

# FRONTENAC YOUTH SERVICES

## ANNUAL REPORT

2018-2019



*What did you like about Frontenac?*

- it changed the trajectory of my life
- Frontenac was able to give me my son back
- as a single mom I had no help and I knew I needed it; Frontenac counselled me as well as my son and never judged us, they continued to support us and we did have some rough times but we made it
- my worker helped me achieve my goals and work through some of the biggest issues, it helped having family sessions
- how well I was treated and how effective the program was
- I liked the friendliness and upmost consideration of what I needed throughout meetings and identifying my goals
- it gave me a chance to express my feelings
- everyone is understanding and patient
- I liked that I could be very open and honest in all my sessions
- the entire staff was very friendly; our counsellors did a very thorough job working with my son and his concerns; she was very caring, patient, dedicated, and she listened to me too
- location close to home; friendly, resourceful; advocate for my son
- the counsellors were very patient and knowledgeable, always thinking of different ways to help my daughter cope
- the worker was always professional and extremely resourceful
- there are different programs for different needs and everyone is knowledgeable and helpful

*Comments collected from recent client surveys*

***Our Mission: Enhancing mental, social and emotional well-being.***



# Mission Vision Values



## Mission

Enhancing mental, social and emotional well-being

## Vision

To be a collaborative partner in responding to the evolving needs of children and youth, and their families within the Durham community

## Values

Enhancing Strengths

*Cultivate unique abilities, skills, positive attitudes and resiliency*

Acting with Integrity

*Support ethical and professional standards in all circumstances*

Being Respectful

*Think and act in a manner that shows others we care about their well-being*

Promoting Advocacy

*Ensure our clients have a voice by gaining access to needed supports, overcoming barriers, and having their views and wishes genuinely considered*

Embracing Inclusivity

*Value the unique lived experience and history of all*

# STRATEGIC PLAN

## 2016-2019

<p><b>WORK ENVIRONMENT</b></p> <p><b>Goal:</b>  <i>Maintain a positive work environment through planning and supporting agency and staff development</i></p> <p><b>Strategies:</b></p> <ul style="list-style-type: none"> <li>· <i>Develop succession plans for key positions</i></li> <li>· <i>Increase employee satisfaction and involvement</i></li> <li>· <i>Address space limitation and growth potential</i></li> <li>· <i>Increase opportunities for staff development</i></li> <li>· <i>Continue to improve communication</i></li> </ul>	<p><b>CLIENT AND COMMUNITY</b></p> <p><b>Goal:</b>  <i>Enhance partnerships, services and supports</i></p> <p><b>Strategies:</b></p> <ul style="list-style-type: none"> <li>· <i>Develop inclusive services to meet the needs of the diverse population</i></li> <li>· <i>Increase community and political awareness and advocacy related to children's mental health</i></li> <li>· <i>Utilize information gathered from stakeholders e.g. survey</i></li> <li>· <i>To be an active partner providing seamless, mental health services with the Lead Agency and all partners</i></li> </ul>
<p><b>CLINICAL PRIORITIES</b></p> <p><b>Goal:</b>  <i>Strengthen evidence informed and evidence based practices</i></p> <p><b>Strategies:</b></p> <ul style="list-style-type: none"> <li>· <i>To promote a culture that sustains the development and implementation of evidence informed and evidence based practices</i></li> <li>· <i>Develop a plan for Implementation of Dialectical Behaviour Therapy (DBT)</i></li> <li>· <i>Addressing needs for youth/families on the wait list, and examine ways to reduce list</i></li> </ul>	<p><b>FINANCIAL</b></p> <p><b>Goal:</b>  <i>Improve financial stability</i></p> <p><b>Strategies:</b></p> <ul style="list-style-type: none"> <li>· <i>Expand financial sources</i></li> <li>· <i>Increase fundraising through Board involvement</i></li> <li>· <i>Explore avenues of funding corporation</i></li> <li>· <i>Advocate with Ministry of Children and Youth Services to increase funding</i></li> </ul>



## **Executive Director's Message**

This truly has been a year of growth and change at Frontenac Youth Services. In the upcoming months we will be embarking upon the process of revising our Strategic Plan. In reflecting on our current Strategic Plan (2016 – 2019), with our four established strategic priorities, I would like to highlight our significant accomplishments.

*Positive Work Environment:* We have worked to maintain a positive work environment through planning and supporting agency and staff development. Staff training and development has increased in all programs. In a recent meeting, staff commented overwhelmingly on the strength of the training both externally and internally. This ultimately has a positive impact on our clients. In the fall we held a joint Management/Board appreciation luncheon for staff, recognizing employee milestones and the great work being done in each program. As part of our strategy to maintain a positive work environment, we continue to explore opportunities to move. A big thanks to Keller Williams Realty Group, who painted our office and placed inspirational quotes in the meeting rooms. This has made a huge difference in our environment for both clients and staff. Communication continues to be a priority and is recognized as an area of strength by staff. We have developed succession plans for key positions. Wendy Rechanicz, after 35 years at Frontenac Youth Services, has decided to retire at the end of June. Youth engagement has always been important to Wendy and she has a genuine compassion for the youth in the program. She advocates for youth in treatment reviews, at community meetings and with their families. Wendy will be missed by youth and staff internally and in the community. Thank you to Wendy for her years of service and we wish her all the best in retirement.

*Enhanced Partnerships:* We have been successful in our continuing goal to enhance partnerships and work with many community members. Through our work on the Community of Practice for Diversity, Equity and Inclusion, we continually examine our services to ensure we are being inclusive. We had our first Social Media Campaign during Mental Health Week utilizing Facebook, Instagram and Twitter to heighten awareness of Mental Health. Board members and staff attended numerous school and community events. We have increased both community and political awareness. We have met with Members of Provincial Parliament to advocate for children and youth mental health. We have been actively involved in Durham CARES, Durham Connect, Durham Children and Youth Planning Network, Durham Walk-In Clinic, The New Mentality, Residential Admission Process – Collaborative Committee, and Talk About Mental Illness, to name a few. We continue to partner with the four school boards – Durham Catholic District School Board, Durham District School Board, Kawartha Pine Ridge District School Board and Peterborough, Victoria, Northumberland and Clarington Catholic District School Board. Specifically we are part of the DDSB Mental Health Advisory and involved in the Hub initiative and the expelled student program. We provide day treatment classes in community schools and Grove School. Mental health workers are in community

schools supporting students in partnership with school and board staff. Staff attend the Violent Threat Risk Assessments with school and community personnel. We continue to work on the priorities with Kinark Child and Family Services as Lead Agency. The four priorities identified this past year were: Integration of Community Based Planning Framework/Process for Children's Mental Health Planning; Defined Data Strategy to Support Informed Decision Making Process and Quality Improvement for Child and Youth Mental Health Services; Define in Partnership with Education Child and Youth Mental Health Services, Scope and Critical Paths to Support Children, Youth and Families; and Define Intensive Services – Residential Treatment Model and Critical Pathway for Durham Service Area.

*Clinical Practices:* We were able to change our leadership structure and are very pleased that Jill Davidson is now the Clinical Director. Her clinical leadership has ensured that we have enhanced and continue to provide evidence based/informed practices in all programs. Jill has outlined in detail the great opportunities staff have had over the past year to infuse clinical expertise into all programs. In addition, our wait time has reduced significantly thanks to the implementation of the walk-in.

*Financial Stability:* We continue to look at ways to increase funding. Thanks to the generosity of donors and Ministry of Children and Youth Services support, we have been able to reduce our debt. The Board members have formed a committee to examine alternative fundraising opportunities. With the exception of the Watersdown program, that will continue to be supported by the Ministry of Children, Community, and Social Services, Frontenac Youth Services is now funded under the Ministry of Health and Long Term Care. We will continue to advocate with this Ministry regarding the needs of our children, youth and their families. We have participated in information sessions on the development of the new Ontario Health Teams and will be examining ways to be involved in this initiative. It was recently announced that Frontenac Youth Services will receive funding for Crisis Support Services. We will be working with Kinark Child and Family Services, as Lead Agency, and our community partners to develop a plan regarding this funding.

Thank you to staff, community partners, board members and supporters at the Ministries for a successful year and for everything you do to enhance the mental, social and emotional well-being of our clients and their families. I am inspired by the dialogue that I have with youth leaving our residences. Their insight into the strengths of the program; how to improve the program; and what they personally learned while staying with us and receiving treatment allows staff the opportunity to reflect on practices through the youth perspective. We value the voice of our clients and look forward to increased youth and family engagement as we move forward.

Marlene E. Pike  
Executive Director

## **Celebrating Community Impact**

This has been a busy and exciting year for clinical development across the agency. We have experienced great success with a fully operational weekly single session walk-in clinic on Fridays. Our ability to offer timely, responsive support to clients and caregivers has resulted in decreases to wait-lists for ongoing services, less intense case management duties for clinicians (as clients can access the walk-in for “booster sessions” while waiting for ongoing support), and opportunity to more effectively assess commitment and need for longer term counselling in collaboration with clients.

With regional training funds the agency was fortunate to access a year long web-based Dialectical Behaviour Therapy (DBT) skills training program, that has been viewed by all program areas and will continue to be utilized into the spring. We also had the opportunity for a group of clinicians, managers, and residential staff to participate in a five-day comprehensive DBT training. This supported the agencies ability to implement a weekly DBT-informed skills group in the Frontenac Residence, as well as a comprehensive DBT program, which ran from fall 2018 to spring 2019.

Enhanced quality of treatment has occurred over the last year at the Frontenac Residence with the development of a Zen Room, enhancement of the living space with greater integration of DBT skills and knowledge (a skills tree and skill of the week), as well as weekly clinical support offered on Tuesdays to staff. In addition, there was significant change to the weekly team agenda to align with and prioritize needs as viewed through a DBT lens. Primary workers have also had the opportunity to have more involvement in the treatment process with clients participating in DBT-C through Kinark Child and Family Services.

Other training opportunities have included a two-day beginner Cognitive Behaviour Therapy (CBT) training, followed by a two day advanced CBT training for clinicians, a trauma training for residential and day treatment staff, risk assessment training for residential staff, a mindfulness in-service for day treatment staff, and an emotionally focused family therapy in-service for clinicians, to name a few.

The Quality Assurance Team has had a busy year, meeting bi-weekly, with the focus of formulating evaluation tools to facilitate understanding of outcomes and lead to enhancement of supports.

It has been inspiring to see the agency, as a whole, make significant strides in the development of capacity and implementation of quality, evidence based/informed programs. Many day treatment classes have embraced mindfulness practice into their every day programming, and the Watersdown team has enthusiastically introduced Super Flex as an effective curriculum.

Jill Davidson, M.S.W., R.S.W.  
Clinical Director



## **SPOTLIGHT ON**

### **WATERSDOWN RESIDENCE AND DUAL DIAGNOSIS CLASSROOM**

It has been a busy year at the Watersdown Residence and in the Dual Diagnosis classroom. The classroom move locations to G. L. Roberts Collegiate and Vocational Institute in Oshawa. This move has benefitted the youth and their academic success. G. L. Roberts C.V.I. welcomed our classroom and allowed for your youth to integrate into their mainstream classes. They allow the youth to participate in all school activities and “hang out” in the pit at lunch. It has provided our youth with an overall high school experience. We look forward to this partnership moving forward into the next school year.

Watersdown has undergone renovations this year-new bannister/railing, new eaves troughs, painting of all youth’s bedrooms, landscaping and a new patio door. The residence looks great and continues to provide a safe and welcoming environment for the youth to build on their skills.

Watersdown continues to utilize the Zones of Regulation to support the youth with strategies to self regulate as well as we have introduced the Super Flex program. Super Flex compliments the Zones of Regulation adding characters to the youth’s feelings to support them in navigating through their emotions.

The staff continue to create individualized programs for the youth and support the treatment needs of all of the youth. This year the staff participated in many trainings/conferences that have increased and supported their knowledge on children’s mental health.

Watersdown’s Annual Christmas Open House was a success! The money raised was used to purchase craft supplies for the youth and for special outings as well as a new television for our basement.

Sarah Dixon, RSSW  
Program Manager  
Watersdown Residence &  
Dual Diagnosis Classroom



# COMMUNITY INVOLVEMENT

ADHD Awareness Expo

Career Fairs

Centennial College Job Fair

Durham CARES

Durham District School Board-Engagement Night on Diversity

Durham District School Board Safety Week

Gowns for Girls

HUB Youth Fair-Henry St. High School

Let's Talk

Make a Difference Event-Bolton C. Falby Public School

Mental Health Awareness Walk-Community Care Durham

Mental Health Fairs

Mental Health Wellness Café

One Brave Night

Oshawa Children's Community Fair

Parent Engagement Morning-Bolton C. Falby Public School

Parent-Teacher Nights

Pink Shirt Wellness Fair-O'Neill C.V.I.

School Wellness Night-Norman G. Powers Public School

3rd Annual Family Night-E.A. Fairman Public School

Walk for Mental Health

Whitby Mental Health Fair

Youth Mental Health Symposium-DDSB



***Frontenac Youth Services emphasizes training for all staff. Listed below are some of the training and workshops that staff have been involved in for the 2018-2019 year:***



- Applied Suicide Intervention Skills Training (ASIST)
- Bill 148 and Bill C-45
- Cognitive Behaviour Therapy (CBT)
- Collaborative and Proactive Solutions
- Dialectical Behaviour Therapy (DBT)
- Emotion Focussed Therapy (EFT)
- Finding Hope and Opportunity in Trauma—Informed Work with Child and Youth
- First Aid and CPR
- Focussed Effective Conversations
- Human Resources Law Conference
- Hypnotherapist/Certified Hypnotist Training
- Managing Employee Conflict
- Medication Training/Refresher
- Mental Health First Aid
- Suicide Risk Assessment
- Tungasuvvingat Inuit Cultural Safety Training
- Vicarious Trauma
- Violent Threat Risk Assessment (VTRA)
- Workplace Hazardous Materials Information System (WHMIS)
- Understanding and Managing Aggressive Behaviour (UMAB)

## ***Board of Directors***

Carl Riddell (President), Lucy Weaver (Vice-President),  
Matthew Sanders (Treasurer), John Armstrong (Secretary),  
Stephanie Brown (Member), Tanya Ilavsky (Member),  
Susan Kay-Dunn (Member), Michael Marchen (Member),  
Colleen Mariona (Member), Oran Reiken (Member),  
Linda Warren (Member)

## **ENCHANCING MENTAL, SOCIAL AND EMOTIONAL WELL-BEING**

**April 1, 2018 to March 31, 2019 Year**

*1230 Clients Served*

*Over 75 Hours involved in Community Initiatives  
including mental health and career fairs.*

*105 Crisis Calls/Mobiles*



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[www.frontenacyouthservices.org](http://www.frontenacyouthservices.org)

905-579-1551 or 1-877-455-5527

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