



# FRONTENAC YOUTH SERVICES

*Enhancing mental, social and emotional well-being.*

## Newsletter

### May 2018



Join us on Facebook, click the link below:

<https://www.facebook.com/Frontenac-Youth-Services-332095117296027/>

#### Included in this issue:

Accreditation	1
Gowns for Girls	1
Mental Health BBQ	2-5
Telus Donation	5
Residential Review	6
Golf Tournament	6
Client's Comments	7

### ACCREDITATION

Frontenac will have a site review for Accreditation on June 19 and 20, 2018 through the Canadian Centre for Accreditation.

\*The Canadian Centre for Accreditation is a national, not-for-profit organization offering accreditation specifically tailored to community-based health and social services across Canada.\*

\*[www.canadiancentreforaccreditation.ca](http://www.canadiancentreforaccreditation.ca)

#### Volunteer Opportunities

***Please check out web site at:***  
[www.frontenacyouthservices.org](http://www.frontenacyouthservices.org)



Frontenac Youth Services staff members Karna Button and Sheila Jenkins participated in the Annual Gowns for Girls Event held on Wednesday April 18th, 2018 and Thursday April 19th, 2018 at Bobby Orr Public School in Oshawa. This was the 5<sup>th</sup> year of the event which was introduced by Constable Joylene MacNeil, a 17 Division Youth Officer with Durham Regional Police Services.

The event provides donated prom dresses, shoes and accessories to youth in the Durham Region who may not have the means to access these and attend their school celebrations. The event is a true reflection of the DRPS and community partners coming together to celebrate our youth.

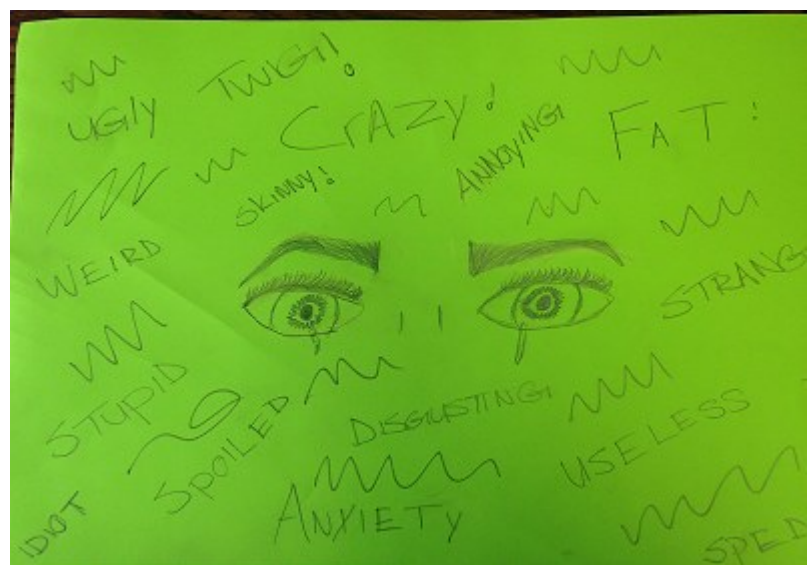
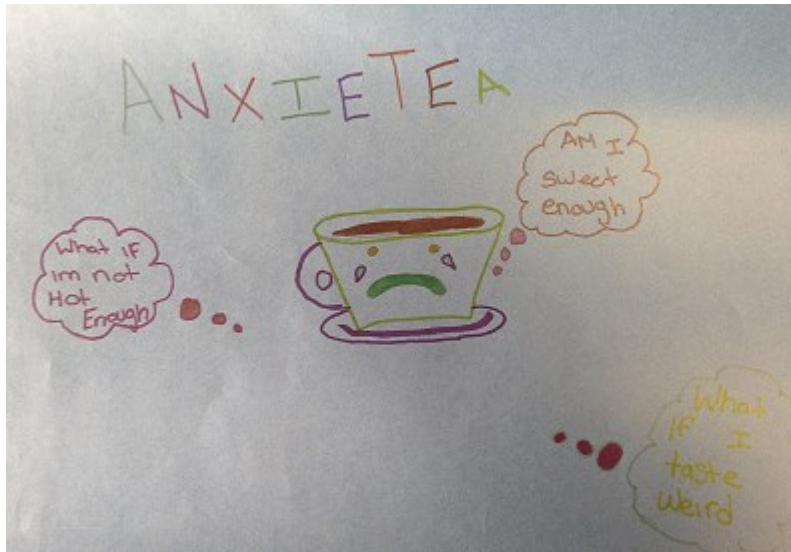
The event was a tremendous success with hundreds of youth in attendance over the two days all leaving with gowns in tow! A big thank you to all the staff and clients at FYS who made donations to the event.



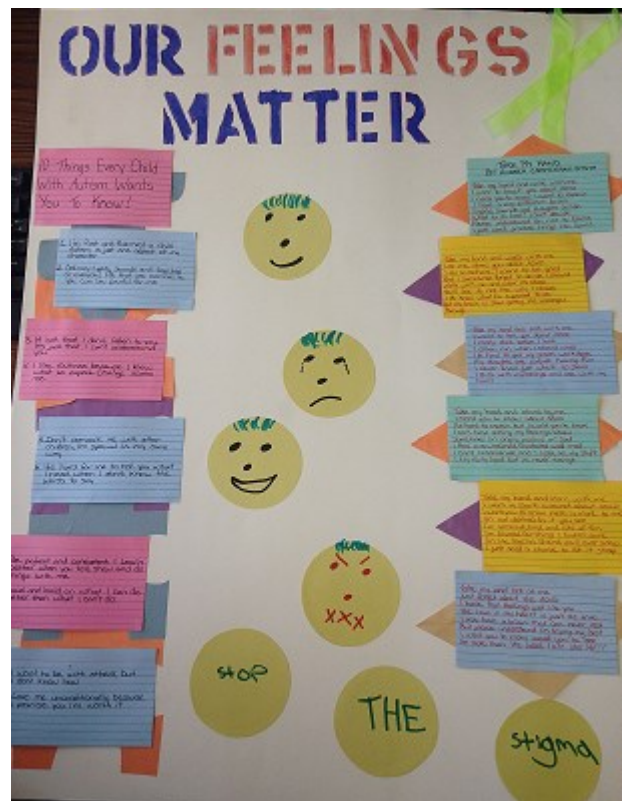
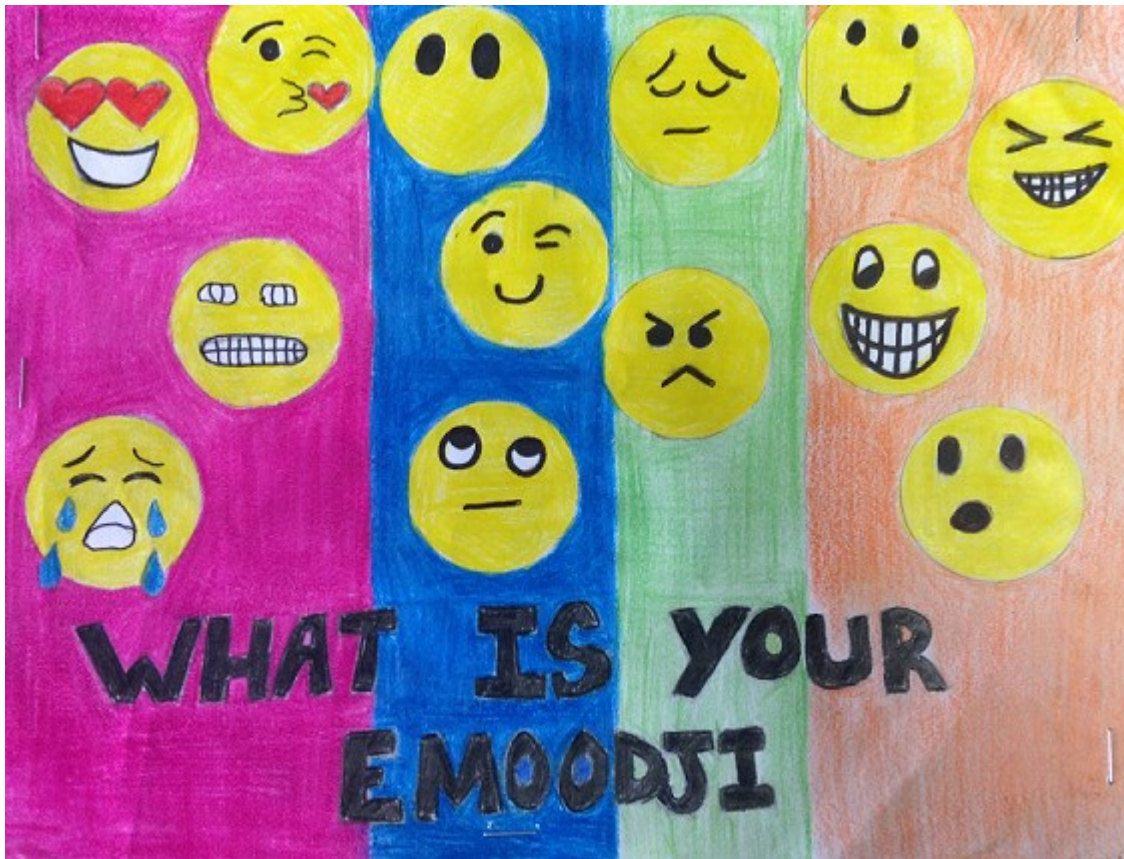
## MENTAL HEALTH BBQ



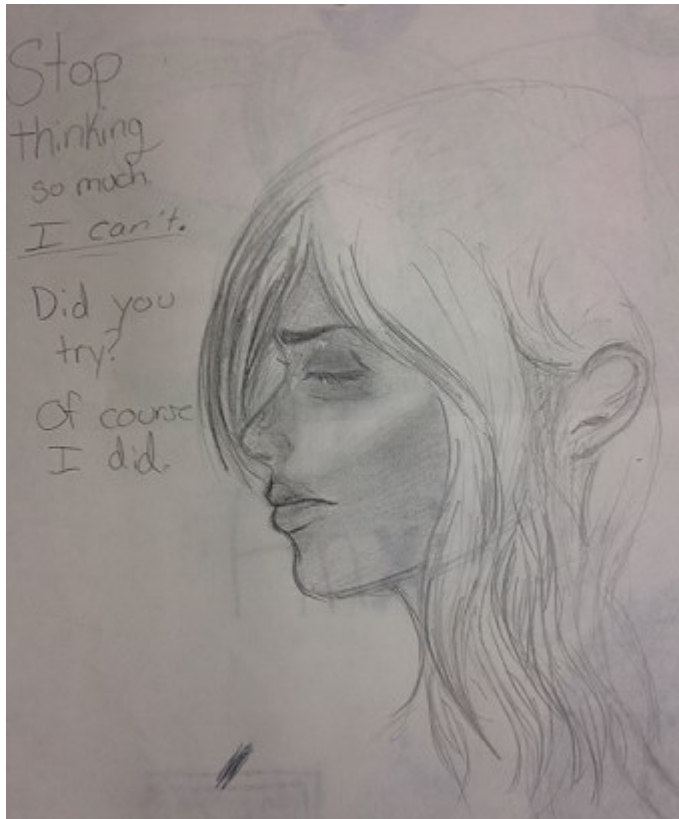
In recognizing Children's Mental Health Week, Frontenac Youth Services hosted it's annual Open House and BBQ event on May 9. Adolescents displayed art work (pages 2-4) that depicted what Mental Health means to them, with prizes for all entries. Durham Regional Police Services made their yearly visit and once again Enbridge provided the BBQ equipment and manpower. Thanks to all our sponsors.







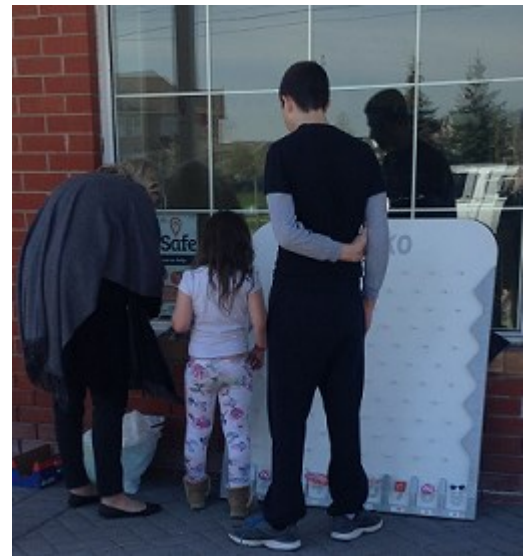




Executive Director Marlene E. Pike reminds everyone that #KidsCantWait for Mental Health Services.



Once again  
"Blinko" was a  
favourite game  
at the BBQ.



## TELUS DONATION



Telus recently made a monetary donation along with a large amount of books geared toward teenagers (ages 12-18).

Executive Director Marlene E. Pike (second from left), is seen here accepting a cheque from Telus representatives.



## FRONTENAC RESIDENTIAL REVIEW



At Frontenac Youth Services our Mission of “Enhancing mental, social and emotional well – being” guides our work in all of our programs and services. We continually focus on promoting a culture that sustains the development and implementation of evidence informed and evidence based practices.

We welcomed the opportunity to work with Kinark Child and Family Services, as lead agency, to assess our Residential Program. The experience of the review was positive and not intrusive thanks to the Review Team Breanna Costelloe and Vivian Van Wagner. Breanna is pictured below with Executive Director Marlene Pike (far left) and Residential Program Manager Wendy Rechanicz (far right). All staff and youth were made to feel included in the process and their input was valued. We look forward to receiving the results, and to making further quality improvements based on the recommendations within the Critical Success Factors and ultimately make a difference with our youth and their families.



## GOLF TOURNAMENT

### 12th Annual Golf Tournament

### Monday, July 9, 2018



at

**Royal Ashburn Golf Club**

**For information contact:**

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**Or**

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## CLIENT'S COMMENTS

These comments are collected as part of the client surveys which take place after all services are finished at the agency.

### What did you like about Frontenac

- my worker was very nice
- I liked the personal talking and offering of advice and in general the service
- meeting friends, learning strategies, completing some goals
- my counsellor was really nice and helped me a lot
- located in the area where I live
- my parents didn't have to pay
- I like that I got to tell them what was wrong and they could fix it and I liked that I could rely on them
- our worker was easy to talk to and knowledgeable
- they have always helped my son
- I really liked that I was involved and included as a parent but that my daughter was given a voice and that it was her journey; the improvement has been tremendous and I am so thankful
- staff are friendly; my worker was great; the location is ideal because I live in Durham
- knowledgeable counsellor; helpful advice, very patient, understanding and encouraging

"Tell us what  
you think!"



### What could we improve upon?

- wait time
- don't really know
- shorter wait times/more flexibility for times and days available
- nothing, I don't think
- overall communication between counsellor, residence and parent
- more late night appointment slots
- I feel fully satisfied
- shorter wait time

### General Comments:

- I will miss you guys
- thanks
- my worker was super good
- our counsellor was incredible with my daughter and with her help and guidance she has helped her regain her confidence and decrease her anxiety; I have my daughter back!

Accredited by  
Canadian Centre  
for Accreditation



Agréé par  
Centre canadien  
de l'agrément

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