

# You Have Come to the Right Place



ANNUAL REPORT 2018/19

## Our Mission

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

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# You Have Come to the Right Place

**THE THEME THAT RESONATES WITH THE PAST YEAR** at Yorktown, *You Have Come to the Right Place*, has actually been 25 years in the making; it defines our culture. Establishing an organization's culture is a process that takes time and every member has a role in cultivating it. We could not maintain the culture of respect, equality, warmth, approachability, and transparency that we have become known for, if we didn't have staff and volunteers that value and uphold all of these things.

Yorktown Family Services' mission is to *support and equip women, children, youth and families to create positive change in their lives* with a goal to fulfil our vision; *women, children, youth, and families live in safe and healthy relationships*. We can only achieve this if our clients feel that when they come to Yorktown, they have come to the right place.

Yorktown's culture is our values; respect, accountability, responsiveness, learning, excellence and innovation, collaboration, diversity, cultural competency and equity. To serve our clients well means building relationships with partners, funders, and donors, so they too, know that they have come to the right place; that working with staff from Yorktown means that they can expect highly trained, responsive, and dedicated individuals that are exemplary partners.

Over the years, strategic planning, preparation for accreditation, application to United Way to become an anchor agency, quarterly reviews of programs and services, and entering into numerous strategic partnerships, have provided opportunities for intense reflection and to be intentional about how we have chosen to define the Yorktown culture at the leadership level. Attracting the best staff, the best partners, the right investors, and dedicated volunteers all add up to a strong organization that remains resilient and effective.

We are pleased to share with you the successes of our clients, our staff and our collective partners, over the past year.

The West Toronto Youth Hub evolved from the YouthSpace at the Jane St. Hub. We welcomed Reconnect Community Health Services and WestReach as co-located partners to this integrated youth services site. We introduced the Care Navigator role, *Care Navigation: Connecting Clients to the Supports They Require* (page 8). Our partnership with Humber River Hospital has helped numerous young people transition between hospital and community services.

A program that is in high-demand at the West Toronto Youth Hub is the Youth Mentorship program; read why client, Nidhi Patel, feels that *Every Community Needs A Yorktown!* (page 4)

In partnership with The Hospital for Sick Children, Yorktown became a designated site for Urban Tele-Mental Health (UTMH) so that children and youth up to age 18 can have quicker access to psychiatric assessment. Sixteen year old Joseph (page 6), was struggling with anxiety and depression. Assessment from the UTMH psychiatrist, and the support of his therapist, ensured that Joseph was matched with a medication that works for him.



Scarlett Swain



Suzette Arruda-Santos

Other highlights in this report include a feature on Abokar Mohamed, the 2018/19 recipient of the Staff Award of Excellence (page 10). Abokar was one of the first Youth Outreach Workers hired into action by Yorktown over 13 years ago and we are truly lucky to have him!

Yorktown has entered into partnership with the YWCA of Pennsylvania (page 12), the first organization in the United States to purchase and deliver the Mindful Fathering® program. We are very pleased to expand the horizons of this important program across the border.

Yorktown also welcomes our first Cause Marketing Partner, Breathmate. Read about Joe Santos (page 17) and his innovative idea to support the communities where he does business, through his business.

We are pleased that so many of our partners have such high regard for Yorktown. According to Harmy Mendoza, Executive Director of WomanAct, "Yorktown is an organization that is always responsive and highly committed to work in partnership with other sectors and organizations. This is particularly important when you are working to prevent violence against women and children." Yorktown has been a partner of WomanAct for over 15 years and we value the positive change that Harmy and WomanACT have brought to the Violence Against Woman Sector (page 16).

Yorktown's culture is an invaluable asset to our organization. It is the members of our organization—our staff and volunteers, that uphold the values and translate them to make Yorktown a place where everyone is welcome, respected, and made to feel like they have come to the right place!



Scarlett Swain  
*President*



Suzette Arruda-Santos  
*Executive Director*



# 2018/19 Year At a Glance

## Yorktown Family Services

**5033** infants, children, youth, young adults, women, and fathers benefited from service

**55%** of clients came from countries other than Canada

**65%** of clients were from single parent families

**50%** of clients spoke language other than English in their home

**100%** of clients receiving or participating in treatment reported positive outcome from services received at Yorktown

**20%** of shelter residents remained in the shelter for less than **90** days

Total nights of accommodation at the shelter were **11,618**

**48%** of residents remained in the shelter between 5 and 9 months waiting for subsidized housing to become available

**38** women and **58** children received shelter and shelter services

**21%** of residents remain in shelter for **1** year or longer waiting for subsidized housing

**198** women and 80 children received Violence Against Women supports through our community-based and outreach services

**24** clients received psychiatric assessment and consultation through the new Urban Tele-Mental Health Program

Youth Outreach Workers connected **440** clients to services that they wouldn't otherwise be able to connect to

**908** clients were served through the Youth Outreach Worker Program

**80%** served by the newly implemented Care Navigator felt the service responded to urgent needs, provided clear information about services, and supported them to access the multiple services they required

The Youth Mental Health Walk-in Clinic and the What's Up Walk-in® served 569 clients through **1,134** visits

**100%** clients agreed that Yorktown Family Services is a friendly and welcoming agency

**95%** of children and youth were able to stabilize mental health symptoms during treatment at Yorktown

**CONNECT 4** is a group mentorship program for youth aged 12-25. It is a weekly three hour program that allows youth to express and develop their identity through a series of core focus areas related to educational achievement, employment and community engagement. The implementation of these key topics occurs through an array of methods such as workshops, trainings, excursion-based activities, guest speakers, volunteerism, skill building and skill application.

## Nidhi Patel: Every Community Needs a Yorktown!

**SIXTEEN YEAR OLD NIDHI PATEL'S MOTHER,** Alka, and sister, Meera, were becoming increasingly concerned about the once bubbly, now depressed, Nidhi.

"I was experiencing some personal problems; stressing out about school work and issues with friends," says Nidhi. On top of that, she had also become the target of some bullies at school and was anxious about how to navigate the situation. "My mom and Meera realized how unhappy I was, even though I tried very hard to keep it from them. I didn't want to share too much; I didn't want to worry them," says Nidhi.

Concerned for her little sister's mental and emotional well-being, Meera felt that Nidhi would benefit from positive connections outside of the family. She recalled seeing a flyer from Yorktown Family Services for programs for youth offered at the West Toronto Youth Hub, located not far from the Patel's home. Together, Meera and Alka persuaded Nidhi to check out Yorktown's programs. "At first, I wasn't into it. I wasn't ready for something new. My mom promised that if I went once and wasn't interested, I wouldn't have to go back." Nidhi smiles remembering back to her first visit to the West Toronto Youth Hub, just over a year ago. "It's kind of funny that I was apprehensive because as soon as I walked in, I had a good feeling. Everyone was really friendly and I felt welcomed and comfortable. I became curious."

During her first visit, Nidhi met with the coordinator of the *Connect 4* program, a group mentorship program for youth ages 12-25 that runs once a week at the West Toronto Youth Hub. This was the first program that Nidhi joined and it helped get her mind off the things

that were stressing her. "It is a very social environment and I met so many new people. It's a drop-in program so you come whenever you want. It's a casual and very positive space," says Nidhi. Activities include ice-breakers, watching movies and cooking together at the Hub kitchen. There are guest speakers who share information on healthy relationships and how to get a job. They play interactive games that help to develop communication, teamwork and leadership skills.

Nidhi also joined the *Youth Mentorship Boot Camp*, a series of workshops for youth who were interested in being matched with a mentor. The Boot Camp explained how the program Youth Mentorship is set up, what to expect, and how to build a relationship with a mentor. The Leadership portion of *Bootcamp* inspired Nidhi and other youth to plan a program for LGBTQ2S+ youth, *Rainbow West*, to be launched in April of 2019. The youth took the lead to create this brand new program to respond to a need in the community.

Nidhi initially went for that first visit to the West Toronto Youth Hub to make her mom happy. Now she says that going to the West Toronto Youth Hub "brings her mood up".

"I like the way it changes my mood just by coming here; and I see it in other youth. It goes deeper than just while we are here because if you have a tough day, you know that Yorktown is there; just hang in till you're back at Yorktown."



Nidhi Patel, Yorktown Family Services Client

**The Youth Mentorship Program (YMP)** aims to empower and improve mental health outcomes of young people between the ages of 12-25 through one-to-one and group mentoring. The program operates through mental health-informed principles, strengths-based and youth engagement approaches, and through consistent support and engagement from volunteer mentors. YMP provides youth a healthy and close relationship with a consistent adult ally.

When I first started, I was in a really bad place, but now, I just love coming. I know that I have grown and am more mature than when I first came to Yorktown. I was invited to participate in program planning and to lend a hand and I became more confident. I now participate in things outside of Yorktown; at home, at school, or other places. My mom has seen a change in me. I am more involved in the community and with other youth – together, we created a program for other youth! I feel like I know how to be a leader. I am proud of myself and how I have changed over the year, since going to Yorktown,” says Nidhi.

After that first visit to the West Toronto Youth Hub, Nidhi continued to attend Yorktown programs almost weekly, and sometimes more than once a week.

According to Nidhi, “Every community needs a Yorktown!”

*“To prevent the onset of mental health issues, it is essential to work at better managing risk factors, but also at increasing the adoption of protective factors. Focusing on adopting protective factors early on helps effectively manage risk factors and reduce the development of mental health issues thereafter.”*

—New Brunswick Health  
Council, January 2016;  
[www.nbhc.ca](http://www.nbhc.ca)

## Yorktown Youth Engagement Programs

Vhil Castillejos, Youth Mentorship Program Coordinator and Sara Francavilla, Youth Mentorship Program Worker keep in touch with program participants through Instagram, “Instagram is the most effective way to keep in touch and connect with youth and young adults ages 12 – 25,” says Sara.

Yorktown’s youth programs *Connect 4*, *Mentorship Boot Camp*, the *Youth Mentorship Program* and, coming in 2019/20, *Rainbow West*, are designed to have some structure with goals and objectives, but also have the flexibility to maximize youth engagement. Youth provide input all along the way and are involved in the planning and implementation of the projects and activities.

**CONNECT 4** promotes positive youth development and engagement in a supportive, safe and creative way. The program goal is to support youth in making healthy and informed decisions towards their identified goals. Youth are able to make connections in four key ways through: Mentors who are caring adult allies; peer participants they build strong bonds with; resources to help them make informed life choices; and community engagement opportunities that provide meaningful volunteer activities/events.

**The Youth Mentorship Program (YMP)** enables youth to build their resilience and enhance their protective factors against negative health outcomes. More specifically, the program provides youth a healthy and close relationship with a consistent adult (mentor). Through this match, youth gain access to the skills and resources that are necessary in their academic and professional success, and in their engagement in communities. By achieving these goals, the program ultimately improves youths’ wellbeing and prevents negative mental health outcomes such as stress, anxiety, and depression.



Sara Francavilla and Vhil Castillejos

*Yorktown's Infant, Child, Youth and Family Therapy Team provide rapid access to mental health services through our walk-in clinic; without appointments or fees. On-going Service is also provided for West Toronto residents between 0-29 years of age. Therapists conduct an assessment within the first four sessions of On-going Service, which informs priority goals for therapy and psycho-social needs. An integrated approach of Cognitive Behaviour Therapy and Solution Focused Therapy alongside family systems approach is used within the therapy.*

## Joseph: In a Far Better Place Thanks to Yorktown

**JOSEPH\* HAD BEEN HAVING CHALLENGES** with anxiety and depression for months. At the end of an extremely rough few weeks, the 16 year old was contemplating suicide. Joseph's parents took him to the emergency department of the nearest hospital where he was prescribed antianxiety medication and released that same day.

Joseph's parents, Phillip\* and Monica\*, desperately began searching for some support for their son and were referred to Yorktown by a friend who had connected with Yorktown some years back.

Though Joseph didn't want to go, Phillip and Monica insisted, and took him to Yorktown's walk-in clinic. "At the time, I didn't know I needed to do something. Luckily, my parents were adamant about finding me help," says Joseph, now 19. "Everything about Yorktown was way better than what I had expected. I thought it was going to be more of a questioning/interrogation but it was just talking. I really appreciated that."

The therapist that Joseph saw at that first walk-in session recommended that Joseph would benefit from On-going Service. He began weekly sessions with an assigned therapist shortly thereafter, and was then transferred to Andrew McKenzie, Infant, Child, and Youth Therapist. "Joseph hadn't seen immediate gains from therapy. Life circumstances played a



**Urban Tele-Mental Health (UTMH)** is a referral based service that provides rapid access to psychiatric assessment and consultations for families with children from ages 0-18 years old across the GTA region. This service uses a live video broadcasting system to connect families and case managers to psychiatrists at The Hospital for Sick Children. Some examples of concerns addressed through this treatment include anxiety, depression, post-traumatic stress disorder, personality disorder and eating disorders.

part in this but it also seemed that a review of the medication he was on, might help," says Andrew. Shortly before Joseph became Andrew's client, Yorktown had been designated as a site for Urban Tele-mental Health (UTMH) and Andrew arranged for a consultation with one of the psychiatrists at The Hospital for Sick Children.

The primary objectives of UTMH is to increase access to psychiatry services for children and youth ages 0 – 18, through the provision of video consultation with The Hospital for Sick Children, and to provide education and professional development opportunities to staff.

"The reason we decided to do the Urban Tele-Mental Health was because the medication that I had been on since I was seen at the hospital, didn't seem to be working for me. I hadn't met with a psychiatrist before and Andrew felt a psychiatrist would have a better idea what medication would work best for what I was going through. I was hesitant, at the time, though, because I was apprehensive about change of any kind. Andrew helped a lot, with this. He helped me to decide to keep going with UTMH, as well as On-going Service for support, until the right medication was found. I learned that this isn't unusual with antidepressants. The support I had from Andrew, while switching medications and dosages, was one of the most valuable things I got from Yorktown," says Joseph.

"When I first came to Yorktown, I didn't know what I was setting out to accomplish. I didn't even know there was an end goal and when I look back, I see how far I have come. These people are here with the sole purpose of wanting to help you. You don't have to be afraid of them judging you for the things that you say, no matter what you are going through.

I felt like I was joining a mini second family that genuinely cared about where I was going with my life. In the beginning, I was frustrated and felt like I wasn't getting anywhere but I kept getting reassurance. It was good to have a formal diagnosis, which was minor social anxiety, as well as anxiety and a higher depression rate. Confirmation that the medication I had been on wasn't helping, and then finding the right one, I can honestly say, was life altering.

Retrospectively, I am very glad that I went to Yorktown specifically. Yorktown made what could have been very unpleasant, pretty easy. It was a welcoming and friendly place. There wasn't any kind of a judgement on me. You lead and they help guide you to find your way.

I am now in a far, far better place than when I initially went to Yorktown."

It has been a year since Joseph had his last counselling session with Andrew. He has continued with the medication that was prescribed by the UTMH psychiatrist and is doing well at university.



Andrew McKenzie

The Urban Tele-Mental Health program supports child and youth mental health by connecting mental health professionals and their clients with psychiatrists for consultations over live video conferencing. It helps build capacity in mental health professionals, and reduces barriers to psychiatric services.



Natalie Walsh



Chantal Senechal

A “Warm Transfer” occurs when a worker in one program connects the client to another program by personally introducing them to a new worker. The initial worker remains involved to ensure engagement with the new worker, before discharging the client from their care.

*Yorktown’s Care Navigator helps children, youth, young adults (birth to the age of 29 years) encountering complex and multiple mental health challenges in accessing services both internally within the agency and externally with partner organizations. Care Navigation provides service coordination and transitional support from one service to another by helping families navigate the different systems i.e. Hospitals, Community Health Centers, Family Health Care Teams, Schools and Child Welfare.*

## Care Navigation: Connecting Clients to the Supports They Require

**NATALIE WALSH IS AN ADDICTION COUNSELLOR** at Humber River Hospital whose focus is Early Intervention and Psychosis under Outpatient Addiction and Mental Health, a division that is managed by Darlene Ginsberg.

Natalie became acquainted with Yorktown’s Care Navigator role through a presentation from Chantal Senechal, Yorktown’s Care Navigator. Natalie felt that this would be an important resource to connect numerous patients to as they would benefit from the bridging between hospital and community services that the Care Navigator provides. It was important that connecting her clients to Yorktown’s Care Navigator, could be done through a “warm transfer”, that is, Chantal would join Natalie and her client at a regularly scheduled meeting at Humber River Hospital to meet in person for the initial introduction.

According to Natalie, “A warm transfer is really important for many of the patients that I work with. There is a varying degree of wellness among the patients that I see and the warm transfer is especially important for those that suffer from paranoia or have a high level of anxiety around phone calls. This is actually a common factor that many require support around. Once the patient has met with Chantal, they are more comfortable; this greatly enhances the likelihood that they will attend subsequent appointments with Chantal, preventing them from being lost to service.”

The Care Navigator fills a gap that exists in bridging patients from hospital to community services. Once the warm transfer has been made, the Care Navigator meets with the client and works with them to connect them to services in the community that they require. Chantal also uses a warm transfer to connect her clients to other service providers. “The referral can be made, but for many clients, making the connection through a warm transfer will increase the likelihood that they will make it to their appointments. I continue to keep in touch with the client until I am sure they have settled in with the new service, helping to ensure that they follow through with appointments, and get the support that they need,” says Chantal.

Natalie connects patients who are ready for discharge from the outpatient program to Chantal. Rebecca\* is one such patient. At age 19, Rebecca experienced a psychotic break and was hospitalized at Humber River Hospital under the care of a psychiatrist. Once stabilized on medication, Rebecca was transferred to Outpatient Addiction and Mental Health, and began seeing Natalie. Natalie has connected Rebecca to Chantal to support her in accessing the services that she needs, including Cognitive Behavior Therapy. “CBT was an intervention recommended by Rebecca’s psychiatrist. Utilizing Motivational Interviewing, I worked with Rebecca on skill building and education around psychosis and maintaining wellness and she now feels she is ready for CBT intervention,” says Natalie. “Getting the services that are required, when they are needed is critical. In Rebecca’s case, for example, now that she is prepared for CBT, Chantal will connect her to a therapist at Yorktown with expertise in CBT. Chantal will also connect her to other services, supporting her successful integration into the community.”

**The Care Navigator mobilizes an integrated care team that consists of a multi-disciplinary team that responds to the needs of the child, youth or young adult in a comprehensive and efficient manner. The outcomes are strengthened mental health functioning, increased social participation, and support of youth in acquiring the social determinants of health so they can live healthy lives.**

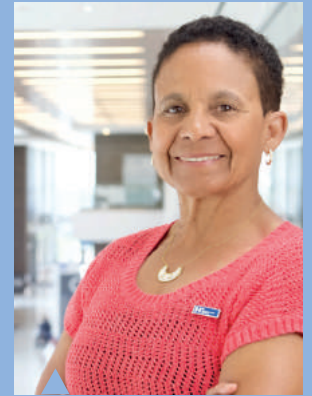
## YORKTOWN FAMILY SERVICES

## ANNUAL REPORT 2018/19

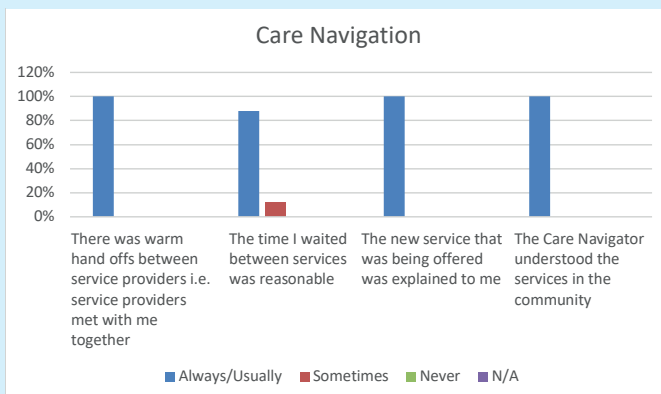
Since the launch of the Care Navigator Role in February 2019, referrals have been coming in from hospitals, Unison Health & Community Services, Child Welfare and the Toronto District School Board.

According to Paula Villafana, Program Director, Mental Health & Addictions and Family Practice, Humber River Hospital, "Our collaboration with Yorktown has resulted in the Care Navigator role being made available to support Humber River Hospital patients suffering from a mental illness. Clinical engagement with the Care Navigator has enabled patients to experience seamless, integrated care and timely support".

The Navigator builds therapeutic relationships through active engagement, problem-solves and helps locate resources post discharge, serving as a link between hospital, community and social services. Using a caring, respectful approach, the Care Navigator advocates for the health needs of patients and families while focusing on recovery. From our experience, the position plays a crucial role in helping the patient get the right support, at the right time, to help manage a wide range of health needs."



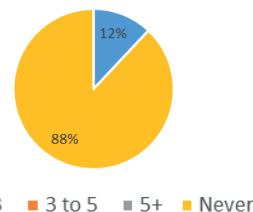
Paula Villafana



Youth felt 100% of the time, when a Care Navigator was involved, a warm hand off between service providers was helpful in continuity of care.

Despite over 70% of referrals coming from hospitals and primary health to our Care Navigation service, with 28 participants, only 12% of clients required visits to the emergency department while in service.

In the past 6 months, since receiving services at the WTYH, how many mental health or addiction related emergency room visits have you had?



Cognitive Behavioral Therapy (CBT) is a structured, time-limited, problem-focused and goal oriented form of psychotherapy. CBT helps people learn to identify, question and change how their thoughts, attitudes and beliefs relate to the emotional and behaviour reactions that cause a mental difficulty.

Motivational Interviewing (MI) is a collaborative, person-centered form of guiding to elicit and strengthen motivation for change.

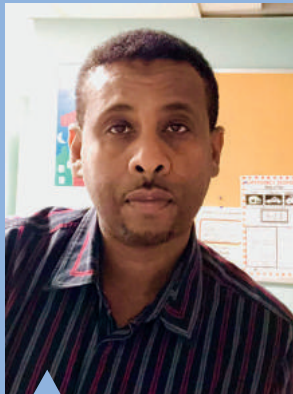
### Quotes from Yorktown Care Navigation Clients:

**"You're there when I need you, and you've always got answers to my questions."**

—Male, age 18; referred by his mother for individual therapy, support to find a job, substance misuse prevention group program.

**"You're easy to talk to and you're able to break things down for me so that I understand."**

—Female, age 20; referred from Humber River Hospital for therapy, substance misuse prevention program, social/life skills group, youth mentorship and case management.



Abokar Mohamed

*"As a Yorktown employee, I know that I have come to the right place! How would I describe this? Two words: Transparency and openness. I am empowered and supported to utilize my approach of making allies in order to connect clients to what they need so they can flourish. I couldn't ask for better leadership or colleagues."*

—Abokar Mohamed, Youth  
Outreach Worker and  
Staff Award of Excellence  
Recipient

## Yorktown Staff Award of Excellence 2018/19: Abokar Mohamed

**EVERY YEAR, YORKTOWN FAMILY SERVICES** provides the Staff Award of Excellence to a deserving individual. All members of Yorktown Family Services frontline staff are eligible to be nominated by their peers, based on the following traits:

- Excellent performance
- Assists others to perform the job
- Improves morale
- Contributes to an improved work environment
- Displays leadership and or team performance
- Overall service excellence
- Demonstrates the values of the agency

When it was announced to Yorktown Family Services' staff, that Abokar Mohamed was the recipient of the Staff Award of Excellence, there was an out-pouring of "congratulations".

Ever the humble and considerate individual, Abokar responded...

*It was so nice to receive so many congratulatory emails from my Yorktown colleagues. I want to thank each and every one of you from the bottom of my heart for your kind words. Especially, I extend a big THANK-YOU to those that nominated me, and my YOW colleagues, who supported me so much over the years. My friends, this award is yours, as much as it is mine. Job well done by everyone!*

Based in Jamestown-Mount Olive-Silverstone, Abokar is housed with partner agency, Toronto Community Housing, Queensplate Office in Rexdale.

Abokar was one of the first Youth Outreach Workers (YOW) hired into action thirteen years ago, when the Province of Ontario introduced the YOW program. He has been with Yorktown ever since.

Abokar sees creating and facilitating working relationship between youth and service providers and police as one of the key objectives of the YOW role. "We are asked to help connect youth to services and programs by the courts, police, welfare agencies, and Toronto Community Housing Corporation, to name but a few. As a YOW, I work in partnership not only with these agencies and service providers, but with youth, to help them navigate the challenges faced in accessing the supports they require," says Abokar. "Youth living in marginalized circumstances have been told "no" so often about so many things that they have lost faith and mistrust service providers." Abokar takes pride in working with youth to help them turn a no into a yes.

When asked what he brings personally to his life's work, Abokar explains, "There are two things that I am most interested in; education and helping youth. Those are the two things that I could never get tired of doing it. My job of helping youth always relates in some way to education; not necessarily formal education but the on-going process of learning new things. Youth should learn about their options. This promotes on-going advancement. I want to help bring something that keeps them moving forward; always ahead. It is vitally important to put learning and assimilation of new information into the awareness of youth who do not have mentors or a strong, invested support network. I want to help bringing this forward with youth that would otherwise not come upon the opportunities that are out there."

## Here is what Abokar's peers have to say...

*"As the longest serving member of our team, I am amazed and encouraged by his positive depiction of the team, the work and the organization as whole. I enjoy and love his enthusiasm to eagerly support and volunteer for events as they come up, whether it's building a playground on a hot summer day, hub BBQ, Black history month in the evening, or driving downtown after 8pm to collect gift bags to brighten someone else's day. It's no coincidence that families, youth and agencies that Abokar has been in contact with continuously seek him out, or refer others to seek him out. Through years of dedicated care with the individuals he works with, Abokar understands and works with their strengths while collaboratively addressing the needs and uniqueness of each situation. As the go-to person for families of all backgrounds, whether it's Community Housing residents requiring support navigating policies and processes, or the wave of Syrian immigrants requiring support navigating the various institutions such as Ontario Works, Toronto District School Board, etc., Abokar has constantly provided feedback on the needs of the individuals and the cultural understanding to be considered."*

—Mowlid Ali, Youth Outreach Worker

*"Every year, Abokar works tirelessly around the holidays (also) to make each family in the community's days brighter by signing up families for the toy drives and delivering the toys to the buildings. It is a lot of work – incredible amount of work goes into that – and he does it, every single year, with motivation and commitment."*

—Zsuzsanna Szel, Youth Outreach Worker

*"Abokar volunteers EVERY YEAR to pick up the toys for the Santa Comes to Bay Street initiative. He invests his personal time for the whole evening to pick up a rental truck, drive downtown to pick up the toys and deliver them to Head Office for sorting, then returns the rental truck. I call him our agency's Santa Claus. He also puts in my biggest order of toys every year for the CP24 CHUM Christmas Wish and Toronto Fire Fighters Toy Drive, and he personally delivers every toy order himself."*

—Catarina Rodrigues, Administrative Assistant

*"If you haven't, yet, when you do get to know Abokar, you will see what a beautiful human being he is. He is honest, not self-serving, always looking out for people around him, and it is all genuine. Abokar works hard and goes above and beyond, is a great team player and an inspiration to many including his clientele, family at home, and his family here at work! God Bless his Soul!!"*

—Lisa Thomas, Youth Outreach Worker

*"I, along with other youth outreach workers, always go to him for a second opinion because of his intelligence, compassion, and deep understanding of marginalized communities in Toronto. He helps anyone who crosses his path and is always available to support youth, families, coworkers, whoever. He's a respected member of the Rexdale community and Somali community, and the value of the work he does isn't quantifiable."*

—Carlo Campo, Youth Outreach Worker

Mindful Fathering® is an evidence-informed group program promoting attuned parenting and healthy relationships to reduce harm and abuse.

**Mindful Fathering®** has been developed for fathers identified as exposing, or at risk for exposing, their children to abuse and/or intimate partner violence. It is designed to reduce child maltreatment, strengthen family relationships, and promote healthy child development. Referrals to the Mindful Fathering program are from child welfare, probation officers, children's mental health specialists, and participant word of mouth.

## Mindful Fathering® Program: Broadening Horizons

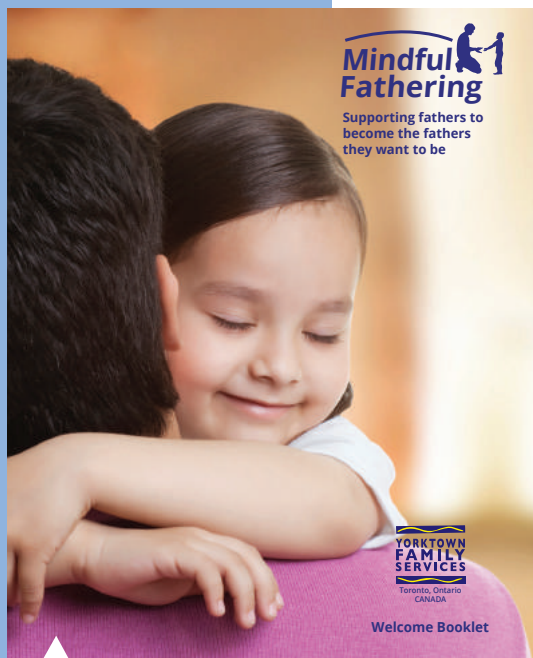
**THE OBJECTIVE OF THE MINDFUL FATHERING PROGRAM** is to Support men to become the fathers they want to be. As it happens, this is aligned with the York Pennsylvania YWCA's Fatherhood Initiative under the umbrella of their *Mindfulness Initiative*, launched in 2017.

Ruby Martin, Chief Child and Youth Program Officer, at the York Pennsylvania YWCA explains the process that brought them to the decision that Mindful Fathering was the "next level" in parent education, "When we came across Yorktown's Mindful Fathering program we reached out to Karen Blake, Manager, Community-Based Violence Prevention Programs for information. We were very impressed by the beautiful curriculum and recognized how much time and energy has gone into making this program so stellar. Clearly, great effort has ensuring that it is culturally responsive and thoughtful about the bigger picture of bringing mindfulness to dads."

After careful and thorough consideration on behalf of stakeholders, York Pennsylvania YWCA purchased the Mindful Fathering program. In October of 2018, Ruby Martin and Youth Program Officer, Christen Coscia, Mindfulness Education Coordinator, flew to Toronto for two days of training. According to Christen, "Our experience with the Yorktown Team was wonderful! We could not have been happier with our training. We felt so welcomed. Our time with the Yorktown Team became more than a training session; it became a unique partnership."

The YWCA Team also includes Peter Oates, Family Engagement Director and Early Learning Centre Director, who now facilitates the Mindful Fathering program. "As the person who handles the engagement piece at the YWCA, I feel that Mindful Fathering completes the puzzle on how to help dads be awesome. There couldn't be a better solution. We are looking forward to being able to provide that for our fathers, here, in York," says Peter, "We can't wait to get started."

Yorktown is thrilled to broaden the horizons of the Mindful Fathering program with our YWCA of York Pennsylvania partners as the first team to deliver it in the United States. Ruby, Christen, and Peter have been wonderful to work with! We look forward to continuing our consultations, building our relationship, and being able to work with all of you in the future.



The 2<sup>nd</sup> Edition of the Mindful Fathering® Program Delivery and Training Manual was launched March 1, 2019



Rodrigo Moreno, Lisa Kuuter, David O'Brien, Ruby Martin, Christen Coscia, Suzette Arruda-Santos and Karen Blake

The Mindful Fathering® website, [www.mindfulfathering.ca](http://www.mindfulfathering.ca) was launched in February, 2019.

To date, over 235 fathers have successfully completed the Mindful Fathering Program.

## Quotes from Mindful Fathering Clients:

*"I've never talked with other guys about stuff like feelings, my relationship, my problems, and especially about the fears I have for my family. It really helped me to open up and it felt really good. I didn't think other guys felt the same way about their stuff."*

*"Men are under a lot of pressure to be strong and tough – I've SO let that go. Now my wife, kids and I work as a team and we are all way more happy."*

*"My child was hurting others and I realized that I was role modeling the same behaviour."*

*"My entire family has changed! And I realize it's because I've changed."*

*"I wouldn't have wanted my daughters to marry men like me; like I was before Mindful Fathering."*

*"I have learned that taking responsibility for my own actions and being a positive role model is the most important part about being a dad."*

*"I'm sincerely grateful for having had the opportunity to learn how to be a better father."*



"Mindful Fathering Manual Launch Event" David O'Brien, Liisa Kuuter, Rodrigo Moreno, Ena Burbano, and Karen Blake



*"Anyone who turns to Yorktown can feel that they have come to the right place."*

—Scarlett Swain, President  
of the Board of Directors,  
Yorktown Family Services

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

## Scarlett Swain: The Importance of a Collaborative Culture

### **SCARLETT SWAIN, PRESIDENT OF YORKTOWN FAMILY SERVICES' BOARD OF DIRECTORS,**

has been a board member for over nine years. In 2011, Sarah Smith, Yorktown's board president at the time, and Scarlett's long-time friend, invited Scarlett to Yorktown's most important fundraising event, the annual Tribute Dinner. Scarlett decided to accompany Sarah to the event and was immediately captivated by the Yorktown staff she met, including, Karen Engel, Yorktown's founder, and Executive Director at the time, Fatima Valentim, Director of Violence Against Women Services, and Suzette Arruda-Santos, then the Director of Service, and, now, Yorktown's Executive Director. "It was my first experience seeing Yorktown close up. There was a huge turn-out for the event and when I saw and heard the messaging about the incredible work Yorktown does, I understood why," says Scarlett. She feels that this was when the "penny dropped" for her and she recognized how supporting this West Toronto charity made sense, no matter where in Toronto you live. Scarlett joined Yorktown's Board of Directors and the Development Committee, just a few weeks later.

Looking back at her decision to join Yorktown's board, Scarlett feels that being a mom was an influencing factor. Her two daughters were very young at the time and Scarlett thought about how important a support network is for children and families. She has high hopes for her daughters' futures and feels that all children should have access to the supports they need to fulfill their dreams. Scarlett recognized Yorktown as a place where children, youth and families can turn when they are in need. "Yorktown is open and welcoming. Anyone who turns to Yorktown can feel that they have come to the right place. You will be connected to the programs and services that you need to move forward. You are treated with respect," says Scarlett.

Scarlett has a background in marketing and business and contributes her expertise to ensure that programs and services offered by Yorktown continue to be available to support communities in West Toronto. "All of Yorktown's board members volunteer their time with the same goal in mind: To ensure that Yorktown is a strong organization that continues to respond effectively to the needs of the community," says Scarlett. As president of the board, an important focus for Scarlett is ensuring that the welcoming culture of respect, friendliness, and openness that struck her about Yorktown also lives and breathes at the board level.

"This is a creative organization, nimble in figuring out how to navigate problems and be resourceful. I am really proud of that. It takes a lot of diversity on the board to be this way but the value is lost if members don't feel comfortable to contribute. It is a great potential loss if voices aren't heard. Many successes come about as a result of an unconventional idea and open mindedness can help the seed of an idea germinate and grow into something big."

## What her colleagues have to say about Scarlett...

*"Scarlett is great at seeing things from someone else's perspective, and she leads with her actions."*

—Lawrence Biricz, Vice President, Board of Directors, Yorktown Family Services

*"Scarlett's leadership has nurtured a culture of high engagement at the board level by encouraging multiple voices and diversity of thought. She has helped to truly operationalize Yorktown's core values at the highest level of the organization."*

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

*"Having worked on the Board with Scarlett over the past couple of years, Scarlett has demonstrated that she is an authentic and passionate leader. She truly inspires a spirit of collaboration and inclusivity on the Board which has contributed to insightful Board discussions and decisions"*

—Wayne Dowers, Treasurer, Board of Directors, Yorktown Family Services

*"Scarlett approaches her role at Yorktown with immense responsibility and with a strong ownership focus. Her engagement is authentic and her commitment is deep."*

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

*"Scarlett is incredibly creative, always seeking out opportunities for Yorktown, especially with regards to fundraising. Her commitment to serving the Yorktown community is exemplary and that, coupled with her vibrant enthusiasm has brought us to a new level of excellence."*

—Dori Mould, Board of Directors, Yorktown Family Services

*"Scarlett is a passionate person. Her energy and dedication to the important work Yorktown does were the reasons I agreed to join the Board of Directors. I thank Scarlett for this. My eyes have been opened further to the challenges of child and youth mental wellness, something I am passionate about. Scarlett is a most deserving recipient of this award!"*

—Michael Zivot, Board of Directors, Yorktown Family Services

Scarlett Swain introduced the idea of joining the Dolphin Gaming Centre which has brought in over \$100,000 in proceeds over an 18 month period.

The Woman Abuse Council of Toronto ("WomanACT") is a policy development and planning body that coordinates an efficient and effective approach to providing services for women experiencing violence, and their families.



*"Today's achievement is the result of collaborative work at its best! It is truly remarkable what we can achieve together to support victims of violence."*

—Harmy Mendoza,  
Executive Director,  
WomanACT



Isabell Schnapp, Barbara Held, Layla Crust, Elaine Cooper (seated), Elayne Shuster, Toby Zarnett, Eva Karpati

# The Yorktown Community

## Update on Sector Collaboration: Violence Against Women and Shelter Support and Housing Administration

**THE FACTORS THAT INFLUENCE SERVICE** provided to victims of violence are complex and extend well beyond Violence Against Women services. In order to address inter-sectoral factors collaboration between sectors is a must!

Harmy Mendoza, Executive Director of WomanAct rallied the co-chairs of the key Violence Against Women sector committees to bring their collective voice to the planning table. Responding to their concerns outlined in a letter to the Ministry of Housing, on March 2017, Toronto City Council directed Social Services Housing Administration (SSHA) division staff to consult with the Violence Against Women (VAW) sector. These consultations took place during the spring of 2017 and provided the opportunity for both parties to reaffirm their commitment to working collaboratively. Specifically, SSHA and the VAW sector agreed to formalize the working relationship through the development of a Memorandum of Understanding.

On January 9, 2019, over 70 stakeholders were invited to attend the Signing Session between the Ministry of Children, Community and Social Services: Violence Against Women Toronto Region agencies and the Shelter Support and Housing Administration Division of the City of Toronto.

Both sectors; VAW, and SSHA (City of Toronto), are now working closely to address commonly identified gaps in practice and policy arenas. For example, training has been developed for front line staff of both sectors regarding programs that serve VAW applicants.



Suzette Arruda-Santos,  
Executive Director signs the  
Memorandum of Understanding

## Turning the Page Children's Libraries

**TURNING THE PAGE CHILDREN'S LIBRARIES** is an on-going project of the National Council of Jewish Women of Canada, Toronto.

Elayne Shuster and Susan Austin are the co-chairs of a group of volunteers who donate their time, creativity, resourcefulness, skills and connections, to turn drab and uninviting rooms into soothing sanctuaries. "Our goal is to promote the love of reading by providing a space where moms and their children can share some quality time," says Elayne.

Each member of the team pitches in, stepping up as materials, assistance with labour, or, in the case of the Yorktown project, funding, is required. Eva Karpati, a former teacher, arranged for a grant from the retired Teachers Association and \$2,000 was put toward the Yorktown children's library! The funds went toward a TV, a computer, and additional books. A group of the retired teachers also donated hand-sewn cozy pillows that they created. Each pillow has a pocket to hold

## Joe Santos – Yorktown’s Cause Marketing Partner



**JOE SANTOS HAS BEEN A YORKTOWN SUPPORTER** for over 25 years. Joe arranged for in-kind donations of products as well as funding from the corporations he worked for to help Yorktown continue to serve under-resourced communities. Fifteen years ago, Joe started his own company, Saralex Group, to make “Specialty & Ethnic Foods” accessible to customers through very accessible stores like Shoppers Drug Mart and Walmart. As his business grew, Joe wanted to ensure that his company would give back to the community. Joe decided that a “cause marketing” relationship would be an interesting and creative way to provide consistent

support to the communities that he lives and works in. The partnership was launched in April 2019 through Joe’s arrangement to sponsor the *Art Education Event*, led by Board Members Dori Mould and Lachlan MacQuarrie. The event raised \$6,000 for Yorktown!

Joe arranged for Yorktown’s Violence Against Women Services to receive a percentage of the sales of his unique product *Breath Mate*. “It is important to me to support the local community. I can see the positive change that Yorktown brings; it’s tangible and has an immediate presence,” says Joe. Joe arranged for the *Breath Mate* website to link to Yorktown’s website. According to Joe, “It was impressive and heartwarming that such a high percentage of people will link from the *Breath Mate* website to the Yorktown website. It is clear that these days, it is important for consumers to know that companies have a commitment to support their communities. At the end of the day, we are all a part of the community and we want the members of our communities to thrive and be safe and healthy. Doesn’t that make the community we live in, better for us all?”

We agree Joe! Thank you for helping to make our communities better for us all!



Dori Mould, Joe Santos, and Lachlan MacQuarrie at the *Art Education Event*

a favourite book! The Yorktown library was the first project that professional artist, Layla Crust, worked on with the Turning the Page team. “We are grateful to Layla for donating her talent. She created a serene and peaceful atmosphere with blue skies and fluffy clouds. The moms and children are happy with the transformation the Turning the Page team have made to, what was formerly, an unwelcoming space,” says Fatima Valentim, Director of Violence Against Women Services.

Elayne arranges for the paint to be donated from the local Home Depot for each project. For Yorktown’s library, she reached out to a friend, Paul Arlin, owner of *Jiffy on Demand Home Maintenance Services* who promptly agreed to arrange to donate the labour to paint the entire room before Layla painted the mural. Marlene Nesbitt, a designer, and Norma Lowe-Kline, an interior decorator, both generously contributed their expertise. It was all-hands-on deck throughout the five phases of the project and Elaine Cooper, Barbara Held, Isabel Schnapp, Liz Wachtel, and Toby Zarnett, all contributed to usher the project to completion, from the time that the room was cleared, to the finishing touches.

Yorktown thanks Elayne and Susan and their team for creating an oasis for moms and children at Yorktown’s shelter!



**Turning the Page**  
CREATING CHILDREN'S LIBRARIES IN WOMEN'S SHELTERS



Reconnect Community Health Services provides support for youth transitioning to adult mental health services.

WestReach provides a pathway to ongoing/ long-term counselling supports for youth, access to psychological assessment, and consultation for youth over the age of 18.

## Youth Focused: You've come to the right place!

**MORE THAN 10 YEARS AGO**, Yorktown Family Services launched our YouthSpace at the Jane St. Hub. Since that time, we have continued to expand on our program and service offerings to youth. This past year, the YouthSpace officially became the West Toronto Youth Hub, and we welcomed Reconnect Community Health Services and WestReach as co-located partners.

An integrated youth services site, the West Toronto Youth Hub provides rapid and seamless access to mental health, social service, and primary health support. Services are facilitated by a Care Navigator that helps youth and young adults access the services they require including the Youth Mental Health Walk-In therapy clinic, Youth Mentorship, Choices (a drug misuse prevention group program), Youth Outreach, a parenting program for teens and young adults, and wrap around supports for child welfare clients.

As the metamorphosis from “youth space” to “youth hub” continued, it was clear that an investment in transforming a drab and non-descript environment into one that was welcoming and youth-focused, was a must. In November 2018, the creative artistry of Nav Sidhu, was enlisted.

Nav, age 22, is “Nav’s Blank Canvas”. Neeli Grewal, West Toronto Youth Hub Manager, shared with Nav the hopes and dreams for the space. Nav visited the West Toronto Youth Hub and observed. She saw ethnic and cultural diversity, a space where counselling and a focus on mental wellness was important, and she saw that youth enjoyed being there. Nav aligned her creative concepts with these things in mind.

She wanted the rooms to be interesting, “visually comfortable”; something that youth can relate to. Multiculturalism was the theme in one room. A large chalk board became a focus in the main room for youth to make their own art part of the space. The room with the skull is meant to provoke some thought. It is painted in softer colours so it is conducive for use as a counselling room. “The last room, with the brain, the astronaut and the butterfly are meant to inspire; that anything is possible. It reflects my story of being a student and going through my own personal hardships, rekindling my love for art, and turning it into a business. I am grateful that Yorktown chose to support a local artist and I value this great opportunity,” says Nav.

It took Nav approximately 300 hours to design and paint the four rooms at the West Toronto Youth Space and she considers it a labour of love.



Artist Nav Sidhu



Yorktown Staff at the launch of the redesigned West Toronto Youth Hub rooms

## BINGO! Yorktown and Dolphin Gaming Center Make it Happen



**EVER RESOURCEFUL** and looking for new funding opportunities, Scarlett Swain, our Board President suggested BINGO!

In April of 2018, Yorktown was accepted as a member of Dolphin Gaming Centre for their Bingo Program. With the support of some of our board members, staff and volunteers, Yorktown raised over \$70,000 in 2018/19 through bingo!

Yorktown is grateful to the management of Dolphin Gaming Centre, the Ontario Charitable Gaming Association, and The City of Toronto, for making this fundraising opportunity possible.

Last but certainly not least, we would like to thank the dedicated Yorktown Bingo program supporters who manage weekly sessions at Dolphin Gaming Centre, without whom, this initiative wouldn't be possible:



Patrick McNamara and  
Shannon Bozickovic



Pranab Ghimire and  
Karina Gonzalez



Beryl Campeau-Larose  
and Maria Arteaga



Larry Biricz



Montana Grey



Anna Pileggi



Luis Cano and  
Gely Sanchez

## Yorktown's Social Media Launch

**IN APRIL 2018**, Yorktown invested in social media as a way to connect with the community we serve, join the conversation about mental health and wellness online, support those who need it, and share more about Yorktown's wonderful partnerships, staff and board members.

Over the past year, we grew our online audience. Over 1,000 people joined Twitter Chats and conversations on World Mental Health Day, Children's Mental Health Week and more. We also collaborated with partners and clients to share stories and create impact in the online space. Through our online initiatives, we've connected with new groups and organizations, which has helped us grow our offline partnerships and communities. We also discovered a gap in service for online mental health support, which we are working towards addressing over the next few years.

- We want those that can benefit from our programs to connect with us!
- We want partners who want to collaborate to know we are here to help!
- We want philanthropists looking to bring positive change to communities to find us!

While this is still new territory for us, we are thrilled by the successes we have achieved over the past year. Your follows, shares, and engagement are appreciated! The more people we can reach, the more we can connect to the support they require. Please follow our social media channels (and share with friends!) to continue to help us grow our online community and reach more people.



@YorktownFamilyServices



@YorktownFamilyServices



@YorktownFamily

We have also created a channel specifically for our youth and the programs at our new West Toronto Youth Hub:



@westtorontoyouthhub



Robyn Howlett and  
Suzette Arruda-Santos



Scarlett Swain

## The Tribute Dinner in Honour of Kate and David Daniels



Kate and David Daniels

**ON JUNE 8TH, 2018**, the Yorktown Humanitarian Award for Community Service was presented to Kate and David Daniels in recognition of their many years of dedication to making a difference in the lives of others. Kate and David are guided by what they refer to as *PSR*, or *Personal Social Responsibility*, focussed on active participation in smaller non-profits that emphasize youth and the arts.

David is a Principal of real estate investor Daniels Capital Group, co-founder of Sustainable T.O Architecture + Building, and Principal of David Versus Goliath Productions. His stage, film, and TV projects have been nominated and/or won Gemini, Genie, Dramalogue, Dora Mavor Moore and American Video Awards.

Kate is a Principal of Daniels O'Hagan Stephenson Strategic Communications + Production. Select clients have included Disney, Hermes, Labatt, Moët et Chandon, Prada, Sony, Toronto Film Critics' Association Awards, Warner Music Canada, Kim Cattrall, and Nelly Furtado. Philanthropy includes: Director of the Canadian Film Centre; Advisory Board Member of Artists For Peace and Justice; and Co-Chair of the Governor General's Performing Arts Awards (2012-17).

The 2018 Tribute Dinner honouring Kate and David was a resounding success, raising over \$235,000. As honourees, the Daniels helped elevate awareness of Yorktown inspiring the attention of numerous like-minded philanthropists. The collective show of support has enabled Yorktown to continue to offer innovative, evidence-based programs to children, youth, women and families in one of Ontario's most under-resourced communities.

We would like to thank Kate and David for their continued investment in Yorktown and helping to bring positive change to Toronto's communities, benefitting us all.



Kate Daniels with Tribute Dinner Co-Chairs, Jacob Yerex and Salah Bachir

# Looking Forward with Incoming President Lawrence Biricz

## WHEN I JOINED YORKTOWN FAMILY SERVICES' BOARD OF DIRECTORS

nine years ago, I was interested in bringing my experience in finance to support the work of a not-for-profit entity. I chose Yorktown because of the outstanding work the organization does in the areas of mental health and Violence Against Women. After being a Board member, Treasurer and Vice-President, it is my honour to assume the role of President of Yorktown Family Services' Board of Directors. I have had the fortune to work alongside former Presidents; Scarlett Swain, Paul Huyer, Diane Brooks, and Sarah Smith. I give each and every one of them my heartfelt thanks for their hard work and contributions to the Board and to Yorktown.

As President, I will continue to deepen the current culture that fosters collaboration and respect at the board level. Using our strong board members and supportive executive, I will remain focused on the pillars of finance and fundraising that are so critical to keeping Yorktown strong and healthy as an organization.

New initiatives we are planning for the coming fiscal year include prevention programs focused on youth and targeted violence. We will also be building upon current Infant Mental Health networks by introducing the formation of Infant Minds, a collaborative of organizations committed to providing direct service access for infants and their caregivers. As well, Yorktown Family Services has been invited to be a member of the North West Toronto Ontario Health Team, in partnership with Humber River Hospital, Unison Health and Community Services and Loft Community Services. This is an important milestone for our organization. We are looking forward to continuing to help the communities we serve and deepening our valued partnerships.

I am excited to undertake the role of President and expect the next two years to be hard work, fun and eventful. It is with passion and commitment that I will help our people continue their great work, while ensuring our culture of respect, collaboration and warmth continue at Yorktown Family Services.



Lawrence Biricz  
*Incoming President*



Lawrence Biricz

## 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 2019-2020 fiscal year.



**Lawrence Biricz**  
PRESIDENT



**Jasmine Samra**  
VICE PRESIDENT



**Wayne Dowers**  
TREASURER



**Scarlett Swain**  
PAST PRESIDENT



**Tom Arkell**  
DIRECTOR



**Judy Huyer**  
DIRECTOR



**Lachlan J. MacQuarrie**  
DIRECTOR



**Blair Morrison**  
DIRECTOR



**Dori Mould**  
DIRECTOR



**Sarah Smith**  
DIRECTOR



**Michael Zivot**  
DIRECTOR

Statement of Operations for the Year Ended March 31, 2019

## Financial Statement Summary

## YORKTOWN FAMILY SERVICES

		2019	2018
REVENUE	Government Funding	\$ 4,138,310	\$ 3,853,912
	United Way Greater Toronto	508,347	487,640
	Donations and fundraising	508,014	460,156
	Other grants	370,844	345,234
	Cost recoveries and other	170,667	166,052
	<b>Total Revenue</b>	<b>\$ 5,696,182</b>	<b>\$ 5,312,994</b>
EXPENSES	Personnel	\$ 4,116,678	\$ 3,948,609
	Program and operations	683,871	631,600
	Occupancy costs	475,158	458,635
	Administrations, communications and development	391,772	328,805
	<b>Total Expenses</b>	<b>\$ 5,667,479</b>	<b>\$ 5,367,649</b>
	<b>EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR</b>	<b>\$ 28,703</b>	<b>- \$54,655</b>

*Yorktown Family Services is very grateful for the significant contributions provided by government, businesses, corporations, foundations, community organizations, individuals, families, and staff. On behalf of the children, youth, women and families we serve, we thank all of these generous individuals and organizations for their support during the period from April 1, 2018 and March 31, 2019.*

## Thank You!

### Organization and Community Partners, Funders and Supporters

▶ The 519 ▶ Abrigo ▶ Adventure Place ▶ Affleck Greene McMurtry LLP ▶ AGF Management Limited  
▶ Albion Boys and Girls Club ▶ Apotex Inc. ▶ Asas Do Atlantico Social and Sports Club Inc. ▶ Assaulted Women's Helpline ▶ Aston Family Foundation ▶ Bank of Montreal Financial Group ▶ Bell Canada  
▶ Benevity ▶ Bennett Family Foundation ▶ Biricz Taylor Investments Ltd ▶ Blackhawk Sales Inc.  
▶ Blaney, McMurtry - Partners ▶ BP Foundation ▶ BT Advisory ▶ Budman Family Foundation ▶ Cadillac Fairview ▶ Canadian Women's Foundation ▶ Capitalize for Kids (C4K) ▶ The Centre for Addiction and Mental Health (CAMH) ▶ CAP Inc ▶ Carlu Corp ▶ Catholic Children's Aid Society ▶ Catholic Family Services ▶ Central Toronto Youth Services ▶ Central United Church ▶ Child Welfare/Violence Against Women Collaboration Advisory ▶ Children's Aid Society of Toronto ▶ Cineplex Entertainment  
▶ Cineplex Media ▶ City of Toronto ▶ Coffey Family Foundation ▶ Community Place Hub ▶ Comweb Corporation ▶ COSTI ▶ Counselling Network ▶ Covenant House ▶ CP24 CHUM Christmas Wish  
▶ Daniels Financial Corporation ▶ Davenport-Perth Neighborhood and Community Health Centre  
▶ Dolphin Gaming Centre ▶ Dufferin-St. Clair Library ▶ East Metro Youth Services ▶ Flow Distribution Services ▶ FoodShare Toronto ▶ Focus Toronto/Focus Rexdale ▶ For Youth Initiative ▶ Friends in High Places ▶ Fulcrum Investment Co. Ltd ▶ George Brown College ▶ George Hull Centre ▶ Griffin Centre  
▶ Harvey Kalles Real Estate Ltd. ▶ Heathwood Group Limited ▶ Horizons for Youth ▶ The Hospital for Sick Children ▶ Humber College Community Employment Services ▶ Humber River Hospital  
▶ Humbercrest United Church Women ▶ Innovative Rhythm Dance ▶ Intact Foundation ▶ Island Edge Inc. ▶ Kid Crew ▶ Kramer Sculptures Inc ▶ Labatt Brewing Company Limited ▶ LAMP Community Health Centre ▶ Learning Enrichment Foundation ▶ Legal Aid Ontario ▶ LUNA Local 183 ▶ Macaulay Child Development Centre ▶ Mantella Corporation ▶ Massey Centre for Women ▶ Ministry of the Attorney General ▶ Ministry of Children, Community, and Social Services ▶ Ministry of Health and Long Term Care ▶ Ministry of Health Promotion ▶ Ministry of Housing ▶ Mothercraft College  
▶ Mservices Limited Partnership ▶ Murray Frum Foundation ▶ Musical Stage Company ▶ NAFOR Inc. ▶ NAIOP ▶ Norman and Margaret Jewison Charitable Foundation ▶ Norman Black Foundation  
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▶ Ontario Works ▶ Ontario Youth Wellness Hubs ▶ Oxford Properties Group ▶ Parmed Properties ▶ Phamous Characters Inc. ▶ Planned Parenthood Toronto ▶ Program Without Walls (CAPC) ▶ Public Health Toronto ▶ Reconnect Community Health Services ▶ Rexdale Community Health Centre  
▶ RBC Capital Retirees ▶ RBC Financial Group ▶ RBC Foundation ▶ Royal LePage Shelter Foundation ▶ Ryerson University ▶ Saralex Group Inc. ▶ Seneca 360 ▶ Shakespeare Experience Performing Arts ▶ Shields O'Donnell Mackillop LLP ▶ Shoebox Project for Shelters ▶ Skylark Children, Youth and Families  
▶ Somali Immigrant Aid Organization ▶ Somali Women and Children's Support Network ▶ Somail Youth Association of Toronto ▶ St. John's Anglican Church ▶ St. Joseph's Health Centre ▶ State Street Trust Company Canada ▶ Swansea School of Dance ▶ TD Bank Financial Group ▶ TD Insurance ▶ TD Securities Underwriting Hope Fund ▶ Telus ▶ The Etobicoke Children's Centre ▶ The Printing House  
▶ Torkin Manes Staff ▶ 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 Police Services ▶ Toronto Public Health ▶ Toronto Public

This list includes donations received between April 1, 2018 and March 31, 2019. We also thank those donors who request to remain anonymous and any donors we may have inadvertently missed when we prepared this list. Please contact us at 416-394-2424 ext. 251 or [info@yorktownfamilyservices.com](mailto:info@yorktownfamilyservices.com) for any corrections, additions, and inquiries.

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# Yorktown Family Services



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### Shelter Site


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### West Toronto Youth Hub


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