

# ANNUAL REPORT

2017 - 2018



# WORKING TOGETHER

## BOARD OF DIRECTORS 2017-2018

LEE HELMER  
Chair

HAROLD GOLDSMITH  
Past President

DEBORA HUME  
Director

DWAIN BURNS  
Director

LAURA LANGERAAP  
Director

LINDA BULLOCK  
Director

LINNEA CHAMBERLAIN  
Director

MICHELLE BARR  
Director

NINA ROY  
Director

PATRICK PARENT  
Director

SANDRA KARPIS  
Director

## LEADERSHIP TEAM 2017-2018

CINDY I'ANSON  
Executive Director

FLORA ENNIS  
Children's Mental Health Services (Brant / Hamilton) /  
Systems Management

IRENE RICHMOND  
Human Resources

JANE MCKERROLL / FRANCOIS EONE MBILLA  
Finance

LORRAINE JEFFREY  
Quality Improvement /  
Children's Mental Health Services (Halton)

ROBIN BRENNAN  
Autism Services

*Cover Photograph: Saturday, June 24th, 2017 - Autism Speaks Canada - Dundas Walk at Dundas Driving Park.*

# OUR MESSAGE TO THE COMMUNITY

We have had another rewarding year at Woodview as we are continually presented with opportunities for growth and change to reflect the evolving needs of our organizational culture, our communities, and the provincial landscape.

We have put our Strategic Plan into action with the development of a Performance Measurement Scorecard and are working with the Board of Directors, our staff, community partners, our clients, and other stakeholders. Visit page 5 to learn more about our past year's work.

A pillar of our strategic plan is being an employer of choice. We are focusing on increasing opportunities for staff development, emotional intelligence training, and diversity in the workplace. Our staff engagement rate increased from 80% in 2015 to 85% in 2017 and we want to continue this upward trend.

We have completed an organizational self-assessment of our equity, diversity, and inclusion policies and practices and are looking forward to the development of a committee to move this important work forward at all levels of our organization.

We are developing a client engagement framework with the goal of practicing the highest fidelity of client engagement. We will be hosting focus groups, surveying our stakeholders, and using Hart's Ladder of Engagement as a guideline for measuring client input and involvement.

We are continuing our work as the Lead Agency for child and youth mental health in Brant in planning for services and collaborating with many community partners in health, education, and the City of Brantford to ensure there is a safe and healthy community for children, youth, and families.

Our autism services are an integral part of Woodview and we continue to support many children, youth, and adults throughout their life span in our innovative Hamilton programs. Woodview Learning Centre continues to meet the needs of many children and families that benefit from the small teacher student ratio and autism specific programming offered. As well, our Ontario Autism Program delivered in partnership with ErinoakKids continues to evolve with the new mandate from the provincial government.

A sincere thank you to the Board of Directors for their leadership and dedication and for providing a strong foundation for staff to do such important work. Of course, Woodview would not be Woodview without the commitment and dedication of our staff who make a difference in the work that they do everyday. And as always, we thank the children, youth, adults, and families that invite us into their lives during challenging times and partner with us as we work together to inspire hope and strengthen their lives.



Cindy I'Anson  
Executive Director



Lee Helmer  
Chair, Board of Directors

## MISSION

Woodview goes above and beyond to engage individuals and families by providing high quality mental health and autism services and supports that inspires hope and strengthens lives.

## VISION

An inclusive community where everyone has a voice and feels valued.

## VALUES

### Accountability

We act with integrity and are responsible, reliable, and transparent to all our stakeholders.

### Respecting Others

We hold the people we serve at the centre of all that we do. We treat everyone with dignity, respect client voice, and embrace diversity.

### Working Together

We actively encourage, support, and invest in partnerships.

### Leading

We are forward-thinking and work to influence positive change in our communities.

### Innovation and Learning

We seek new opportunities to learn, to improve, to teach, and to add value.

### Commitment to Staff

We nurture a positive culture by celebrating individual accomplishments, empowering staff, and fostering team spirit.

# STRATEGIC PLAN PRIORITIES

GROW, CHANGE, AND ALIGN SERVICES IN THE CONTEXT OF WOODVIEW'S STRATEGIC PRIORITIES



Last year, Woodview implemented its 2017 – 2020 Strategic Plan with new priorities that have guided our work over the past year. Some of this work in Year 1 included:

## Staff Engagement

In 2017, an all staff engagement survey measuring engagement, culture, and innovation resulted in a global score of 85% engagement. This score not only demonstrates high engagement at Woodview in comparison to industry standards, but shows a 5% improvement from previous years. Key themes and top priorities identified from the survey and staff feedback are being used to continue improving engagement and ensuring staff have a voice, feel appreciated, and are recognized.

## Equity, Diversity, and Inclusion

Woodview is committed to embracing equity, diversity, and inclusion in the workplace. In 2018, we received support of the Halton Equity and Diversity Roundtable (HEDR) in staff training and development and guidance in establishing an internal Equity, Diversity, and Inclusion Committee. The committee will develop an equity statement and guiding principles for the organization including identifying Woodview's equity lenses. A large group of committee volunteers showed the dedication of our staff to this important priority.

## Client Engagement

It has been a focus of Woodview, as both a service provider and a Lead Agency, to ensure clients and families are engaged and have the opportunity to provide meaningful input at all levels of our organization from services to governance. A Client Engagement Committee has been working to ensure that clients and families are provided with these opportunities in various ways such as focus or working groups, key interviews, and surveys.

# JOB TRAIN PROGRAM



# JOB TRAIN PROGRAM

by Robin Brennan, Director of Autism Services

## WOODVIEW AT THE OTTAWA AUTISM LEADERSHIP SUMMIT

The Canadian Autism Spectrum Disorders Alliance (CASDA) is a coalition of organizations and individuals dedicated to developing a comprehensive National Autism Spectrum Disorder (ASD) framework. Each year, CASDA hosts a Leadership Summit to engage in discussions and to share information about provincial diversity, national initiatives, community based services, and research in the ASD field. The April 2017 Summit was held in Ottawa and included presentations by Senator Jim Munson and MP Mike Lake as well as a reception on Parliament Hill.

The Summit began with a select group tackling key areas of employment for youth and adults with ASD. Discussion groups brainstormed the core skills job coaches require, possible accreditation of job coaches, development and assessment of key skills for job readiness, as well as reviewing the current national employment initiatives. Robin Brennan, Woodview's Director of Autism Services, assisted with facilitation. A poster highlighting the Job Train Program was presented by Robin Brennan, and Drs. Briano DiRezze and Stelios Geordiades, McMaster Autism Research Team (MacART).

## WOODVIEW'S JOB TRAIN PROGRAM

Results from a CASDA National Survey show that preparing youth with ASD for major life transitions, such as finding and keeping a job after graduating, is a key priority. Studies also show that unemployment rates for adults with ASD are distressingly high, but 90% of youth with ASD who had a job during high school also had a job during their early 20's (National Autism Indicators Report 2015).

In 2016 and again in 2018, Woodview was awarded Family Services Community Impact Grant funding from Autism Speaks Canada to deliver the 14 week, evidence informed Job-Train Program in partnership with McMaster University, the Hamilton-Wentworth District School Board (HWDSB) and the Hamilton-Wentworth Catholic District School Board (HWCDSB). The program has garnered national attention with Autism Nova Scotia joining the project this year to provide job coach training and employment skills assessment tools.

Youth in the program have the opportunity to acquire job skills by participating in the interactive Job Club, a weekly group learning experience, with a job coach supported by a paid summer work placement. Club curriculum focuses on key employment skills including resume development, interview skills, communication for the workplace, stress management, and problem solving skills. Youth are matched with a job on the McMaster campus based on their individual strengths and support needs such as positions in the mailroom, Health Sciences library, facility services, and the Bachelor of Health Sciences program. These opportunities help youth gain new work experience for their continued development, preparing them for a successful transition into emerging adult roles. Employers are offered a learning session about the program as well as strategies to support employees with ASD. To date, the Job Train Program at Woodview has supported 24 youth to gain skills required for successful employment in the community.

Woodview is proud to partner with the MacART Research team, the HWDSB and HWCDSB, and Autism Nova Scotia to jointly deliver the Job Train Program. Thank you, Autism Speaks, for supporting Woodview!

# HALTON CONQUER





# HALTON CONQUER

by Wendy Caron, Program Manager

## IDENTIFYING A NEED IN HALTON

We always strive to find ways to support children, youth, and families in the community - even when faced with challenges such as wait lists. Recently, we found a creative new way to address the needs of families who seek timely access to treatment. We deployed two of our Dialectical Behaviour Therapy (DBT) trained staff to develop and deliver a new group to respond to the wait list for DANO and Mountaineer, two of our Halton day treatment programs. Introducing, Halton Conquer!

Group facilitators were tasked with developing a DBT group that offers skills training, comprehensive individual therapy and an evening parent group. Within a few weeks, the program was up and running. The youth learned how to interact with people in their life such as parents, teachers, friends - in a social environment. Youth also learned how to manage moments of crisis such as feeling overwhelmed and how to manage big emotions including steps they could take on a day to day basis to manage and alleviate anxiety.

To enhance the effectiveness of the skills learned, parents attended a weekly parent group, along with their child's attendance at both the weekly group and individual therapy sessions.

Each family met with the staff to complete standardized assessment tools. The data from the assessments indicated that the complexity of cases was high, previous treatments had not adequately addressed their treatment concerns, and maladaptive coping skills were common. The same assessments were completed at the end of the program, indicating that youth and parents both felt the youth had made therapeutic gains. In two of the nine families served, the youth agreed to longer term more intensive treatment in their communities, to address long standing mental health and addiction concerns.

One of the youth reported that "because my parents attended the group they have a better understanding of what I'm going through and respond better." Parents reported that "Connecting with other parents at the group was really helpful." Surveys were also sent out to referral agencies, for their input. Comments included:

"I believe that the individual sessions were extremely helpful because they helped keep the student accountable with respect to their personal goals. The sessions also helped with communication between the program and home and the program and school."

"The parent group was helpful because I saw a significant shift in knowledge by the parents with respect to their understanding of depression and anxiety."

Because of the value that families found in the group, we are continuing to offer it as part of our school-based services and developing additional family work into the group. Based on input, we are enhancing some of the activities so there is less "seat learning" and more "activity based" learning.

We are very happy to offer the Conquer program, and expect it to continue to evolve to meet the needs of the families we serve.

# CLIENT & FAMILY TESTIMONIALS



## Autism Program

*"Independence, we believe is one of the greatest gifts parents can give their children. Woodview Manor has developed independence in our son, beyond what we originally thought possible. Rob travels from Toronto to Hamilton bi monthly, he uses his phone for communication, and feels great pride in his accomplishments. The Woodview Manor encourages active participation in the community through social, physical and challenging activities. On a daily basis the residents of Woodview socialize with friends, learn life skills and share responsibilities of daily living. The supportive environment at Woodview is valued by our whole family."*

- Ann & Tony Fiorini, Parents of a Manor Program Client



The ADT Team (L-R): Matthew Marriott, Stephanie Hampson, Angela Kirk, Cathy Stefanelli, Program Manager.

## Adolescent Day Treatment, Brantford

*"I first entered the ADT (Adolescent Day Treatment) program halfway through grade eight. I struggled with anxiety and could barely socialize. When I first joined the program I was very nervous and still struggled with anxiety. After a few days I began to get more and more comfortable and made friends. I used to avoid going to school because I just couldn't handle it but I enjoyed coming to the ADT program. I slowly began to integrate into normal classes and now today, I am fully integrated and have an average of 80 in all my classes and no longer struggle to deal with my anxiety. I would highly recommend this program to anyone who struggled with anxiety or anything else. The program is like a family.*

*Even when you become fully integrated you are allowed to come and visit as if you are in it. I myself, eat lunch in their room still with them every day. This program has helped me in so many ways, and I am very grateful that it exists."*

- Mason Savory, Youth Client

# EXPANSION IN HALTON



## Welcome to Woodview North!

We continue to see growth and expansion in our services at Woodview. In Halton, we had the opportunity to create a “hub” at Harrison School in Georgetown for both mental health and autism services. We are very excited to have this opportunity to have a permanent location to provide services in North Halton where the communities are rapidly growing.

Woodview is grateful to the Halton District School Board for the renovation of its newest location “Woodview North” at Harrison School in Georgetown, and is set to officially open its doors in September 2018.

Thank you, Halton District School Board!



# EVENT HIGHLIGHTS

## Mental Health Week 2018

Woodview staff, partners, and families got loud for Mental Health Week in Brantford with a kick-off event at the Boys and Girls Club of Brantford featuring heartfelt presentations of the STRIVE Awards. In Halton, staff, friends, and members from our youth engagement group Fortitude Youth View, participated in an amazing night at the Art Gallery of Burlington to paint a Paul Hansell Foundation #ConvoPlate! Then on May 17th, the youth hosted their annual Coffee House and Art Show at the Freedom House in Brantford.



## Adam Grove Comedy Nite

On May 10, 2018, we celebrated Mental Health Week in Halton with an evening of laughter and respite which featured the talented Adam Grove of Discovery Channel's Cash Cab. Adam surprised us with hilarious Woodview comedy material and members from the audience won prizes live on-stage. Local radio station, The Jewel FM 92, was also there, and so was snap'd Burlington!



## Autism Awareness Month

In April, we kickstarted Autism Awareness Month by Raising the Flag for Autism at Burlington City Hall with Mayor Rick Goldring and the Autism Ontario Halton Chapter. There was a great turnout from staff, children and youth and the public. Mayor Goldring read the Proclamation and presented it to Robin Brennan, Director of Autism Services. Woodview was also pleased to be the venue for the Autism Ontario Halton Chapter's family celebration that same evening.



# GOLF TOURNAMENTS

## Jeff Roche & Hannah Gordon-Roche Memorial Golf Tournament

A very special thanks to Gord Roche and Don Gordon for their outstanding support and dedication to Woodview! Proceeds from their successful fundraising efforts have supported the Woodview Learning Centre Sponsorship Fund. **In gratitude and recognition, we are pleased to rename the fund the Jeff Roche and Hannah Gordon Roche Memorial Sponsorship Fund.** It is our way of honouring their memory and the tournament's legacy of helping students with autism to attend Woodview Learning Centre.



## Camp Unity Charity Golf Tournament



Camp Unity is grateful to the Brant Business Builders networking group for their loyal and generous support through their annual golf tournament. Special thanks to Michael Meade and Michael Harrington!



## Ray's Place Charity Golf Tournament



On Saturday, September 16th, 2017, Ray's Place Charity Golf Tournament took place at the Chedoke golf course in support of the Hamilton Day Treatment Programs! Special thanks to Ray's Place and John Fitzgerald!

*A very special thank you to our generous donors for their commitment, dedication, and longstanding support in donating proceeds of their golf tournaments to Woodview! The support of our donors ensures the longevity of our service and our ability to continue helping those children, youth, adults, and families we support.*

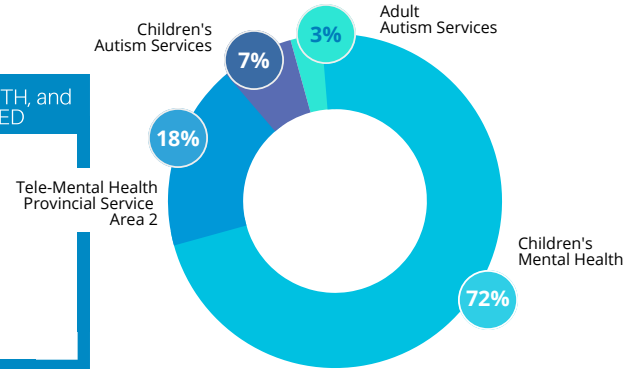


# SERVICE ACTIVITY

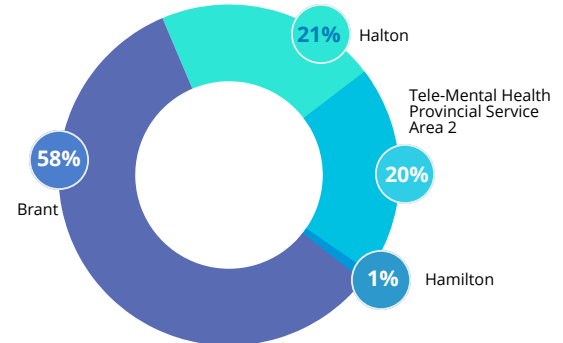
April 1, 2017 - March 31, 2018

**174** employees **11** volunteer board members  
**30** programs servicing **2,800** children, youth, adults, and families

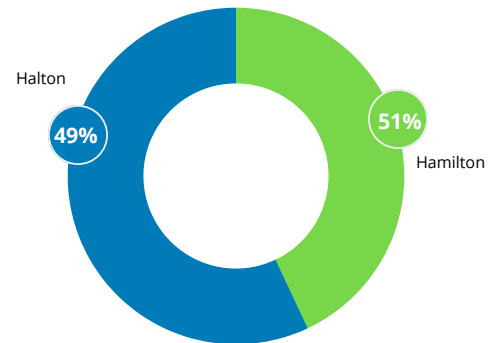
PROGRAM STREAM	CHILDREN, YOUTH, and FAMILIES SERVED
Children's Mental Health	2,070
Tele-Mental Health	506
Provincial Service Area 2	
Children's Autism Services	192
Adult Autism Services	101



CHILD and YOUTH MENTAL HEALTH CLIENTS BY COMMUNITY	
Brant	1,484
Hamilton	37
Tele-Mental Health	506
Provincial Service Area 2	
Halton	549



CHILD, YOUTH, and ADULT AUTISM CLIENTS BY COMMUNITY	
Hamilton	150
Halton	143



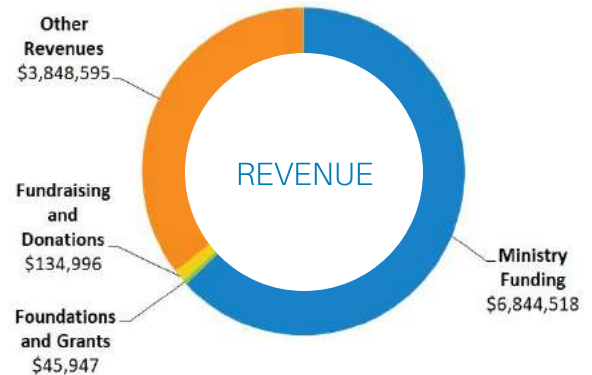
# SUMMARY OF REVENUE & EXPENSES

FOR THE 12-MONTH PERIOD ENDING MARCH 31, 2018

## REVENUE

Ministry Funding	\$	6,844,518
Foundations and Grants	\$	45,947
Fundraising and Donations	\$	134,996
Other Revenues	\$	3,848,595

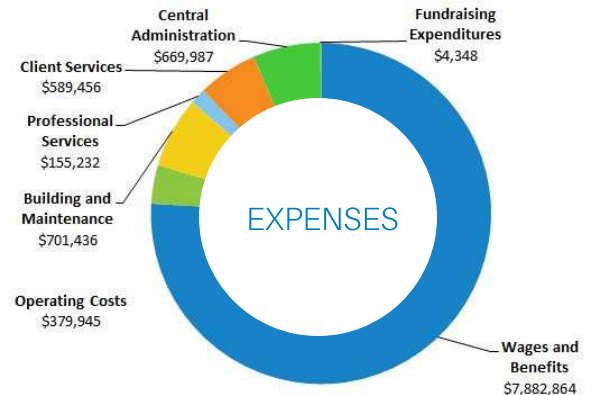
**Total Revenue** \$ **10,874,056**



## EXPENSES

Wages and Benefits	\$	7,882,864
Operating Costs	\$	379,945
Building and Maintenance	\$	701,436
Professional Services	\$	155,232
Client Services	\$	589,456
Central Administration	\$	669,987
Fundraising Expenditures	\$	4,348

**Total Expenses** \$ **10,383,268**



<b>Excess of revenues over expenses before other items</b>	\$	490,788
Amortization of capital assets	\$	(171,875)
Amortization of deferred capital funding	\$	78,330
Interest on long-term debt	\$	(40,287)

**Excess of revenues over expenses** \$ **356,956**

A copy of the complete financial statements for the period ending March 31, 2018 audited by SB Partners, Chartered Accountants is available from the Business Office upon request.

# DONORS

The following Major Donors have allowed us to extend service in new and innovative ways, research best practices, and meet service demands beyond that which we are able to provide with Ministry funding.

## Gold (\$5,000 plus)

100 Women Who Care,  
Halton Chapter  
Brant Business Builders  
Gordon Dunning  
The Jeff Roche & Hannah Gordon  
Roche Memorial Foundaiton  
Lean Dimensions International  
Ray's Boathouse / John Fitzgerald  
Stephen Smith and Dorothy Woltz  
Foundation

## Silver (\$1,000 - \$4,999)

Anderson Ferrum Corporation  
APC Filtration  
Cabinet Dimensions  
Canadian Tire Jumpstart Charities  
Dermetics Centre  
James & Christine Cosman  
Jeanne Durant  
Kathy & Richard Jones  
Margaret Morriss

## Bronze (\$500 - \$999)

AMP Collaborative  
Cindy l'Anson  
Deanna Mouriopoulos  
Dr. Tricia Vause  
Fionn MacCool's Burlington Fairview  
Frank Fabbro  
Halton Honda  
Honourable Justice Bernd Zabel  
Image Honda  
Jacqueline Journeaux  
Michelle Bake-Murphy  
SB Partners  
Wendy Caron  
Wilson Blanchard Management

## Key Funders



Ministry of Children and Youth Services  
Ministry of Community and Social Services



# GRANT FUNDERS

The following Grant Funders have allowed us to extend service in new and innovative ways, research best practices, and meet service demands beyond that which we are able to provide with Ministry funding.

Autism Speaks Canada



City of Brantford



United Way Brant



Unity for Autism



# WALL OF HOPE



# WALL OF HOPE

The Wall of Hope idea was conceived by Lauren Freeborn, a former Brantford staff member. We wanted to add warmth, comfort, and positive messages to our waiting areas to ease the anxiety that may sometimes accompany someone arriving for their first appointment.

The project started with staff from all regions getting together to 'prep' the tiles with the colourful background art (below). This was a nice break for staff to get creative and have some time for mindfulness - and it was a lot of fun too.

Then in August 2017, as an activity provider at the Burlington Children's Festival (top right), we invited children to write or draw messages of hope on the tiles - one to take home, and one for the Wall of Hope.

This popular activity continued into Bell Let's Talk Day as Woodview staff created meaningful messages on the final tiles for the Wall of Hope.

So, the next time that you are at our Head Office in Burlington or in the waiting area at our Brantford location, we invite you to take a moment to read through some of the messages of hope - we promise it will lift your day!



# Woodview Mental Health & Autism Services

Phone 905-689-4727 | Fax 905-689-2474 | [woodview.ca](http://woodview.ca)

Charitable Registration Number: 119303923RR0001



## Head Office

69 Flatt Road  
Burlington, ON  
L7P 0T3

Email [wcc@woodview.ca](mailto:wcc@woodview.ca)



[/WoodviewMHA](https://www.facebook.com/WoodviewMHA)



[@WoodviewMHAS](https://twitter.com/WoodviewMHAS)



[/WoodviewMHA](https://www.youtube.com/WoodviewMHA)



[/Company/Woodview-Mental-Health-And-Autism-Services](https://www.linkedin.com/company/Woodview-Mental-Health-And-Autism-Services)



## Brantford

643 Park Road North  
Brantford, ON  
N3T 5L8

Email [general@woodview.ca](mailto:general@woodview.ca)



## Mischa Weisz Centre for Autism Services

1900 Main Street West, Unit 1  
Hamilton, ON  
L8S 4R8



## Woodview North

59 Rexway Drive  
Georgetown, ON  
L7G 1P9

