **11** months waiting for subsidized housing while we ensured they received essential support and resources during a critical time.

**60%** of clients came from countries outside of Canada, reflecting our inclusive approach to care.

**55%** of clients navigated the complexities of single-parent families.

**36** women and **43** children received shelter and related services, ensuring safety and support for families in crisis.

**172** women received vital supports related to Violence Against Women through our community-based programs, resulting in the creation of **160** personalized safety plans to keep women and children safe.

**73** children who have witnessed domestic violence participated in the Here to Help program, offering them critical support and resources.

There were **10,518** nights of accommodation at the Violence Against Women Shelter, demonstrating our commitment to offering safe refuge for those fleeing abuse.

**29** psychiatric assessments and consultations were provided through the Urban Tele-Mental Health program, enhancing access to specialized mental health care.

**555** clients were served through the Youth Outreach Worker program, effectively reaching and supporting vulnerable youth in the community.

Youth Outreach Workers successfully connected **415** youth and their families to services they wouldn't otherwise be able to access, significantly improving their access to the appropriate and necessary resources.

**495** Rapid Access Therapy sessions were provided to **350** clients, ensuring timely and immediate access to essential mental health services when clients needed it most.

**33%** Rapid Access Therapy clients achieved reliable or clinically significant change within three sessions, demonstrating the effectiveness of timely interventions.

**53** youth and **42** caregivers have accessed services through the Black Lives Accessing Care (BLAC) Program, advancing equity and promoting mental health access for marginalized and racialized communities.

# Youth Advisory Committee: Shaping the Future for Youth

**ACROSS THE PROVINCE, 27 YOUTH WELLNESS HUBS ONTARIO (YWHO) NETWORK PARTNERS** provide high-quality integrated youth services to support the well-being of young people aged 12 to 25, including mental health and substance use supports, primary health care, community and social supports, and more.

The YWHO team is comprised of a Provincial Office team that provides support to the entire YWHO network and the local hub team that provides services to youth and families in the community. The Peer Navigator role is an integral member of the local YWHO team. A core function of the role is to create and support the development of a Youth Advisory Committee at the local YWHO.

In February 2023, Keonna Shadane Chambers saw Yorktown's posting for a Peer Navigator at the local YWHO—Yorktown's West Toronto Youth Wellness Hub (WTWH)—and she knew it was the role for her. Yorktown's WTWH at the Jane St. Hub is located five minutes from where Keonna grew up. A key qualification for the Peer Navigator role is "lived experience"—to have utilized local community programs and services as a youth/young adult. Keonna had

participated in local programs in the neighbourhood as a youth and felt that she had benefitted from them. Keonna was inspired by the opportunity the Peer Navigator role presented to make community programs offered to youth and young adults better. By elevating the voices of local youth they could shape their own futures.

Keonna was hired as the WTWH Peer Navigator in April 2023, and by June of that year, she had successfully recruited four Youth Advisory Committee (YAC) members and would later grow this to eight! The dedicated and engaged committee hit the

ground running, creating the YAC's Terms of Reference, Guidelines, Confidentiality Agreement, Code of Conduct, and Role Description.

One of the YAC's major accomplishments in their inaugural year, 2023/24, was to take on the creation of a much-needed Harm Reduction Policy to guide Yorktown Family Services and the West Toronto Youth Wellness Hub. The YAC set out to understand Harm Reduction through research and inviting experts to speak with them. They also organized an education session for Yorktown staff. Through researching policies of other organizations, they created a Harm Reduction Policy for Yorktown from the ground up and presented it to Yorktown's Board of Directors.



**Priscilla Mensah (she/her), Keonna Chambers (she/her), Afreen Jeelani (she/her), Maria Perervine (she/her), Fernanda Morales Rodriguez (she/her)**

Three of Yorktown’s Youth Advisory Committee members share their experiences:



Afreen Jeelani

*As a YAC advisor, I gain a deep sense of purpose by contributing my perspective to shaping youth programs. Being part of this committee allows me to collaborate with other leaders and, together, make a positive impact on our community. I hope to continue driving meaningful change by advocating for youth needs, fostering collaboration, and empowering others to take action in building a stronger, more supportive community.*

— Afreen Jeelani, Youth Advisory Committee



Priscilla Mensah

*The YAC has provided me with a safe space to make a positive impact on the community, and in the process, I've experienced significant personal growth. I've developed and continue to receive opportunities to improve my communication and interpersonal skills, while working with a dynamic team of advisors from various age groups and life stages. Through the YAC, I've been able to contribute to community initiatives that bring hope and excitement to others. What I hope to achieve during my time in the YAC is to positively impact at least one person's life and to leave the council in a place where future advisors feel empowered to safely exercise their creativity and lead meaningful community initiatives.*

— Priscilla Mensah, Youth Advisory Committee

*It was a challenging, scary, and lonely process navigating the immigration system as an unaccompanied youth. I felt there wasn't a space for me to excel. That changed when I connected with Keonna and the opportunity to join the YAC. Keonna believes and trusts in me. Since that day, I see myself shaping my future by helping others to empower themselves--especially those who are underrepresented. The YAC is my safe space; I can dream and contribute my strengths to meaningful projects and activities. I embrace the responsibility that being an advisor comes with. I am proud of my role as a YAC and our objective to contribute to shaping a future that is an equitable world where all youth, regardless of race, gender, status, or religion, can thrive. I am very grateful to my YAC colleagues and to Yorktown.*

— Fernanda Morales Rodriguez, Youth Advisory Committee

## RPIA Community Partnership Award

**RPIA'S CHARITABLE MISSION IS TO:** Facilitate charitable giving within our organization and the broader community by working collaboratively with our clients, employees, and community partners. We aim to make a meaningful difference contributing to the betterment of society.

We are guided by:

- Empowering Our Communities
- Enhancing Quality of Life
- Fostering Diversity, Equity & Inclusion

Andrew Pringle, RPIA, nominated Yorktown Family Services to be the beneficiary of RPIA's annual charitable campaign! RPIA innovatively fulfilled their charitable mission by creating an awareness video for Yorktown and providing a \$25,000 donation in support of programs and services! The video featured Suzette Arruda-Santos, CEO, who provided an overview of Yorktown. The video also included handwritten notes from some of our clients who had benefited from services such as Rainbow West, our Violence Against Women Shelter, and Rapid Access Mental Health Therapy! We thank Andrew Pringle and RPIA for the generous donation and a video that continues to bring awareness to Yorktown and the clients and communities we serve!



Andy Pringle

*Supporting Yorktown means standing with a community that recognizes the importance of mental health for our youth. Together, we can break the stigma, provide support, and create a safe space where every young person feels heard, understood, and empowered to thrive* — Andy Pringle



Dr. Jo Henderson

*YWHO has been very fortunate to partner with and learn from Yorktown. In particular, Yorktown's commitment to innovation and meeting the needs of their community, has inspired the YWHO Provincial Office and other YWHO hubs across the province to implement innovative programming and to constantly ask how we can better meet the needs of those youth we are not yet serving. Yorktown is a partner we know we can count on to represent the values and principles that are core to YWHO and we are thrilled to receive the Community Partnership Award.*

— Dr. Jo Henderson, Executive Director, Youth Wellness Hubs of Ontario (YWHO)

The name, My Wellness Passport (MWP), was selected by YWHO's Provincial Youth Advisory Committee (PYAC), for the youth-facing technology platform by which youth share information about themselves.

## Community Partnership Award: The Centre for Mental Health and Addictions (CAMH)/Youth Wellness Hubs of Ontario (YWHO)

**DR. JO HENDERSON** is the Executive Director of the Youth Wellness Hubs of Ontario (YWHO) at the Centre for Mental Health and Addictions (CAMH). Since 2017 CAMH/YWHO has been a partner agency of Yorktown Family Services (YFS). In 2020, YFS was recognized as a member of the YWHO network and the lead YWHO agency in West Toronto. As a long-term partner of the YWHO, YFS receives funding, backbone support, and investment in the ongoing implementation of the YWHO model of providing care at Yorktown's West Toronto Youth Wellness Hub (WTYWH).

Dr. Henderson, CEO is accepting the Yorktown Community Partnership on behalf of the YWHO and for their endless advocacy work on a provincial level. Dr. Henderson's introduction of the YWHO model of care has improved youth access to mental health care, primary health care, and social services providing seamless, barrier-free services for youth across the province. The YWHO model consists of a network of diverse community partners, stakeholders, and institutions providing integrated services.

To date, through their dedication, Dr. Henderson's leadership has grown the YWHO network to include 27 member agencies across Ontario. Dr. Henderson recognizes the value that local community service provides, promotes youth and family engagement on all levels of service provision, seeks stories and narratives from the community to embrace the diversity of experiences of different youth groups, and demonstrates conviction in the importance of timely response to youth mental health issues.

Thank you, Dr. Henderson, for being a stellar leader in bringing communities together, integrating systems, and promoting positive collaboration among service providers across sectors to meet the mental health, primary health, and social service needs of our youth.

## My Wellness Passport @Yorktown Family Services Powered by YWHO



**MY WELLNESS PASSPORT (MWP)** is Youth Wellness Hubs Ontario's integrated data collection platform that hosts a suite of clinical tools and assessments that youth complete to inform Measurement-based Care, one of the core components of the YWHO Model. It allows local hub sites, like Yorktown's West Toronto Youth Wellness Hub to collect meaningful and relevant data from youth about their service needs, goals, experiences, and outcomes.

Measurement-based Care (MBC) is the systematic evaluation of symptoms before or during a clinical service visit. Results help inform decision-making about treatment for youth. Yorktown was one of 10 additional lead sites selected to implement MWP. The expansion of MWP to 10 lead sites was made possible thanks to support from the Bell-Graham Boeckh Foundation Partnership, Balsam Foundation, and Medavie Health Foundation. In 2023/24 Yorktown implemented the MWP data collection platform and tools and began to apply measurement-based care within mental health and wellness services for youth aged 12 to 25 years.

# Diversity, Equity, Inclusion & Anti-Racism: Investment from Ontario Trillium Foundation

**ON JANUARY 18TH, 2024**, MPP Michael Ford and MPP Robin Martin were at the West Toronto Youth Wellness Hub to hear how a \$150,000 grant from the Ontario Trillium Foundation (OTF) has impacted Yorktown Family Services. Funds from the grant went towards several projects including the implementation of Yorktown's Diversity, Equity, Inclusion, & Anti-Racism Council (DEI&AR). One of the primary objectives of the DEI&AR council is to create an action plan and the continual integration of DEI&AR principles into the fabric of Yorktown's culture. "York South-Weston is a diverse and ever-growing community," said Michael Ford, MPP for York South-Weston. "The funding through this grant stream will help Yorktown continue to do fantastic work, drive positive change, build stronger, more inclusive communities, and support the children, youth, and families they serve. I look forward to seeing Yorktown help our community prosper." "I am pleased that Yorktown, a long-standing community resource in Eglinton-Lawrence, will be able to better serve members of local vulnerable and marginalized communities as a result of the (OTF) Resilient Communities Fund," said Robin Martin, MPP for Eglinton-Lawrence. This critical investment is shaping the future of Yorktown's organizational culture. A call-out was made to recruit staff, managers, and directors to volunteer their leadership in guiding the commitment to DEI&AR. A total of 12 members stepped up. All share a deep passion for issues of DEI&AR, a deep reverence for each other, and a hope of inspiring positive change for Yorktown and the communities that we serve.

The DEI&AR Committee is developing comprehensive Terms of Reference to foster effective working relationships across the agency, with the ultimate goal of enhancing outcomes for our clients, their families, and our staff. Additionally, the committee has organized agency-wide training on DEI&AR.



Yorktown representatives welcome MPP Ford and Martin to the West Toronto Youth Wellness Hub

## Truth and Reconciliation

**YORKTOWN'S TRUTH AND RECONCILIATION (T&R) COMMITTEE** expanded Indigenous awareness throughout the agency. What started as a group of interested individuals sharing ideas and brainstorming became a committee formulating a strategy for shaping the future of T&R education and awareness at Yorktown. The committee has recruited new members, strengthening its efforts to align the agency with the Truth and Reconciliation Commission of Canada's Calls to Action. Progress toward this goal is steadily gaining momentum.

The committee launched a Yorktown T&R newsletter to provide committee updates, community events that staff could participate in, and links to resources for self-education. The committee hosted lunch-and-learns for all staff to take part in.

Yorktown's Truth and Reconciliation Committee identified the following key objectives:

- 1) Ongoing action and commitment to Truth and Reconciliation within the agency and engaging Indigenous child welfare and youth organizations in the community
- 2) Create an agency-wide Land Acknowledgement
- 3) Indigenous Awareness Training and specialized-topic training for staff, such as, Indigenous Harm Reduction and Indigenous Cultural Sensitivity Training
- 4) Increased awareness of Indigenous community events and opportunities

## Mandy's Story

**ELIANA GEORGIU, RESIDENT WOMEN'S ADVOCATE WORKER**, started her shift at the Yorktown Family Services women's shelter expecting the arrival of a new resident on this particular fall day in 2023.

Mandy\* and her three-year-old daughter Tina\*, and 15-year-old son Max\*, arrived at the shelter after seeking services in a downtown Violence Against Women services agency that connected them to Yorktown. "Space that could accommodate a Mom with a young child and

older son had just become available that day and I helped get the rooms in order for them," says Eliana.

Yorktown's shelter is one of a few shelters that is able to accommodate male youth, up to the age of 18. The shelter was remodeled to have this option available several years ago as many teen boys would otherwise be separated from their mothers and siblings. Due to the remodeling, Max was able to stay at Yorktown's shelter with his mother and sister.

"When the family arrived, it was clear that Mandy was worn down, emotionally beaten up--it was like her spirit was almost broken," says Eliana. Charles, Mandy's husband, had sponsored Mandy and their daughter Tina, to come to Canada from Cambodia two years ago. Charles

was also from Cambodia but had been in Canada for many years. He spoke English fluently and knew Toronto very well. He also had friends and family here. Mandy did not know English and knew very little of this new country. She had only her young daughter; and a husband who was turning out to be a "wolf in sheep's clothing," as Mandy shared with Eliana through an interpreter.

Charles had promised Mandy a better life in Canada. She had been a teacher in Cambodia and he knew how much it meant to her that her children should have a good education. Charles agreed to assist Mandy in sponsoring her son Max, who was from her previous marriage, to come to Canada. It was soon after this got underway that Charles began to control every aspect of Mandy's life and the biggest threat he held over her was to sabotage her sponsorship of Max. His abuse began to escalate; keeping her on her guard at all times and emotionally tormenting her. One evening, as the family was driving north of the city, Charles stopped the car and forced Mandy to get out. Terrified and in tears, not knowing where she was, Mandy feared not only for herself but for her daughter who was sobbing in the back seat as the car drove away. This type of emotional abuse continued for the next year while Mandy, living on a razor's edge, prayed that Charles would not undermine her sponsorship of Max.

Mandy could hardly believe it when Max arrived. She was so happy to be reunited with her son—however, the joy was short-lived as Charles immediately turned his abuse toward Max.

"Mandy was resolute that she would not allow Charles to treat Max in such an abominable way," shares Eliana. "And there was a 'lucky break'—two weeks after Max arrived, Charles had to go back to Cambodia for a few weeks. Mandy did not squander the opportunity; she packed up her children and sought refuge. This is what brought them to Yorktown; it was thanks to a lucky break. I do believe that this family has survived as a result of Mandy's fortitude and perseverance," says Eliana.

Mandy has enrolled in ESL classes--she is enjoying her course and is making great progress. Tina was thought to have a learning disability, but it became clear that she needed treatment for emotional trauma and is now doing well. Max is adjusting to this new country and endures



Max, Tina, and Mandy\*

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

Mandy's vigilance in ensuring he gives his all to his school work with a dry sense of humour. Mandy has been able to secure a lawyer to help her with her family law custody orders. She applied for special priority housing and is waiting to get an offer; hopefully soon. Mandy says she is so thankful for Yorktown's shelter and the workers. She stated she "would be lost without the support that she, Tina, and Max have received" as she continues to shape a better future for herself and her children.

## Community Partnership Award: Shoppers Foundation for Women's Health and Associates Supporting Yorktown's Violence Against Women Programs and Services

**SHOPPERS FOUNDATION FOR WOMEN'S HEALTH™ (SFWH)** – the charitable arm of Shoppers Drug Mart – is committed to helping Canadian women lead healthier lives by making care more equitable and accessible.

Every fall, SFWH runs the Giving Shelter National Fundraising and Awareness Campaign to support Violence Against Women (VAW) agencies, enabling them to continue to improve access to care. The Giving Shelter campaign also aims to increase awareness of the health equity gap and women's unique health needs and support critical women's health research and innovation. Funds donated in-store or online at shoppersfoundation.ca go directly to VAW shelters and programs.

In 2023 from September 9 to October 6, 2023, sixteen Shoppers Drug Mart Associates raised almost \$35,000 at their 22 stores! These proceeds were designated to Yorktown Family Services' VAW shelter, programs, and services!

We are pleased to recognize the Shoppers Foundation for Women's Health and the Shoppers Drug Mart Associates for their commitment to helping Canadian women lead healthier lives!

Yorktown's Violence Against Women's shelter provides a safe-haven for women, many with children, who are survivors of 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 be equipped to move on to new lives.



The funds raised through the Giving Shelter Campaign support Yorktown to continue to provide emergency shelter for women and children transitioning from lives of violence and abuse, outreach to women in the community experiencing abuse, and counselling and connection to resources and programs that will enable them to rebuild their lives and shape a future for themselves.

We thank the Shoppers Foundation for Women's Health and the incredible Shoppers Drug Mart Associates for their continued investment in Yorktown and the women and children we serve.

Shoppers Foundation for Women's Health will invest \$50M by 2026 to shape the future of women's health by addressing some of the most pressing health inequities facing women, including lack of representation in health research, barriers to accessing mental healthcare, and the urgent consequences women disproportionately face due to poverty and domestic violence.

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 are survivors of violence and to the healthy development of their children.

**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.*

## Staff Award of Excellence: Ahmed Jama

**AHMED JAMA**, this year's Staff Award of Excellence recipient, was first connected with Yorktown Family Services over 11 years ago. As a Youth Outreach Worker (YOW) at the Rexdale Community Health Centre, Ahmed attended monthly meetings led by Yorktown for the West Toronto YOW Network. Ahmed was consistently drawn to the culture and the dedicated Yorktown staff with which he interacted. He admired the holistic approach Yorktown takes in addressing not only the immediate needs of clients but the underlying challenges they face.

In 2020 Yorktown launched the new specialized Estimated Time of Arrival (ETA Program), a rapid response, integrated care, and interdisciplinary approach to support youth, young adults, and adults away from hate and extremist-based violence. The ETA program was recruiting for an Engagement and Intervention Worker and though Ahmed recognized that this was a challenging role he was compelled to pursue the opportunity. The ETA program employs a biopsychosocial approach using evidence-informed and evidence-based practices. Although this was a new area of work for Ahmed his previous experience assisting clients in similar situations prepared him to take on this challenging and emotionally demanding role.

"My career at Yorktown has been both challenging and incredibly rewarding," says Ahmed. He started as an ETA Engagement and Intervention Worker as the COVID lockdowns began. As the program grew, his role transitioned to ETA Ontario Program Coordinator, where he would contribute to the design and implementation of serving clients throughout Ontario.

Ahmed believes "Shaping the Future" is central to everything we do at Yorktown. By inspiring children and youth we help clients build lasting solutions for their lives. Clients are connected to basic needs and beyond. They are supported in building skills that empower them to take agency over their future. At Yorktown, shaping the future means continuous innovation of services and responding to the evolving needs of the communities we serve.

Ahmed contributes to shaping a positive and inclusive culture at Yorktown as a member of the Diversity, Equity, Inclusion, and Anti-Racism Council implemented in 2022/23. He is also on the Joint Health and Safety Committee to be proactive, prevent harm, and improve health and wellness for staff and colleagues. On an international level, Ahmed represents Canada as a core member of a G7 working group focused on "Protecting the Protectors". Ahmed's objectives are to prepare the next generation of frontline practitioners of the harms/risks that they may face and informing them of Evidence-based best practices to mitigate those harms. Knowledge transfer is key in shaping our future; which is why in the Fall of 2024 Ahmed will be presenting his "Protecting the Protectors" approach at the Eradicate Hate Global Summit held in Pittsburgh.



Ahmed Jama

For Ahmed, “Excellence” is bringing integrity, empathy and his authentic genuine self each and every day. “I ensure that every client I interact with receives the best version of myself each day. In the ETA program, trust and competency are crucial; I strive to make clients feel valued, supported, and heard. By going the extra mile—whether it’s meeting clients in their communities, visiting them in correctional facilities, or testifying in court on their behalf—I aim to be more than just a service provider; I want to be a true partner in their journey of moving away from violence and hate.”

Ahmed shares that he feels awesome, humbled and honored to be recognized for his often behind the scenes contributions. “It truly means a lot to me to see that my efforts are valued. However, I recognize that none of this would be possible without the incredible support of the ETA Team—thank you! Our ability to persevere through the challenges we face speaks volumes about the remarkable staff at Yorktown. Together, WE are all Excellence!”

## Tributes from Ahmed’s Colleagues:

*Ahmed is an exceptional engagement worker. He is adept at overcoming barriers to build effective relationships with clients, particularly those who have historically not been successful with social services. From long drives, unplanned text conversations, or even online game forums, Ahmed models excellence in his engagement style.*

— Andrew McKenzie – Manager of ETA and Clinical Development

*Ahmed shows up with a smile and a positive attitude while always speaking up and suggesting new strategies to better the work we do at Yorktown. He is a terrific colleague and incredibly hard worker. He pushes himself to excellence and supports his co-workers in the work they do.*

— Zohra Tasci – Senior Trauma Therapist

*Overall, Ahmed, as a staff member and human is inspiring. He goes above and beyond to ensure what’s best for the agency and clients. He is approachable, considerate, strong, and kind. He genuinely cares about his team, the agency, and of course, the clients. His passion is infectious. He is always smiling and positive which inspires the rest of us.*

— Sara Francavilla - ETA Engagement & Intervention Support Worker

*Like most programs at Yorktown, the ETA team works with situations that have elevated complexity and require a specialized care intervention. This requires staff to engage in creative ways, be therapeutically consistent, and see the people we work with as a priority. Ahmed exemplifies this position. Ahmed is a leader in his field not only locally but nationally. The threat of targeted violence is real for our communities and Ahmed is committed to helping people disengage.*

— David O'Brien – Director of Mental Health

*Ahmed’s ability to engage with clients, partners, and program staff goes beyond the ordinary. His passion, creativity, and unwavering commitment to everything he does makes him a very special and valued member of the ETA Team.*

— Abokar Mohamed – Manager of Client and Community Engagement

Growing With Grief (GWG) is completely unfunded. Yorktown begins each year fundraising to cover the cost of the GWG program. The quest for sustained funding for this critical program is on-going.

## The Growing With Grief Program

**WHEN FAMILIES EXPERIENCE THE DEATH OF A LOVED ONE**, it can lead to increased stress, financial barriers, and isolation and the impact of these complexities on the grief process must be addressed concurrently. As an accredited mental health agency, Yorktown is uniquely equipped to deliver specialized grief and bereavement therapy, support families in building community with other grieving families, and support clients in addressing complexities they are facing. A primary objective of Growing With Grief (GWG) is to remove the barriers to healthy grieving and provide a safe space and supportive environment for participants to communicate their grief.

GWG provides responsive and dynamic interventions supporting and engaging children, youth, young adults, and their families who have experienced the death of a sibling or caregiver. GWG uses integrated evidence-informed and evidence-based psycho-social interventions to support healing, growth, and self-expression. Additionally, the GWG Youth Advisory Council (YAC) offers their unique perspectives to inform GWG programming.

Some of our clients share their stories:

*— I was struggling to find grief support for my 8-year-old daughter when her father passed away in 2021, and it felt like an overwhelming, lonely journey. However, when we discovered the right place— Yorktown Family Services--it truly transformed our lives. Finding a community that understood our pain and shared similar struggles made us feel less alone in our grief journey. — GWG Client*

*— Growing With Grief truly transformed our lives. Finding a community that understood our pain and shared similar struggles made us feel less alone in our grief journey. The counsellors at the wonderful Yorktown Family Services were indispensable in helping us work through our tough feelings and emotions. They provided us with unwavering support and endless patience, guiding us through the darkest moments of our lives. The family nights, movie nights, and outdoor group counselling had a profound impact on us. These events not only brought us closer as a family, they helped us connect with others who were experiencing the same kind of pain and loss. We are immensely grateful for the healing and solace Growing With Grief has brought to our lives. — GWG Client*

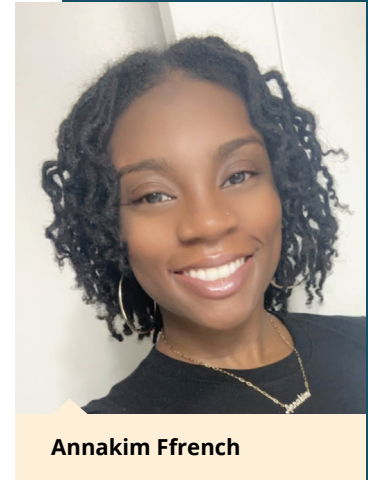


Catherine,  
Growing With Grief  
Youth Group participant

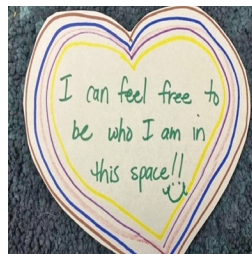
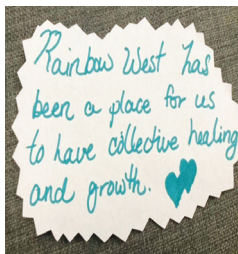
*— I lost my mother to cancer when I was 18 years old. When you're 18, and freshly out of high school, it feels like your life is just beginning, but when my mom died, I felt like my world did too. I couldn't relate to peers my own age anymore - I no longer carried the same optimism that they did. I didn't understand how people could experience loss and grief and go on about life, until I joined the Growing With Grief Youth Group. I finally felt like I wasn't the only person my age feeling this isolated, I now had peers my age who I could connect with and relate to. I finally found hope again. Grief is so isolating, which is frustrating because every human being will experience grief in their life, the only question is when. The grief community is so important, I cannot express enough how important it is to provide space for children and youth who are grieving. — Catherine, GWG Youth Group Client*

# Rainbow West Program

**OFFERED AT YORKTOWN'S WEST TORONTO YOUTH WELLNESS HUB** located at the Jane Street Hub, the Rainbow West program is dedicated to 2SLGBTQ+ youth ages 12- 29 years. Rainbow West provides access to mental health supports designed to respond to the unique needs in an inclusive, safe, and welcoming environment for youth who identify as queer/trans. Youth can engage in drop-in programming, mental health services, youth-led initiatives, and inform program activities. Rainbow West is partially funded by the City of Toronto.



Annakim Ffrench



# 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.

This year we are honouring Ceeane Vargas as the successful recipient of the 2023/24 Linda Sumner Youth Development Award!

Ceeane is a 20-year-old newcomer to Canada who first reached out to the Rainbow West Program's Instagram page expressing an interest in attending program to connect with other 2SLGBTQ+ youth in Toronto's West End.

Having experienced many adversities since coming to Canada, Ceeane was initially anxious about attending her first Rainbow West session. However, she soon warmed up to the program, stepped out of her comfort zone, and began building connections with other participants.

Ceeane showed tremendous leadership in volunteering for Rainbow West for Participant Workshop Month, Queer Black History Month, and Pride Month. For the participant workshop and Pride event, Ceeane showcased her talents by creating and performing an interactive workshop on the trans history in the Philippines. Ceeane has a huge passion for art and education, and is currently working on a comic book, and intends to start a video channel to create accessible educational videos.

Ceeane will use part of her \$300 grant to buy art supplies such as a big sketchbook and a microphone to help with her video channel. The remainder of the grant will go toward school supplies and books. She is currently working towards her degree to become an Occupational Therapist.

We wish Ceeane the best of luck in her artistic and educational endeavours! Congratulations on being this year's grant recipient!

*As Community Development Officer, Youth Equity and Violence Prevention at the City of Toronto my goal is to ensure that the social service needs of communities are being met and that we are addressing gaps in services and funding. The City of Toronto supports the Rainbow West Program in recognition of the value it brings to 2SLGBTQ+ members of our communities.*

— Annakim Ffrench



## 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 towards a health and wellness goal, or to help with transitional expenses such as returning to school, updating credentials or, advancing a career goal.

This year's award recipient, Julia\*, is a new mom who is staying at our VAWS shelter with her infant son. Yorktown Family Services' shelter, staffed 24 hours a day by a multilingual and multicultural team, provides a safe and secure haven for women like Julia where they can rebuild their lives after fleeing an abusive relationship.

Julia was nominated by Eliana Georgiou, Child Advocate Worker, and Jeryl George, VAWS Counsellor, who were both inspired by Julia's commitment to pursue a higher education.

"The costs associated with being a single mother and a post-secondary school student can be stressful," shares Eliana. "This grant can help cover some of the costs for school supplies, transportation, and even some baby or self-care needs. Being less stressed will mean being a more focused student which will help her prosper in her future career."

Julia is registered to start a post-secondary program in January of 2025. All of us at Yorktown wish Julia the best of luck in her future studies!

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

## The 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 2023/24 Karen Hutchinson Memorial Award is presented to Eliana Georgiou, Resident Women Advocate Worker from the Violence Against Women Services, Shelter Program. Eliana has been working with women impacted by domestic violence at Yorktown since 2022 and has been a positive advocate for families within the agency and in the community. Eliana is well-known at the shelter for approaching her work with energy, enthusiasm and a sense of humour.

"Eliana sacrifices a lot of her personal time to support her clients, and suggests and implements creative solutions to solve complicated situations," writes Maria, her fellow Child Advocate Worker. "Eliana has a natural enthusiasm and energy that she brings to her daily work routine. This is reflected in interactions with the children and families staying at the shelter, her engagement in various committees and work events, and how she supports her colleagues."

We extend a heartfelt appreciation to Eliana for all she does as a valued member of the Violence Against Women Services team at Yorktown. Congratulations, Eliana, on this well-deserved recognition!



Eliana Georgiou

## Spirit of Giving Award

**THE SPIRIT OF GIVING AWARD** is presented by Yorktown Family Services every year to an exceptional individual who demonstrates the spirit of volunteerism and champions the work that we do. Recipients are volunteers, advocates, and contributors who show a high level of commitment and reliability and demonstrate the agency's values and vision.

Every Summer for the past six years our Violence Against Women Services shelter site has been celebrating an Annual Summer Fun Day, a full-day event with delicious food, fun games, and interactive activities for the women and children staying at our shelter. The event features a dress-up booth, face painting, water games, and the always highly anticipated -- bouncy castle!

The event's success reached new heights thanks to the generosity of community member James McFarlane from "Funnel Cake Dream". For the past three years, James has donated his services and treated shelter clients to a delectable array of funnel cakes for free. James feels that the delight on the faces of adults and children as they experience their chosen treats is truly priceless! The children especially enjoyed the treat, exclaiming that "My belly is very happy" and "Best funnel cake ever!"

James shared that as a child he stayed at a shelter with his mom. "James experienced marginalization at a young age and could have chosen to forget. Instead, he is committed to giving back by bringing a delightful experience to the women and children staying at our shelter. We're very grateful to James for bringing so much joy to our residents!" shares Gabbey Dessye, Director of Violence Against Women Services. Gabbey nominated James for this year's Spirit of Giving Award after being thoroughly impressed with his generosity and humble spirit.

Congratulations to James and Funnel Cake Dream on receiving the Spirit of Giving Award for 2023/24. We look forward to Summer Fun Day 2025!



The humble and generous, James MacFarlane

## Flat Iron Building Group: WhereHouse Party Fundraiser!

**ON JUNE, 1ST, 2023**, Flat Iron Building Group Inc., held their second annual "WhereHouse Party" fundraiser. This year's beneficiaries included Yorktown Family Services and Shelter Movers. Key objectives of the event included bringing awareness to gender-based violence and connecting Flat Iron's networks to support the programs and services of the two charities.

The second annual 2023 WhereHouse event was held at Flat Iron's warehouse in West Toronto. With the support of over 300 of Flat Iron Building Group's friends, colleagues, sponsors, and Yorktown's and Shelter Movers' supporters the WhereHouse Event raised over \$150,000! "We were pleased with the turnout and the show of support for two incredible organizations that provide essential services to at-risk and underserved families within our community", says Dan Demonte, CEO & Partner, Flat Iron Building Group Inc.

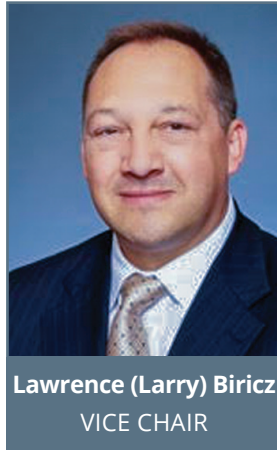
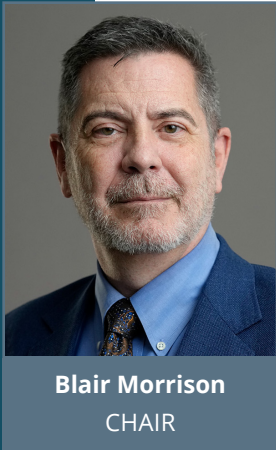
Yorktown Family Services extends our deepest appreciation to Flat Iron Building Group Inc. and WhereHouse 2023 sponsors, attendees, and supporters for joining in this memorable event. The success of WhereHouse 2023 is a testament to the collective commitment to giving back and making a positive difference!



Anyone can say they believe in change. The real progress happens through the actions you take, and by being bold instead of doing what's easy  
— Flat Iron Building Group

**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 2022/23 fiscal year.

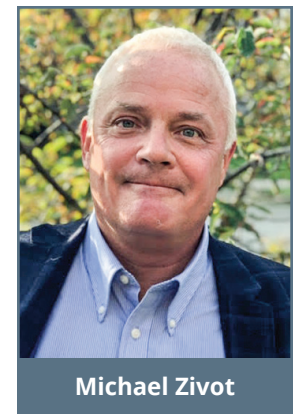
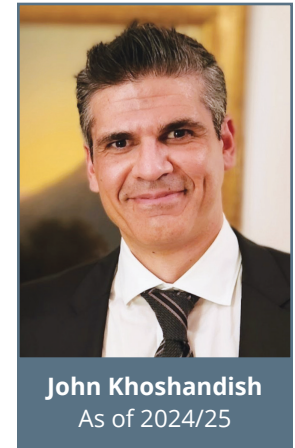
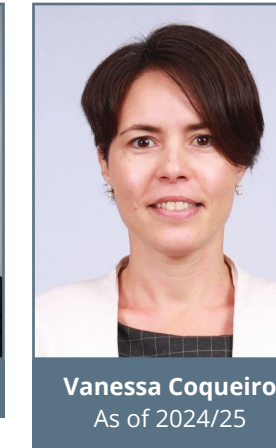
### Board Executive



### Directors



### Directors Continued





# About Yorktown

## GOVERNANCE STRUCTURE

Yorktown Family Services' volunteer Board of Directors plays a vital and inspiring role in advancing our mission of strengthening the health and well-being of individuals and families to create positive change in their lives. These dedicated leaders bring their time, expertise, and passion to ensure we stay true to our purpose and achieve meaningful impact for those we serve. Through various committees—including Finance, Development, Long-Term Planning and Property, Recruitment, and more—the Board oversees specific areas of governance. They ensure that our strategic objectives are met while providing valuable expertise and guidance. Additionally, they champion our programs, drive fundraising efforts, and leverage their personal networks to expand our reach. While the Board provides essential stewardship, they delegate the implementation of policies and the day-to-day operations of the organization to management. Their energy, commitment, and heart are evident in every decision they make, strengthening our organization and enhancing our ability to serve our communities more effectively.

## 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 fulfill 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

Yorktown Family Services' Board of Directors continues their commitment 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 provides support 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-focused organizations, institutions, and networks. It is an initiative under Innovation, Science, and Economic Development Canada (ISED).

As of September Oct. 4, 2024, Yorktown was one of 2,678 organizations to commit to the 50 - 30 Challenge.

## Financial Statement Summary

Statement of Operations for the Year Ended March 31, 2024

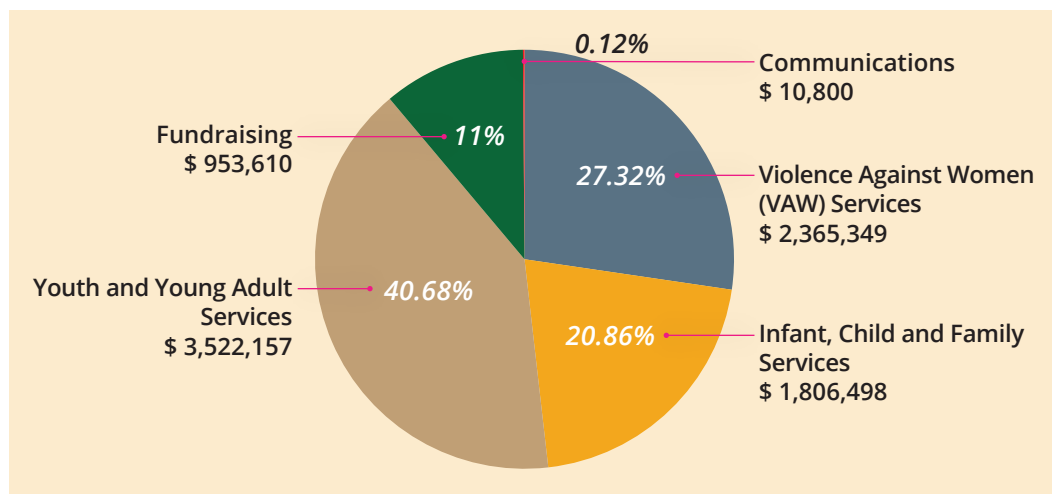
### YORKTOWN FAMILY SERVICES

	2024	2023	2022	
<b>REVENUE</b>	Government Funding	\$5,993,600	\$5,007,408	\$4,935,071
	Non-Government Funding	1,542,076	1,231,664	755,095
	Donations and fundraising	1,122,738	1,147,543	862,162
	<u>\$8,658,414</u>	<u>\$7,386,615</u>	<u>6,552,328</u>	

<b>EXPENSES</b>	Personnel	\$6,377,484	\$5,351,797	4,845,886
	Program and operations	1,534,148	1,188,853	900,401
	Occupancy costs	547,783	477,483	443,465
	Administrations, communications and development	98,458	221,984	232,284
	<u>\$8,557,873</u>	<u>\$7,240,117</u>	<u>6,422,036</u>	

<b>EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR</b>	100,541	146,498	130,292
Net Assets, beginning of year	1,197,854	1,051,356	921,064
Net Assets, end of year	<u>\$1,298,395</u>	<u>\$1,197,854</u>	<u>\$1,051,356</u>

### FINANCIAL SOURCE 2023/24



# Yorktown Family Services Strategic Plan

**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: \$ 2,365,349

Shelter Services

Transitional and Housing Support Program

Women and Communities Against Violence Program (WACAV)

Child Witness Program

CCAS and VAW Co-Location Project

**Infant, Child and Family Services**

Budget: \$ 1,806,498

Rapid Access Therapy

Counselling Services

Grief and Bereavement

Parenting Programs

Urban Tele-Mental Health Psychiatry Services

Child Welfare Diversion Programs

Community Violence Prevention Programs

**Youth and Young Adult Services**

Budget: \$ 3,522,157

Rapid Access Therapy

Care Navigation Services

2SLGBTQ+ Peer Support

Youth Outreach

Youth Mentorship

Community Crisis Services

Violence and Risk Prevention

Black Lives Accessing Care (BLAC) Program

Community Healing Project

Youth Justice Program

**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**

*Ongoing innovation and knowledge-sharing at organizational and systems levels utilizing evidence-based practices, evaluation, and anti-oppressive practices.*

**Partnerships and Advocacy**

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



## Community Partners, Funders, Donors, and Supporters

▶ Abiona Centre ▶ Abrigo ▶ Albion Boys and Girls Club ▶ Albion Neighbourhood Services ▶ Alice & Murray Maitland Foundation ▶ American University Washington D.C ▶ Assaulted Women's Helpline ▶ Bevcon Construction & Paving LTD ▶ Biricz Taylor Investments Inc. ▶ C.B. Powell Foundation ▶ Calligaro Tile ▶ CAMH ▶ CanadaHelps ▶ Canadian Mental Health Association Toronto (CMHA) ▶ Canadian Practitioners Network for the Prevention of Radicalization and Extremist Violence ▶ Capitalize for Kids Foundation ▶ Caribbean African Canadian Social Services (CAFCAN) ▶ Catherine & Maxwell Meighen Foundation ▶ Catholic Children's Aid Society ▶ Central Toronto Youth Services ▶ Centre francophone de Toronto ▶ Child Development Institute ▶ Child Welfare/Violence Against Women Collaboration Advisory ▶ Christine Woods Grant Fund ▶ CHUM Charitable Foundation ▶ CIBC Capital Markets ▶ City of Toronto ▶ Clear Health Benefits Inc. ▶ CMS Group ▶ Community Progress Council ▶ Counterpoint Counselling and Educational Cooperative ▶ Dawson Family Sharing Foundation ▶ Dolphin Gaming ▶ Ernestine's Women's Shelter ▶ Flat Iron ▶ Flowers by Laura Tacconelli ▶ FoodShare Toronto ▶ For Youth Initiative ▶ Frederick and Douglas Dickson Memorial Foundation ▶ Fronstream Inc. ▶ Funnel Cake Dream ▶ Garrison Creek - Family Health Team with Toronto Western Hospital ▶ George Hull Centre for Children & Families ▶ Global Affairs Canada ▶ Gordon and Ruth Gooder Charitable Foundation ▶ Gordon Good Service ▶ GPM Property Management Inc. ▶ HJ Alexander Public School ▶ Hodgson Family Foundation ▶ Holland Bloorview Kids Rehabilitation Hospital ▶ Horizon Mechanical ▶ Humber River Health ▶ Humberview Group ▶ Innovative Rhythm Dance Studios ▶ J.P. Bickell Foundation ▶ Jackman Foundation ▶ Jane and Finch Family Centre ▶ LAMP Community Health Centre ▶ LiUNA Local 183 ▶ Lumenus Community Services ▶ MacMurray Foundation Inc. ▶ Maxan Interior Systems ▶ McIntosh Perry ▶ Media Smarts ▶ Mentor Technologies Inc. ▶ METRAC ▶ Miik Inc. ▶ Ministry of Children, Community, and Social Services ▶ Ministry of Health and Long Term Care ▶ Ministry of Health Promotion ▶ Ministry of Housing ▶ Moonshot ▶ Na'amat Canada ▶ Native Child and Family Services of Toronto ▶ 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 Charitable Gaming Association ▶ 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 ▶ Paypal Giving Fund Canada ▶ Peel Regional Police ▶ Peel Police and York Regional Police Organization for the Prevention of Violence ▶ Public Health Ontario ▶ Public Safety Canada ▶ Rainbow Songs Foundation ▶ RBC Foundation ▶ RBC PSI ▶ RBN Contracting ▶ ReBoutique ▶ Reconnect Community Health Services ▶ Rexdale Community Health Centre ▶ Robert Kerr Foundation ▶ Rogers Communications ▶ Ros-Bay Developments ▶ Royal Canadian Mounted Police ▶ Royal LePage Shelter Foundation ▶ RPIA ▶ Ryerson University ▶ Santa Comes to Bay Street ▶ The Schulich Foundation ▶ Segal GCSE ▶ Seneca College ▶ Shelter Movers ▶ Shields O'Donnell Mackillop ▶ Shoppers Foundation for Women's Health ▶ Somali Women and Children's Support Network ▶ SOS General Contracting LTD ▶ St. John the Evangelist Catholic School ▶ St.Andrew's Charitable Foundation ▶ Stella's Place ▶ Strides Toronto ▶ Symmetry Drywall ▶ System Core Computer Inc. ▶ TACC Construction LTD ▶ TD Bank Financial Group ▶ TD Underwriting

Hope Fund ▶ TELUS Community Ambassadors ▶ Temerty Foundation ▶ The 519 ▶ The Bickell-Wilder Foundation ▶ The Centre for Addiction and Mental Health (CAMH) ▶ The Coffey Family Foundation ▶ The Community Place Hub ▶ The Floral Studio By Fiori B ▶ The Graham Burton Foundation ▶ The Hawkey Family Charitable Fund ▶ The Henry White Kinnear Foundation ▶ The Hospital for Sick Children ▶ The Hyclan Foundation ▶ The Macaulay Child Development Centre ▶ The McLean Foundation ▶ The Norman Black Foundation ▶ The Printing House ▶ Toronto Catholic District School Board ▶ Toronto Civic Employees' Union Local 416 ▶ Toronto Community Housing Corporation ▶ Toronto District School Board ▶ Toronto Employment and Social Services ▶ Toronto Partners Inc ▶ Toronto Police Service ▶ Toronto Public Health ▶ Toronto Public Library - Albion, Maria A Shchuka and Weston Public Library ▶ Traquair Family Foundation ▶ UNIFOR Social Justice Fund ▶ Unison Health and Community Services ▶ United Way British Columbia ▶ United Way Greater Toronto ▶ University of Toronto ▶ Vancouver Foundation ▶ West Eglinton Medical Centre ▶ Weston Golf and Country Club ▶ Weston Public Library ▶ Women's Habitat ▶ Women's Shelters Canada ▶ York University ▶ Youth Without Shelter ▶ YouthLink ▶ YWCA USA

## Individual Donors and Supporters

▶ Maher Abdel-Malik ▶ Dr. Ciro Adamo ▶ Rachel Albert ▶ Wilma Ammendolia ▶ Ian Anthony ▶ Debbie Lee Anthony Lucas ▶ Georgea Arana ▶ Brian Arbique ▶ Thomas Arkell ▶ Linda Armstrong ▶ Maria and Manuel Arruda ▶ Suzette Arruda-Santos ▶ Elizabeth Atkins ▶ Gene Atkinson ▶ Indira Bains ▶ Dorothy Balire ▶ Nancy Barone ▶ Andra Barr ▶ Susan Bartleman ▶ Colby Bayne ▶ Lynn Benson ▶ Nikki Bettinelli ▶ Michelle Bevan ▶ Isabella Bevilacqua ▶ Nilda Bevilacqua ▶ Romilda Bevilacqua ▶ Christine Biggar ▶ Erin Billowits ▶ Lawrence Biricz ▶ Viktoria Birkett ▶ Hope Boulay ▶ Wendy Boyd ▶ Jessica Bredschneider ▶ Helen Breslauer ▶ Diane Brooks ▶ Andrea Brown ▶ Leslie Byrnes ▶ Lynn Campbell ▶ Sadian Campbell ▶ Susan Campbell ▶ Tina Capobianco ▶ Philip Catalfamo ▶ Alexandra Chong ▶ Bernard M. Clerin ▶ Charles Coffey ▶ Katherine Compagnoni ▶ Valerie Connor ▶ Christy Cook ▶ Gord Cook ▶ Alison Cooper ▶ Dorothy Cooper ▶ Marla Cosburn ▶ Susan Hunter and Philip Cowperthwaite ▶ Rose Craske ▶ Kelly Dalton ▶ Gia DeJulio ▶ Maureen Di Sebastiano ▶ Anna Dimakos ▶ Diane Dimonte Mohan ▶ Maureen Donovan ▶ Nektarios Dounas ▶ Wayne Dowers ▶ Rosemary Draganic ▶ Kim Duffy ▶ Heidi Dunn ▶ Janice Durocher ▶ Halinka Dybka ▶ Tyrone Edwards ▶ Karen Engel ▶ Kimberley Evans ▶ Katelyn Field ▶ Marnie Fischer ▶ Susanne Fletcher ▶ Anne Foerster ▶ Arlene Fox ▶ Oksana Fuke ▶ Yvonne Fullerton ▶ Sheila Gaal ▶ Karen Galbraith ▶ Andrew Gallagher ▶ Cathy Garrido ▶ Michael Gaughan ▶ Miriam Gaum ▶ Ola George ▶ Giovanna Girolli ▶ Kathy Gordon ▶ Cathy Graham ▶ Catherine Graham ▶ Virginia Graham ▶ Catherine O'Higgins ▶ Meaghan Gray ▶ Amy Grigg ▶ Bernard Gurian ▶ Mary Hagemann ▶ Margaret Hamilton ▶ Dinah Hampson ▶ Heather Hantho ▶ Patricia Hardy ▶ Nat Harrison ▶ Jennifer Haugh ▶ Debbie Hawkey ▶ Lenore and David O. Hawkey ▶ Stephanie and David Hawkey ▶ Stephanie Hawkey ▶ Christine Hawkrigg ▶ Laurie Hay ▶ Meredith Hayward ▶ Sarah Hillyer ▶ Zenobia Homavazir ▶ Peter Howell ▶ Roma Huculak ▶ Judith Huddart ▶ Adam and Tiffany Hudson ▶ Bryn Huyer ▶ Judy Huyer ▶ Paul Huyer ▶ Stephanie Huynh ▶ Joseph and Caterina Iezzi ▶ Richard Jaekel ▶ Colleen and Brian Johnston ▶ Jolanta Kedzierski ▶ Emily Kelusky ▶ Denyse Kirby ▶ Lisa Kirk ▶ Carolyn Koziskie ▶ Jo-Anne Kupiec ▶ Lucie Lemire ▶ Sylvia Lisi ▶ Karen Luetchford-Brown ▶ Catherine MacInnis ▶ Rita MacLean ▶ Donald MacLean ▶ Lachlan MacQuarrie ▶ Shehenaz Manji ▶ Assunta Sue Marsilli ▶ Teresa Masiliwec ▶ Anne Masson ▶ Heather McGowan ▶ Karen McKnight ▶ Murray McLaughlan ▶ Tracy McManus ▶ Allison Meserve ▶ Sonia Millar ▶ Valerie Mines ▶ Blair and Cairine Morrison ▶ Dori Mould ▶ Belinda Mulford ▶ Caroline Munshaw ▶ Richard Musson ▶ John Novak ▶ Leila Oui and Friends ▶ Rachel Olive ▶ Ngozi Onuora ▶ Debra Orton ▶ Pat Panetta Reinhardt ▶ Marcie Pappasodaro ▶ Karl Erik Parnoja ▶ MaryLou Patava ▶ Niki Pianosi ▶ Michal Pogorzelski ▶ Mary Pomanti ▶ Karen Proctor ▶ Natalie Pusateri ▶ Tara Rinomato ▶ Sarah Robertson ▶ Tina Ruso ▶ Kathryn Russell ▶ Ana Sainz ▶ Jasmine Samra ▶ Megan Sanford ▶ Angud Sangha ▶ Anna Santilli ▶ Alexandra Santos ▶ Isilda Santos ▶ Joe Santos ▶ Sara Santos ▶ Sahna Saunders ▶ Alison Schwartz ▶ Laura Sedran ▶ Christina Semler ▶ Michael Shackel ▶ Jackie Sherwood ▶ Stephanie Signorelle ▶ Barbara Slater ▶ Jonna Smith ▶ Victoria Smith ▶ Scarlett Swain ▶ Isana Takahashi ▶ Aditya Taneja ▶ Zoie Tassone ▶ Shannon Thom ▶ Sharon Turner ▶ Ula Ubani ▶ Fatima Valentim ▶ Goretti Ventura ▶ Christine Ventura Vieira ▶ Diane Vicente ▶ Milica Vukovic ▶ Pat Ward ▶ Trish Wardrop ▶ Heidi Weddel ▶ Joanne Weitzman ▶ Norma Wiens ▶ Charlene Wildridge ▶ Dawn Willabus ▶ Tracy Williams ▶ Susan Willmot ▶ Cindy Wilson ▶ Andy and Dorothy Winton ▶ Dr. Jean Wittenberg ▶ Margaret and Peter Woods ▶ Krista Wylie ▶ Lynda Wyse ▶ Maura Young ▶ Lesia Zelyk ▶ Michael Zivot



# Yorktown Family Services

## Board of Directors April 1, 2022 to March 31, 2023

Blair F. Morrison, *Chair*  
 Lawrence (Larry) Biricz, *Vice Chair*  
 Wayne Dowers, *Treasurer*  
 Thomas Arkell, *Director*  
 Diane Brooks, *Director (as of 2024/25)*  
 Susan Campbell, *Director*  
 Vanessa Coqueiro, *Director (as of 2024/25)*  
 John Khoshandish, *Director (as of 2024/25)*  
 Lachlan J. MacQuarrie, *Director*  
 Cynthia Richards, *Director*  
 Shannon Thom, *Director*  
 Michael Zivot, *Director*

## Leadership Team

Suzette Arruda-Santos, *Chief Executive Officer*  
 Angela Xu, *Director of Finance*  
 Gabbey Dessye, *Director of Violence Against Women Services*  
 Andrea Holmes, *Director of Development and Communications*  
 David O'Brien, *Director of Mental Health*  
 Mary Pomanti, *Director of Talent and Culture*

## Management Team

Karen Blake, *Manager of Community-Based Violence Prevention Programs*  
 Arold Davilmar, *Manager of Data and Program Evaluation*  
 Stasia Dias, *Talent and Culture Assistant*  
 Karlene Haughton, *Manager of Brief Services and Intake*  
 Amina Hussein, *Supervisor of Outreach and Community Engagement*  
 Sanjay Joseph, *Accountant*  
 Ronit Kasimov, *Manager of Shelter Client Services*  
 Diana Leguizamo, *Manager of Operations*  
 Andrew McKenzie, *Manager of ETA Ontario (GTA) and Clinical Development*  
 Celestina Medina, *Manager of Talent and Culture*  
 Abokar Mohamed, *Manager of Client & Community Engagement*  
 Catarina Rodrigues, *Executive Administrative Assistant*  
 Narine Sookram, *Clinical Manager*  
 Enayet Sarder, *Payroll Manager*  
 Chantal Sénéchal, *West Toronto Youth Wellness Hub Ontario Manager*

### 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 Wellness Hub

1541 Jane St.  
 Toronto, ON M9N 2R3  
 Telephone: 416-394-2424  
 Fax: 416-394-2689



@westtorontoyouthhub

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

Email: [info@yorktownfamilyservices.com](mailto:info@yorktownfamilyservices.com)



@YorktownFamilyServices  
@WestTorontoYouthHub



@YorktownFamilyServices  
@WestTorontoYouthHub



@YorktownFamily



Charitable Business Number:  
 BN 136729597 RR001

