



FRONTENAC YOUTH SERVICES
Enhancing mental, social and emotional well-being.
Newsletter
November 2018



WALK-IN CLINIC

Frontenac's Walk-In Clinic offering single session counselling for adolescents 12-18 years of age (family accompaniment welcomed) commenced on September 14 and continues to be successful. Hours for the walk-in clinic are Fridays 9:00 a.m. to 2:30 p.m. Clients and their families must have completed intake at Central Intake Services at 1-888-454-6275 prior to attending the walk-in clinic. See page 4 for further details.

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MAKING A DIFFERENCE IN ENHANCING LIVES



Thank you to Alice Porter for her very generous donation to Frontenac Youth Services. Alice spent 35 years in Nursing Education in India. She has been retired 28 years and still does volunteer work a number of times each month. She received the Order of Ontario which "honours those Ontarians who exemplify the highest qualities of achievement and excellence and whose contributions enrich the lives of their fellow men and women in our Province, in Canada and in the world".

As Alice stated, "I earned my way all my life so know the value of money and chose agencies with low overhead before making donations. I also looked for places where lives are given a hand up rather than a hand out whenever possible."

If you would like to donate to Frontenac Youth Services please contact the office at 905-579-1551 or go to our website (www.frontenacyouthservices.org). Remember if you decided to transfer stocks or bonds you will get a Capital Gains Tax Relief.

Thank you Alice Porter for making a difference at Frontenac, as we continue to enhance the mental, social and emotional well-being of our clients and their families.

ACCREDITATION

We are proud to be accredited through the Canadian Centre for Accreditation, a third party review based on organizational practices that promote ongoing quality improvement and responsive, effective community services.

Frontenac Youth Services has been approved for the period of September 29, 2018 to September 28, 2022, which is our “accreditation term.”

Accredited by
**Canadian Centre
for Accreditation**



Agréé par
**Centre canadien
de l'agrément**

DAY TREATMENT

The 2018-2019 school year is well underway. We have had some changes this school year with the closure of Glenholme and our classroom moving to its new location. The Grove main office, and our segregated classroom, are now located above Durham Alternative Secondary School (DASS), on the second floor, at 155 Gibb St in Oshawa. Previously the site housed Village Union Public School. This has been a great move for our program! We will now have access to a full library and a Culinary Arts room as well as a gym for our Physical Education program. This classroom also has an opportunity to be mobile and visit a classroom at University of Ontario Institute of Technology (UOIT) on Thursdays, which provides the opportunity for our youth to explore different types of technology while completing their academics.

Our other Day Treatment Programs have also had a great start and all programs are beginning their fall treatment reviews. During this time, clients and their families have the opportunity to review the youth's Child and Youth Mental Health (ChYMH) monitoring assessments. This provides a great opportunity to discuss their growth in the program, as well as providing a visual chart to guide the discussion.



Melanie Brynaert
Day Treatment Manager

“The leaves fall, the wind blows, and the farm country slowly changes from the summer cottons into its winter wools.”

Henry Beaton



WATERSDOWN RESIDENCE AND DUAL DIAGNOSIS CLASSROOM

I would like to take this opportunity to highlight the staff team at Watersdown Residence and the Dual Diagnosis classroom and the great programming they are doing with the youth. Without the team of Child and Youth Workers the programs would not run smoothly and provide the youth with the treatment approaches they require to be successful. With a genuine approach and compassion the Child and Youth Workers provide a structured, treatment based program for the youth. The program focuses on the individual needs of each youth. Using different assessment tools and working with the multi-disciplinary team the Child and Youth Workers provide the youth with creative strategies to better manage their emotions and provide modelling strategies, visuals to support the youth in creating independence. The Child and Youth Workers facilitate two groups a week for the youth; one focusing on the reason they are in treatment and setting goals for the youth to achieve and the other group focussing on life/social skills. The residence offers a sensory room that the youth can utilize to help them self-regulate and the Child and Youth Workers support the youth in finding what sensory materials can help them. The residence is full of visual and individual programs that the Child and Youth Workers have created to make the residence feel comfortable and home like for the youth. They celebrate all holidays with the youth and participate in a variety of outings. They go above and beyond daily to provide the best treatment for the youth in residence. Thank you Brittany, Richard, Maria, Lori, Tim, Tanya and Krystle for your dedication to the youth and the agency.

Watersdown Residence would also like to invite you to the annual Christmas Open House that is being held on December 19, 2018 from 12-6pm. This is organized and run by the Child and Youth Workers to raise money that directly impacts the youth for outings, board games, and arts and crafts supplies. Please feel free to stop by and see the residence.

The Dual Diagnosis classroom has made changes this year! We have a new location at G.L. Roberts CVI in Oshawa and Jocelyn and Jenny as the Child and Youth Workers in the classroom. Both Jocelyn and Jenny provide a treatment based school program that allows the youth to feel safe and supported in a school setting. They work with the youth daily on skills to prepare them to return to a regular school setting. They also utilize evidence based practices to help support the youth in creating a “tool box” of school based strategies. With creative approaches and a partnership with the Durham District School Board – Grove School, the classroom provides the youth with a teacher that can individualize their educational needs. Jocelyn and Jenny work closely with the staff at the Watersdown Residence and the multi-disciplinary team ensure that the needs of the youth are met. Thank you Jocelyn and Jenny for your dedication to the youth and the agency.

Sarah Dixon
Program Manager



FRONTENAC RESIDENCE



BEHIND THE DOOR

I am excited to report that over the summer months a collaborative effort between the two residential programs began in designing a Zen Room in the former basement bedroom. With a few minor exceptions, this room is almost completed! The Zen Room is a refreshing addition to the residence. The youth are already enjoying their time relaxing, meditating and practising mindfulness. Another creative addition is a sensory wall; this wall completes the lounge area. The staff have done a fantastic job!

With the completion of a new meeting room in the former recreational room, several treatment reviews have been pre-scheduled to occur on site. The youth feel at ease in this room, making it less anxiety provoking to sit through treatment planning.

Frontenac Residence welcomed autumn by decorating their front door with fall colours.

Thank you to Cassy for her collaboration with Kinark in bringing Dialectical Behaviour Therapy to our residence. Ashley, Bernadette and Cassy are busy working together to deliver a Dialectical Behaviour Therapy skills based group to the youth in the program.

Thank you to all the residential staff for your commitment to making changes in our delivery of evidence based treatment. You all make this program successful!

Wendy Rechanicz, RSSW

WALK-IN CLINIC

As of November 16, 2018 we will begin offering single session therapy through a weekly walk-in clinic offered every Friday from 9:00 a.m. to 2:30 p.m. We are excited that this new service will be the agency's access mechanism for ongoing services while also responding to the immediate need for support by youth and their families.

Starting in September, clients previously scheduled for assessments were given priority access to the walk-in service in lieu of their originally scheduled appointment times. Over the last two months, the clinical team has provided over 70 single therapy sessions.

It is important to note that any adolescents interested in accessing this service must first contact and complete a telephone referral through Central Intake (1-888-454-6275). Clients accessing the walk-in clinic are served based on order of arrival time. Please note that the clinic will be closed on Friday, December 28, 2018.



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

- it helped us with our family issues
- how I got through my problems very effectively
- friendly environment and welcoming staff
- my worker helped me achieve my goals and work through some of the biggest issues, it helped having family sessions
- it gave me a chance to express my feelings
- they are nice people and listen to what you say
- I liked the friendliness and upmost consideration of what I needed throughout meetings and identifying my goals
- I liked that I could be very open and honest in all my sessions
- my counsellor was lovely and I always felt very safe
- they helped my goals
- it really helped me and I liked my worker
- I liked that you could open up and talk about your emotions
- how fast they were with giving me the help I needed and service is very good
- I liked everything and how helpful they are
- a lot of different resources
- time was taken with our family to correct some behaviours
- there are different programs for different needs and everyone is knowledgeable and helpful
- the “worker” was always professional and extremely resourceful
- the entire staff was very friendly; our counsellor did a very thorough job working with my son and his concerns; she was very caring, patient and dedicated and she listened to me too
- privacy and confidentiality respected
- open environment

What could we improve upon?

- more sessions
- I think everything is good
- wait time for services
- hours of operation
- more activity involved
- getting clients into counselling faster and when needed
- nothing that I can think of

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