

A close-up, sepia-toned photograph of several hands of different skin tones overlapping and supporting each other, symbolizing unity and strength.

YORKTOWN CHILD AND FAMILY CENTRE



YORKTOWN SHELTER FOR WOMEN

# Stronger Together

ANNUAL REPORT 2017/18

## OUR MISSION

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

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# STRONGER TOGETHER

**THIS PAST YEAR** was the transition year during which the former Yorktown Child and Family Centre and former Yorktown Shelter for Women prepared to merge as one, to become Yorktown Family Services. As of April 1, 2018, we are officially one agency. Also, during 2017/18, we began the implementation of our five-year strategic plan, stronger together as one organization. Our three key priorities are:

- Investing in Our Organization
- Organizational Learning and Innovation
- Partnerships and Advocacy

Fiscal 2017/18 was a planning year. Behind-the-scenes activity paved the way to advance each of the above priorities to set the stage for ground-breaking changes to come in fiscal 2018/19. These changes will not only bring immediate benefit to the women, children, youth, fathers and families in our communities, they are strategically designed to enable Yorktown to continue to respond to the needs of communities while remaining aligned with the goals and objectives of our funding partners.

**Investing in our organization** began with Yorktown's connection to a remarkably forward thinking organization, Capitalize for Kids (see page 16), that focuses on supporting children's mental health organizations through transformative change. This partnership began at an optimal time as Yorktown was focusing on enhancing efficiencies and eliminating redundant administrative tasks. Great strides were made in 2017/18 and the project will be completed in 2018/19. As a result of this project, staff time will be freed up enabling them to focus on providing a better client experience.

**Organizational learning and innovation** included the planning and ramping-up of a new model of service: The West Toronto Youth Hub, to be launched in 2018/19. What was once the Yorktown YouthSpace at the Jane St. Hub has evolved into an integrated collaborative care service delivery model. In partnership with five key partners, youth will have access to a youth mentorship program, parenting programs for young parents, mental health walk-in services for youth, psychiatric consultation through Urban Tele-Mental Health video conferencing, support for youth transitioning to adult mental health services, a pathway to ongoing/long-term counselling supports for youth over the age of 18, and ethno-centric counselling services to Somali youth ages 12-25.

**Partnerships and advocacy** have always been an area of strength for Yorktown. 2017/18 was a year of joining forces with new partners, planning new projects with existing partners, and advancing initiatives that were evolving. We have planned to enhance the recently added Urban Tele-Mental Health video conferencing program to provide professional development for our staff, in addition to psychiatric consultation to children, youth and families. This outstanding program is offered in partnership with The Hospital for Sick Children.

A breakthrough for the Violence Against Women (VAW) sector was achieved through partnership with WomanAct (see page 8), an advocacy group that has helped us achieve a significant



Scarlett Swain  
President



Suzette Arruda-Santos  
Executive Director



milestone in communication between the VAW sector and the housing sector. This development breaks down silos and barriers to communication between the two sectors, improving access to service for women and children fleeing violence.

As a partnership of networks, FOCUS Rexdale is the epitome of “stronger together”. This model ensures rapid service delivery by teams of experts to individuals in elevated acute risk situations, staving off crises. Learn more about FOCUS Rexdale on page 10.

As we review the past year in which we became stronger through our remarkable partnerships and by unifying as one larger organization, we recognize that none of the milestones achieved, none of the accomplishments, and none of the promises of great things to come for our clients and our community could have been achieved had it not been for the dedication, commitment and unwavering investment in the Yorktown culture by our outstanding staff. Dispersed throughout West Toronto, at three core locations, numerous satellite locations, and at-large in the community, reaching out to youth and connecting women to services and support, Yorktown staff are the foundation on which Yorktown Family Services stands. We extend heart-felt appreciation and admiration to the people who make Yorktown the caring, nimble, responsive, and forward-thinking organization that it is, and with them, we are ready to help West Toronto build a brighter future.



**Scarlett Swain**  
*President*



**Suzette Arruda-Santos**  
*Executive Director*



**Thank you to Louraine James, Relief Worker, who stayed behind to mind our shelter during the taking of our staff photo.**

# 2017/18 At a Glance

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## YORKTOWN CHILD AND FAMILY CENTRE

**756** at-risk youth  
were successfully  
engaged by Yorktown  
Youth Outreach  
Workers.

**2978** individuals and  
**855** families benefited from  
service at the Centre.

**53%** of clients  
came from countries other  
than Canada.

**67%** of clients were  
living in single parent  
families.

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

**2,779** youth and families  
benefitted from services offered at our West  
Toronto Youth Hub (formerly the Yorktown  
YouthSpace) at the Jane St. Hub.

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

## YORKTOWN SHELTER FOR WOMEN

**22%** of residents  
remained in the shelter for  
less than **90** days.

**38** women and  
**49** children  
received shelter.

**18%** of residents  
remained in the shelter for more than  
**1** year waiting for subsidized housing  
to become available.

**46%** of residents remained in the  
shelter for more than **7** months waiting  
for subsidized housing to become  
available.

**11,294** times a woman  
was given a safe bed free  
from violence.

An additional **212** women and  
**89** children benefitted from a wide range  
of VAW programs and services such as WACAV,  
Transitional and Housing Support,  
and Here to Help Programs.

**43%** of residents spoke or  
identified themselves as speaking a  
language other than English.



*"Because of the things I've learned through Yorktown, my personal growth hasn't stopped. The empathy and compassion I have received from the counsellors has been stupendous. I am extremely grateful that Yorktown exists."*

—Ben,  
Mindful Fathering Client

*Yorktown offers an array of programs to support the mental health and well-being of individuals and families. Our walk-in clinic provides immediate access to service when clients need it most with no wait-time. The walk-in can serve as a gateway to On-going Service, psychiatric consultation with The Hospital for Sick Children through Tele-Mental Health, an array of parenting programs, youth programs, group programs, as well as connections to resources offered by Yorktown's multitude of community service and health service partners. The journey to mental well-being can be one visit or a few visits to the walk-in, or it can include multiple services, if required. All are accessed barrier-free; there are no fees and translation services can be made available.*

## Ben, Rose, and Dana's Story

**IN MAY, 2017** Ben's\* 15 year old daughter, Rose\*, attempted suicide. "At the time I felt that she was doing this to punish me; that's how self-absorbed I was. I couldn't see past myself," recalls Ben. Ben's wife had passed away from illness three and a half years prior and Ben was on his own to parent Rose, who was 10 at the time, and Dana\*, age 6.

Since the loss of his wife, Ben was finding Rose's behaviour increasingly challenging. "I was struggling with the pain of my wife's death and I turned my attention inward. I didn't recognize that the girls were also struggling to process the pain of losing their mother," he recalls. Ben's girlfriend, Mavis\*, began living with the family and this increased the friction between Ben and his daughters. Rose, in particular, was having difficulty and was unable to cope with the emotions she was experiencing.

After her suicide attempt, Rose was hospitalized for two weeks at St. Joseph's Hospital. When she was discharged the psychiatrist recommended she, Ben and Dana all go to Yorktown's walk-in. "The doctor at St. Joseph's said that Yorktown is a really good place to go. I had never been to Yorktown but I had been to a therapist before. This was going to be different. It wasn't just for me, it was for our family this time, and it turned out this made a big difference," says Rose.

Beginning in June, the family came to the walk-in on a weekly basis. After five visits, they were assigned a dedicated counsellor, Maureen, for On-going Service which is typically 12 sessions. After seeing the family weekly for two months, Maureen recommended that another clinician be assigned to Dana. "I felt that Dana needed the opportunity to find her voice and this would be enhanced if she had her own counsellor," says Maureen. Maureen continued to see Rose and Ben, sometimes together, sometimes each individually. In the fall, Dana was assigned her own counsellor, Naszrin.

In September, Ben began attending Mindful Fathering, a 14 week program dedicated to fathers who want to build their relationship with their children. The program supports fathers to better manage their anger and aggression.

It had been suggested to Ben by two separate counsellors in the walk-in, and also by Maureen and Naszrin that he participate in Mindful Fathering. "I was offended when the first counsellor at the walk-in suggested it. It is a program for abusive fathers and I didn't take the suggestion very well. The second time, the counsellor told me that he used to facilitate Mindful Fathering. He said, 'Trust me, this will answer so many of your questions. You will do great in this program.' I started the program in September and it really, really changed me," says Ben. He adds "I feel that all this pain and the roller coaster ride that I've been





*Since 2007, over 200 fathers have completed the Mindful Fathering program and have achieved a high rate of positive outcomes. Impact in reducing anger and aggression has been demonstrated through program evaluation results. We are pleased that over the last year, Mindful Fathering has been recognized across the violence against women sector as an important intervention in keeping both women and children safe.*

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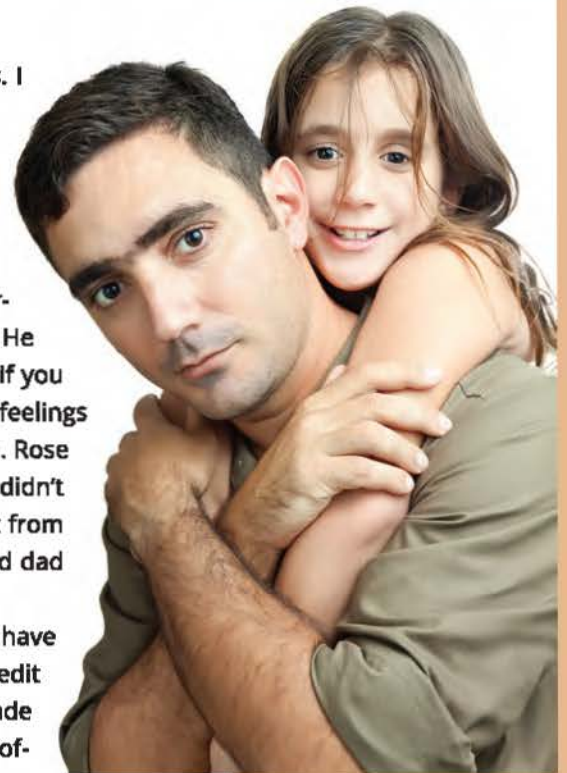
on these last 5 or 6 years is starting to make sense and I can help my kids. I can actually grow from this. This sad situation has now become somehow beautiful at the same time."

During the time that Ben participated in Mindful Fathering, he also continued to have consultations with Maureen and Naszrin, sometimes alone and sometimes with his daughters.

"When Dad started going to Mindful Fathering we began to see the difference in him. He was paying attention and watching how we reacted to him. He would tell us, 'I can't control your actions but I can control how I respond, if you are doing something that I don't like. It's not your fault if I get angry, it's my feelings and I have to control them for myself.' He became much calmer," says Dana. Rose adds, "Actually, I saw the change before he started Mindful Fathering, but I didn't trust that it was real, at first. Therapy does help. My family has grown a lot from it. My dad has changed tremendously from it. He has become a really good dad for both of us."

"It took me a good year and a half to fully absorb all this knowledge that I have gained; especially with Maureen and later on with Naz. I have to give huge credit to the Mindful Fathering facilitators, Rodrigo and Susan. Rodrigo really made an impression on me. What I learned from him influenced a big change. He offered me empathy and forgiveness for the same things. Thanks to all these people, I now have the tools that I didn't have before and I continue to use them every day," says Ben.

While attending On-going Service with Rose and Dana, Ben also attended Mindful Fathering twice, and Parenting Wisely, a parenting program designed for families who have children from ages 7 to 18 years. The family continues to utilize the skills they acquired through counselling; Yorktown's walk-in clinic is available to them should they need support at any time, in the future.



This year, Yorktown developed a partnership to expand Mindful Fathering into the United States through the YWCA in York, Pennsylvania. Yorktown will provide training, program development, and implementation support to the YWCA and start a community of practice (CoP) over the coming year.

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



*"Leaving a life of abuse is complex and nothing you have ever done has prepared you for all the things that need to be considered. When you have someone who makes you feel that you can do it, sometimes that is what makes the biggest difference. Evelyn did that for me."*

—Cynthia, Yorktown  
Transitional and  
Housing Support Client

*Yorktown's Transitional and Housing Support Program (THSP) offers support to women in the community who are experiencing abuse whether they left abusive relationships, or are considering leaving. The service is free, confidential, and interpreters can be arranged if needed. The objective of the THSP is to enable women to leave lives of abuse and begin to heal from the trauma of violence by equipping them with the skills*

## Cynthia's Story

**"ALL THAT GLITTERS IS NOT GOLD,"** was Cynthia's\* response to Joan\*, an acquaintance who remarked on what a beautiful home she had. Joan quickly and accurately read between the lines.

"When someone has experienced abuse in their relationship, they pick up on it with others," says Cynthia. "The next time I saw Joan, she discreetly provided me with Evelyn Skeete's contact information. I mentioned that I was apprehensive about disclosing things about my personal life to anyone only to be left hanging, with no solution. Joan's immediate response was, 'I guarantee that will not happen. Go see Ms. Skeete,' so I took her advice."

It took Cynthia three months to make the decision to pick up the phone and call Evelyn Skeete, Transitional and Housing Support Worker at Yorktown. "When I called Evelyn, she didn't get into trying to make an appointment with me; she just said, 'You are welcome to come right away.' I went that day and met with Evelyn who shared a lot of information with me. Evelyn never pried. I could tell she had a lot of experience working with women who have gone through similar experiences. She was extremely knowledgeable and she meant business; I knew she could help me," says Cynthia.

"Cynthia came to see me and asked a lot of questions at that first meeting, and then I didn't hear from her for almost a year," says Evelyn. Over the course of that year, Cynthia worked on creating a plan to ensure that when she left her husband with her two little girls, Jewel\* age 9 and Beth\* age 6 at the time, she would not be at risk of having to go back.

Cynthia's plan included getting a job. However, this proved to be difficult. Cynthia had been with her husband for 11 years. They had known each other previously in their home country and he convinced her to come to Canada. They built a travel business together over the years with Cynthia working from home. She couldn't use this experience on her resume, and she didn't have any references.

"I shouldn't have stayed with him as long as I did. I excused the verbal, emotional and sometimes physical abuse thinking that he was just going through something. We had our two daughters and it became clear to me that this would be life as we know it if I stayed. I didn't want this for me and certainly not for Jewel and Beth," she reflects. A friend mentioned to her that the Personal Support Worker (PSW) training program was only six months and the role was in such high demand, she was pretty much guaranteed a job. Cynthia applied for a business credit card through the travel company as she didn't have a credit rating. She used this credit card to finance the PSW course. When she was at school she forwarded the business line to her cell phone, picking up calls when she could and otherwise returning voice mails between classes.





*and knowledge to access existing resources; gain confidence and self-esteem; and become self-reliant and independent. Support and services offered include safety planning and risk assessments, transitional planning for life after abuse, assistance with subsidized housing applications, trauma counselling/therapy, referrals to other resources (legal, financial, employment, etc.), advocacy, and psychoeducation.*

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During the year after her first visit to Evelyn, Cynthia completed the PSW course, and through sheer will and determination, got an internship at a nursing home down the street from where she lived. She would pick up her girls from school and bring them back with her to finish her shift, every day. Just before she graduated, Cynthia and her two daughters moved in with a friend and at this point, Cynthia went back to see Evelyn.

"It was clear to me that Cynthia endured one more year with her husband so that she could become self-sufficient. Cynthia didn't want to rely on any external supports. I connected her to an excellent lawyer who works with many Violence Against Women (VAW) clients. The initial consultation was provided to her without charge. Subsequently, and in time, she paid all her own legal bills," says Evelyn. She adds "Cynthia was adamant about not utilizing any programs. Her intention was to never be dependant. She did relent to going on welfare for a brief time. It really wasn't a choice. It was the stepping stone toward her independence. She used the funds to finance a small basement apartment for her and her two girls." After 10 months, Cynthia gained employment with the nursing home that she had completed her internship with, part-time at first, then fulltime permanent. Within a year she was promoted to a role in the Recreation Department that she had been hoping for.

"I want to share my story because I want people to know about the services that Yorktown offers for people who are in need of help and don't know where to turn. Evelyn made me feel like I could accomplish anything. I was determined, but even with that, and all the inner strength I could muster, it wouldn't have been enough. Evelyn has a wealth of information and experience. She has incredible contacts that she can call on. She knew what I needed and when. My daughters would have grown up oppressed, without a sense of self-worth or self-esteem. The damage from physical abuse was one thing; the emotional and psychological scars took much, much longer to heal. I couldn't let my daughters live that way. Not if I could do anything to help it," says Cynthia.

"Cynthia's determination was an incredible driving force for her," says Evelyn. "It was three and a half years ago that Cynthia first came to see me, and it is remarkable what she has managed to accomplish in that time. Things don't happen over-night, but it doesn't take forever, either.



**Evelyn Skeete** has been working in Violence Against Women Services at Yorktown for the past 16 years. She holds an Assaulted Women and Children Counsellor Advocate diploma. By offering emotional support and helping women apply for subsidized housing, Evelyn enables clients to find a safe and violence-free place to call home. According to Evelyn, "I get to help women grow and move on with their lives in positive ways. We have had clients who have worked really hard to transition from being on welfare to having their own careers and being financially independent."

**On average, a woman will leave an abusive relationship seven times before she leaves for good, according to The National Domestic Violence Hotline.**





Harmy Mendoza has been the Executive Director of WomanAct for 9 years with more than 15 years of experience in the Anti-Violence field, from front-line to policy development. Harmy has been a major contributor to the development of provincial and city-wide networks with professionals in diverse industries, such as judicial, corrections, corporate and community-based organizations, to address systemic gaps and ensure effective approaches to woman abuse issues.

*For over 15 years, Yorktown's Violence Against Women's (VAW) shelter has been an active member of The Woman Abuse Council of Toronto ("WomanACT"), a policy development and planning body that coordinates an efficient and effective approach to providing services for women experiencing violence and their families. The Council is made up of senior level representatives of each of the key sectors in the community response to*

## Violence Against Women Sector and Shelter, Support and Housing Administration: Stronger Together

**WOMAN ABUSE CANNOT BE SEEN IN ISOLATION** from the social factors that increase women's risk of violence: poverty, childhood sexual abuse, mental health and addictions, discrimination and racism, lack of safe and affordable housing, poor access to education and meaningful employment. Women continue to be financially disadvantaged, making them dangerously dependent on their intimate partners or vulnerable to exploitation (Aligning our Work and Coordinating our Voices, June 22, 2015, WomanACT).

The housing crisis in Toronto has a particular impact on women and children who are fleeing abuse. In most cases, they face a compounded challenge. First, turning to a Violence Against Women (VAW) Shelter, hoping for availability in the system; and then, the quest for affordable housing so they can move on from the shelter.

VAW Shelters are intended to be temporary emergency shelters, but the length of stay is becoming protracted because of a lack of affordable housing. There is a growing list of clients whose length of stay in a VAW shelter exceeds a year. At Yorktown's VAW shelter, 46% of clients stayed longer than seven months and 18% were in the shelter for more than a year. This is on par with Toronto's statistics. In Ontario, first priority for housing is given to victims of abuse under the Special Priority Household Category. None the less, finding housing, especially affordable housing, is notoriously challenging in Toronto.

In 2018, to help mitigate the challenge of finding affordable housing, and to address the backlog of clients staying in VAW shelters, Ontario's Ministry of Housing allocated funding for the housing sector to make subsidies available. In response, the Shelter, Support and Housing Administration (SSHA), under which the centralized waiting list for subsidized housing is managed, endeavoured to create a "Portable Housing Benefit" allowance.

On behalf of the VAW sector, Harmy Mendoza, WomanACT's Executive Director, sought to ensure the opportunity to provide input into creating the most efficient plan to address the needs of VAW clients. According to Harmy, "Everyone concerned agrees that the goal is to bring a positive outcome to women and children through a plan that is well considered at its inception and draws upon best practices from past initiatives. This is the most cost-effective and efficient way of moving forward." Harmy rallied the co-chairs of the key VAW sector committees to bring their collective voice to the planning table.

Fatima Valentim, Director of Violence Against Women Services for Yorktown Family Services, is the VAW Co-chair of the Children's Aid Societies/Violence Against Women (CAS/VAW)



*woman abuse. As a coordinating body, WomanACT identifies gaps in service, supports and facilitates policy development and pilot projects, and undertakes research and actions that promote institutional and systemic change. Yorktown, WomanAct, service-providing partners to the VAW sector, and most importantly, the women and children we support collectively, are stronger together.*

Advisory Committee, and was one of five representatives that Harmy invited to provide input into the creation of the Portable Housing Benefit. “Collaboration is essential to create a plan that works for the clients that the Portable Housing Benefit was intended to help. Harmy is extremely knowledgeable about housing issues, has extensive experience in the VAW sector, and she lives and breathes collaboration. Harmy was instrumental in bringing the representatives from the VAW sector and SSHA together,” says Fatima.

Representing the VAW sector, Harmy submitted a letter to the Minister of Housing and gained the attention of City Councillors to ensure that VAW recommendations were heard.

Toronto City Council directed SSHA staff to consult with the VAW sector. These consultations took place during the spring of 2017 and provided the opportunity for both parties to reaffirm their commitment to working together towards common goals. Specifically, SSHA and the VAW sector agreed to formalize the working relationship through the development of a Memorandum of Understanding (MOU).

“The development of the MOU between the Shelter, Support and Housing Administration (SSHA) Division, at the City of Toronto, and the Ministry-funded VAW service system, is an important milestone and a step in the right direction to working more collaboratively to improve outcomes for women and children fleeing violence in their lives,” says Maja Repecki, Program Supervisor, Ministry of Children, Community and Social Services, Toronto Region.

Moving forward, members of SSHA and VAW representatives will work together on an Advisory Committee to ensure the best outcomes for initiatives impacting women and children fleeing from violence.

**The Portable Housing Benefit for Special Priority Program Housing Category (PHB-SPP) is a financial benefit payable to the applicant to help pay rent. Approximately 3,000 applicants will receive the benefit across Ontario. They are being allocated on a first-come, first-served basis to eligible applicants.**



**Violence Against Women Sector Working Group**



*"I have received some absolutely beautiful feedback from colleagues at FOCUS Rexdale regarding our Youth Outreach Worker, Haweia Ahmed, and her indispensable contributions to situations involving youth. She has been instrumental in numerous client success stories."*

—Robyn Howlett,  
Manager, West Toronto  
Youth Outreach  
Worker Network and  
Community Services

*"Situation Tables make rapid access to a full spectrum of treatment options and support services possible. It is critical to saving lives, and helping people find a pathway to hope and recovery."*

—Hon. Judy Darcy,  
Minister of Mental  
Health and Addictions of  
British Columbia

*Collaboration is the foundation on which the Situation Table model of service delivery is built and communication is its hearth. It is the profound counterpart to a siloed system. FOCUS Toronto is based on this model. FOCUS stands for Furthering Our Community by Uniting Services and exemplifies Yorktown's philosophy of collaboration. An innovative initiative led by the City of Toronto, United Way Greater Toronto, and Toronto Police*

## FOCUS = Stronger Together

**EVON SMITH, MANAGER OF FOCUS TORONTO** says, "Vulnerability is often multifaceted. Complex situations with multiple risk factors cannot be addressed by any single agency, independently." FOCUS emerged from the collective interests of the City of Toronto, United Way Greater Toronto, and Toronto Police Service in preventing crisis by utilizing a risk-driven response rather than an incident-driven response. Rapid intervention to connect those in need is supported by multiservice teams collaboratively reviewing "situations" (cases) at the same time. The approach enables organizations to be immediately responsive to acute needs in the community.

The FOCUS Rexdale Table was the first Situation Table in Ontario, launched as a pilot program in 2013. There are over 20 member agencies, each accountable to provide the support that they commit to FOCUS Rexdale. Representatives from these member agencies meet weekly to review new situations and provide status updates on open situations. Attending members can include experts from children's aid, community housing, education, mental health, police, youth outreach, probation, and youth justice; each bringing a different lens to complex situations. "The FOCUS table environment is for proactive and passionate personality-types; it's very 'what ever it takes'. The meeting portion is quite structured, but afterward, when small groups huddle to connect about various cases, it is high-energy dynamics," says Robyn Howlett, Manager, West Toronto Youth Outreach Worker Network and Community Services at Yorktown Family Services.

Situations can be presented by any member agency. Their colleagues respond with questions for additional details and clarifications, and then the discussion moves to identifying the list of multiple risk factors which can include poverty, housing, mental health issues, substance use, etc. A discussion of next-steps follows which typically includes a door-knock intervention by the appropriate members of the group. The goal is rapid response and to carry out an intervention within 24 to 48 hours to quickly connect the client(s) to the required services.

"There are definitely no silos here," says Evon. "In the traditional system of operating, it is challenging to collaborate to address acute-need, complex risk situations. Our goal is to prevent harm and improve community safety as quickly as possible. You can't get bogged down in coordinating efforts one by one."

Protecting the identities of the clients that are served through Situation Tables is a primary consideration. The following is an example of how a situation brought forward can play out. All names have been changed and age ranges are used to prevent the possibility of identifying clients.

### **SITUATION** (Baker, 2016)

Working relationships that develop among Situation Table members greatly enhances system navigation across various sectors outside the weekly meetings. This is particularly valuable in enabling rapid response and preventing escalation of situations.

*A school principal contacted "Pauline" from the police about "Judy" (age 13-17) who was truant and was abusing alcohol. Judy's mother had called the police for service repeatedly when things were in crisis, but she would then often refuse the assistance offered. The attendance counsellor from the school had spoken with Pauline, who spoke with Judy's mother, who refused the offered*



**Service, FOCUS Toronto includes four Situation Tables of multisystem, multiservice, cross-functional teams that rapidly address Acute Elevated Risk (AER) situations in communities. Piloted in Ontario in 2013, the aim of FOCUS Toronto is to reduce crime, victimization and improve community resiliency and well-being. Yorktown has been an active member of the FOCUS Rexdale Table since 2015.**

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help. After yet another incident, Judy's mother finally called the school staff to ask for help. The attendance counsellor and Pauline encouraged Judy's mother to come to the school for a meeting. Pauline was able to arrange a meeting between Judy and her mother and school staff, the school attendance counsellor, "Victoria" from victim services, "Mandie" from mental health, "Cassie" from children's services, and "Malcolm" from youth mental health. The initial meeting at the school focused on safety planning at home and at school. Judy's mother was offered counselling, which she accepted. Pauline arranged for a safety check visit to the home. A second meeting was set up to assist Judy and her mother deal with their respective mental health needs.

Schools alone can only address student needs within the limits of an educational system. In this situation, the school could not have addressed the parent's mental health needs the way that this team of Situation Table participants was able to do.

Baker, S. (2016). How can we help? An educator's perspective on the Situation Table Model in Ontario. *Journal of Community Safety and Well-being*, Vol. 1, No. 2.

## TOTAL NUMBER OF SITUATIONS

(January 1 2013 to June 1 2018)

| SITUATION TABLE                                      | # OF SITUATIONS |
|--|-----------------|
| <b>FOCUS Rexdale</b> (Launched January 2013)         | <b>672</b>      |
| <b>FOCUS North Scarborough</b> (Launched April 2016) | <b>248</b>      |
| <b>FOCUS Downtown West</b> (Launched October 2016)   | <b>156</b>      |
| <b>FOCUS Downtown East</b> (Launched October 2016)   | <b>330</b>      |
| <b>TOTAL</b>   | <b>1406</b>     |

*"The role of a city, the role of a society, is to care for the people who live here. And that's exactly what the FOCUS program [...] does] so well. [It] ensure that people, who are either in a vulnerable situation or perhaps need a spark to head in a different direction, have that opportunity. [...] It's going to help us to take care of people better. It's going to give people the opportunity they need and deserve."*

—Joe Cressy, Councillor, City of Toronto Ward 20





*We wish to thank our 2017 Honourees Salah Bachir and Jacob Yerex for their generous support of Yorktown Family Services and the communities we serve.*

## Bachir Yerex Tribute Dinner

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

In June of 2017, Yorktown Family Services hosted our 18th annual Tribute Dinner where we presented Honourees Salah Bachir and Jacob Yerex with the Yorktown Family Services Humanitarian Award for Community Service.

Salah and Jacob have supported an array of deserving causes that include mental health and community services, health care, art, and LGBT rights. Jacob is a celebrated painter, print-maker and sculptor, and Salah is a business man, art collector and champion of numerous charities. As President of Cineplex Media, Salah oversees one of the country's most successful media companies; however, it is as a relentless fundraiser and organizer for a wide array of worthy causes that Salah is best known. In 2016, Salah was named a Member of the Order of Canada.

Salah and Jacob lead by example. By connecting numerous philanthropists to Yorktown, they are helping to build a legacy of support enabling us to continue to respond to the needs of under-served and under-resourced, yet dynamic and vibrant, West Toronto communities.

The 2017 Tribute Dinner honouring Salah and Jacob was a resounding success, raising over \$275,000! We are grateful to our honourees, our co-chairs Brian and Megan Porter and Ellis and Sharyn Jacob, and of course all of the sponsors, donors, and attendees who contributed to the success of this important fundraising event. Their support creates awareness of Yorktown Family Services and helps us continue to provide critical, evidence-based and innovative programs to infants, children, youth, women and families.

*"True wealth and value  
come from a strong  
healthy community."*

—Salah Bachir,

Co-recipient of the  
2017 Yorktown Family  
Services Humanitarian  
Award for Community  
Service



Paul Huyer, Jacob Yerex, Salah Bachir, and Valerie Pringle



## A few words from Honouree, Jacob Yerex

**I WOULD LIKE TO START** by saying how honoured Salah and I are to receive this award.

We would like to thank Brian and Megan Porter as well as Ellis and Sharyn Jacobs for co-chairing the event. We would also like to thank the Yorktown Community for recognizing Salah and I in this meaningful way.

Yorktown is providing services that are so vital to our community. Speaking from our own experiences, we know how important front-line access to support is.

There is a crisis in our community around mental health and support. Although, as a society, we have been making large strides in the awareness of mental health and abuse, we are experiencing critical problems when it comes to getting timely and appropriate support.

These situations are usually occurring in high-pressure, high-stress environments. When a person is ready to get help they need a safe, informed environment to start figuring out their path to getting healthy. Yorktown's "what's up" walk-in clinic provides a place to get reassurance and support right away. Accessing service when you need it most is absolutely critical.

The final thing I would like mention is how important it is to have an advocate in these situations. Part of the solution to this crisis is all of us stepping up to be advocates for each other.

I am encouraging all of us to reach out when we think someone needs help or if we need help ourselves. Be the person who isn't afraid or embarrassed to ask a friend or loved one if everything is ok or if they need help. Mental health and abuse are not isolated events, they happen among us and to us all the time.

Awareness starts with us for each other.

It is organizations like Yorktown that help us all advocate for each other. I cannot express how vital and necessary these services are. Thank you to everyone at Yorktown for your dedication and hard work.

You should be giving yourselves a humanitarian award.

Thank you and have a good night.

—Jacob Yerex, June 15, 2017





Gaggi-VMC Media is the largest independent media agency in Canada and recipient of the Yorktown 3rd Party Partnership Award 2017/18.



Kelly Dutton, Fundraiser and Progressive Catch Phrase Enthusiast

*"Tashawna is an exceptional staff member of the Yorktown team, and an incredible ambassador for the organization. She embodies professionalism, integrity and a genuine desire to have a positive impact on the lives of women and children. I am not at all surprised that this honour was bestowed upon her."*

—Fatima Valentim,  
Director of Violence  
Against Women Services,  
Yorktown Family  
Services

# The Yorktown Community

## A Fun Way to Raise Funds!

**GAGGI-VMC MEDIA'S KELLY DUTTON** knows how to have fun while raising funds for charitable organizations. On November 24th, 2017, Kelly and the folks at Gaggi-VMC Media hosted a "Progressive Catch Phrase" game night and raised \$2,000 for Yorktown Shelter for Women! "Catch Phrase is a game where you're essentially playing a combination of hot potato and charades," describes Kelly, "and it is loud and intense!" She came upon the perfect venue to house the annual event; the "Rhino Restaurant and Bar" on Queen St. "You really need a self-contained space when you have 36 people all shouting at each other and laughing—it gets beyond loud! The private room at Rhino is perfect and they are really accommodating." Kelly has organized Progressive Catch Phrase five times over the past seven years, alternating the charity of choice.

The funds are raised through an entrance fee and a raffle for prizes. Prizes are donated by Gaggi-VMC Media's partners, and include gift cards and private boxes for sports games; there is a special prize for the winner.

We thank Kelly for selecting Yorktown Shelter for Women to be the beneficiary of the 2017 Progressive Catch Phrase Fundraiser and Tammy Scanlan, Transitional Support Worker at the shelter for connecting her to us!



Yorktowners Niles Patel, Fatima Valentim, Tammy Scanlan, Sharon Vyse and Leonard Desmarais get in on the Progressive Catch Phrase excitement and help raise funds for Yorktown Shelter for Women!

## Tashawna Thomas: Soul of a Warrior

**YORKTOWN'S TASHAWNA THOMAS** was presented with the Woman Abuse Council of Toronto's (WomanACT) 2018 Soul of a Warrior Award in the Partnership Category. The Soul of a Warrior award is presented to exceptional front line workers in the Violence Against Women sector in the Greater Toronto Area. The award recognizes extraordinary front-line staff who consistently, through their perseverance, compassion and advocacy efforts improve the lives of women and children experiencing violence.

Tashawna is a Resident Women Advocate at Yorktown Family Services' Shelter for Women and is currently the Violence Against Women Worker at the Catholic Children's Aid Society (CCAS) through the CAS/VAW Co-location Project. Through this partnership/collaboration she also held the same position with the Children's Aid Society of Toronto (CAST). This collaboration, between the shelter and child protection agencies, conveys a very progressive affiliation with both protection workers and their clients.



Tashawna was nominated for the award by the Domestic Violence Team at the Children's Aid Society of Toronto. "The main reason we felt Tashawna deserved the Soul of a Warrior Award was the education, mentoring, and teaching that she brought to our organization," says Lisa Tomlinson, Intake Director at Children's Aid Society of Toronto. "Tashawna always put children and their mothers first by engaging workers in non-judgemental learning opportunities. She clearly recognizes that a woman and child's safety is directly connected to their relationship with the professionals who come into their lives. Tashawna led by example and provided insightful guidance and leadership around best practices in the work-place, utilizing engagement as the way to overcome barriers."

Tashawna Thomas graduated from George Brown College with a Social Services Worker diploma and is currently working on her Bachelor of Social Work degree. For ten years, she has been working within the VAW sector with individuals from various cultures and socio-economic backgrounds. Her positions within the social services sector have enabled her to work with disadvantaged people, and have resulted in a solid understanding of such issues as homelessness, domestic violence, addiction and substance abuse, child protection, unemployment, immigration issues and other socio-economic barriers faced by this population. Yorktown is very grateful to have Tashawna on our team. Congratulations Tashawna!



**Tashawna Thomas**

## Bell Let's Talk Supports Gateways to Youth Mental Health

**ON OCTOBER 26, 2017**, Simon Dwyer and Kristine Wilson from Bell Canada joined Yorktown Family Services President Scarlett Swain, and Executive Director Suzette Arruda-Santos, to announce a \$20,000 grant from the Bell Let's Talk Community Fund.

The Bell Let's Talk grant supports the enhancement of youth development programs that engage at-risk and high-risk youth. *Gateways to Youth Mental Health* supports capacity building for youth development workers who deliver skills-building and engagement programs to high-risk populations so that they can quickly identify youth in need of mental health supports and bridge them to the appropriate services.

Each year over 250 young people participate in youth development programs. Many youth are high-risk for mental health issues and do not have the skills to self-identify or have the support system in place that can help them to connect to the mental health services they require. Thanks to Bell's investment in *Gateways to Youth Mental Health*, Yorktown is keeping youth who need mental health support from slipping through the cracks.

The Bell Let's Talk initiative aims to promote mental health awareness and end the stigma associated with mental illness. Yorktown's *Gateways to Youth Mental Health* helps bridge youth, who would otherwise not get the support they need, to critical and timely mental health services.



**Kristine Wilson, Scarlett Swain, Suzette Arruda-Santos, and Simon Dwyer**



The “Stronger Together” approach is the business plan for Capitalize for Kids and their philanthropic partners.

## Capitalize for Kids (C4K): The “Stronger Together” Approach

**CAPITALIZE FOR KIDS** is a community of financial professionals supporting kids’ mental health.

“We invest in kids’ mental health by working with service providers to build capacity in not-for-profit organizations so they can continue to do their good work in our communities,” says Justin Scaini, Director of Consulting at Capitalize for Kids.

Capitalize for Kids began in 2014 as a charitable investor’s conference that raised \$1 million for the Centre for Brain and Mental Health at The Hospital for Sick Children. Today, they are a growing community of financial services professionals who rally their friends, families and firms to support kids’ mental health.

Capitalize for Kids practices “active philanthropy” by combining sustainable funding with consulting support to help mental health service providers build capacity.

To date, Capitalize for Kids has partnered with SickKids Foundation, The George Hull Centre for Children and Families, IWK Health Centre, and Kids Help Phone to build capacity and create lasting impact.

We are thrilled that in 2017/18, Capitalize for Kids selected Yorktown Family Services to be the next beneficiary!

According to Justin, “It is important for us to work with mental health agencies that are forward thinking and have a history of evolution. It’s also why we rely on individuals from leading for-profit companies to bring their unique and valuable skills to the mental health sector. One of the biggest issues facing children’s mental health service providers is capacity. Demand has increased, funding has not. We have yet to see a strong attempt at solving this problem and this is why Capitalize for Kids exists.”

Capitalize for Kids brought RBC’s Strategy and Transformation Services team into the partnership with Yorktown. “We are helping Yorktown implement a digital HR system to streamline

all HR and finance operations to ensure we find the most cost-effective and sustainable solution for the organization. The right solution will reduce the time spent on HR and finance administration by program staff. The end-goal is to increase the number of kids receiving care from freed up staff time,” says Roger Reis, the RBC Team Lead for the project with Yorktown. The RBC Team will be working with Yorktown in fiscal 2018/19 to help identify a product and provider.

“Capitalize for Kids’ partners include The Boston Consulting Group, McKinsey & Company, Bain and Company and RBC who provide their skills at no cost to solve tough sector problems so that agencies like Yorktown can continue to do the great work that they do,” says Justin.



Justin Scaini, Director of Consulting at Capitalize for Kids



## Annual Jane Street Hub Community BBQ

**THE JANE STREET HUB** is a unique centre that brings Yorktown Family Services and other organizations together to offer accessible community services and health care to residents of West Toronto. The Jane Street Hub also provides space for community groups to use, including a kitchen and meeting rooms.

Located at the Jane Street Hub, Yorktown's West Toronto Youth Hub (formerly the Yorktown YouthSpace) offers a safe space for young people ages 13-25 to access immediate mental health services through a two day a week mental health walk in clinic, as well as, skill development through a wide variety of workshops and many other development and leadership opportunities. It is one of the sites for our Youth Outreach Worker Program, and home base for our Youth Mentorship Program, specialized parenting programs for pregnant and parenting teens and young adults, and counselling services for youth.

Each year, hundreds of community members come together at the Jane Street Hub for the Annual Summer BBQ with food, music and live performances, children's activities, a fun projects for youth and an open house with Information regarding services available.

The summer BBQ is a fantastic opportunity not only for members of West Toronto neighbourhoods—anyone is welcome to meet and connect with people from diverse, dynamic communities! The Annual Jane Street Hub Community BBQ is an opportunity to learn about the resources and services available through Yorktown and our Jane Street Hub partners, and a chance to have some fun! The event is always a huge success and a memorable event in the community.

Along with Yorktown, the agencies with permanent space at the Hub offer a wide range of services:

- ▶ **Macaulay Child Development Centre** runs an Early Years Centre to provide children ages 0-6 and their parents (or caregivers) with parent-child and parent education programs.
- ▶ **Midaynta Community Services** provides settlement services and other programs that advance education by providing courses, seminars, meetings, counseling and other support services for refugees and immigrants in need.
- ▶ **Toronto Public Health Dental Clinic** provides eligible clients with access to free dental services including examinations and x-rays, cleaning, fillings and extractions, some root canal treatments as well as emergency and urgent dental care.
- ▶ **Unison Health & Community Services** offers primary health care (family medicine), counselling, diabetes education, chiropody (foot care) and health-related workshops and groups.

Partners at the Jane Street Hub are stronger together by providing a continuum of supports from one location in the heart of West Toronto.





## 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 2018-2019 fiscal year.



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PRESIDENT



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# Statement of Operations for the Year Ended March 31, 2018

## Financial Statement Summary

| YORKTOWN CHILD AND FAMILY CENTRE |   |                          |                       |
|----------------------------------|---|--------------------------|-----------------------|
|                                  |   | 2018                     | 2017                  |
| <b>REVENUE</b>                   | Government Funding                                  | \$2,105,461              | \$2,054,349           |
|                                  | Other Grants  | 599,830                  | 750,001               |
|                                  | Capital Grants Recognized                           | 6,050                    | 6,050                 |
|                                  | Cost Recoveries                                     | 163,500                  | 163,500               |
|                                  | Fundraising   | 391,383                  | 358,409               |
|                                  | Investment Income                                   | 1,318                    | 1,072                 |
|                                  | <b>Total Revenue</b>                                | <b>\$3,267,542</b>       | <b>\$3,333,381</b>    |
| <hr/>                            |   |                          |                       |
| <b>EXPENSES</b>                  | Personnel   | \$2,478,724              | \$2,559,816           |
|                                  | Program and Operations                              | 371,310                  | 334,426               |
|                                  | Administration, Communications and Development      | 153,024                  | 141,50                |
|                                  | Occupancy Costs                                     | 313,368                  | 296,617               |
|                                  | <b>Total Expenses</b>                               | <b>\$3,316,426</b>       | <b>\$3,332,366</b>    |
|                                  | <b>EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR</b> | <b><u>- \$48,884</u></b> | <b><u>\$1,015</u></b> |

| YORKTOWN SHELTER FOR WOMEN |   |                         |                       |
|----------------------------|---|-------------------------|-----------------------|
|                            |   | 2018                    | 2017                  |
| <b>REVENUE</b>             | Government Funding                                  | \$1,748,451             | \$1,754,632           |
|                            | Other Grants  | 226,994                 | 223,650               |
|                            | Fundraising   | 68,773                  | 100,396               |
|                            | Investment Income                                   | 1,234                   | 1,004                 |
|                            | <b>Total Revenue</b>                                | <b>\$2,045,452</b>      | <b>\$2,079,682</b>    |
| <hr/>                      |   |                         |                       |
| <b>EXPENSES</b>            | Personnel   | \$1,469,885             | \$1,490,038           |
|                            | Program and Operations                              | 260,290                 | 232,975               |
|                            | Administration, Communications and Development      | 175,781                 | 205,67                |
|                            | Occupancy Costs                                     | 145,267                 | 143,021               |
|                            | <b>Total Expenses</b>                               | <b>\$2,051,223</b>      | <b>\$2,071,704</b>    |
|                            | <b>EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR</b> | <b><u>- \$5,771</u></b> | <b><u>\$7,978</u></b> |



This list includes donations received between April 1, 2017 and March 31, 2018. We also thank those donors who request to remain anonymous and any donors we may have inadvertently missed when we prepared this list. Please contact us at 416-394-2424 ext. 251 or [info@yorktownfamilyservices.com](mailto:info@yorktownfamilyservices.com) for any corrections, additions, and inquiries.

*Yorktown Family Services is very grateful for the significant contributions provided by government, businesses, corporations, foundations, community organizations, individuals, families, and staff. On behalf of the children, youth, women and families we serve, we thank all of these generous individuals and organizations for their support during the period from April 1, 2017 and March 31, 2018.*

## Thank You!

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#### Yorktown Child and Family Centre

2010 Eglinton Ave. W., Suite 300

Toronto, ON M6E 2K3

Telephone: 416-394-2424

Fax: 416-394-2689

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

Charitable Business Number: BN 136729597 RR0001



#### Yorktown Shelter for Women

2010 Eglinton Ave. W., Suite 300

Toronto, ON M6E 2K3

Telephone: 416-394-2950

Crisis Line: 416-394-2999

Fax: 416-394-2942

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

Charitable Business Number: BN 891894586 RR0001

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Children's Mental Health Ontario  
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