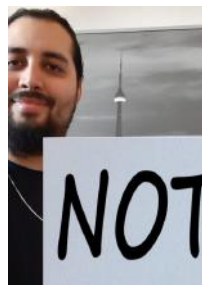


ANNUAL REPORT

2019 - 2020



WORKING TOGETHER

BOARD OF DIRECTORS 2019 - 2020

DEBORA HUME
Board Chair

DWAIN BURNS
Vice Chair

JANE LEMKE
Director

LYNN WILSON
Director

MICHELLE BARR
Director

NEELAM BHELLA
Director

ROBYN GRAVELLE
Director

SANDRA KARPIS
Director

SHERRI LOJZER
Director

LEADERSHIP TEAM 2019 - 2020

CINDY I'ANSON
Executive Director

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

IRENE RICHMOND
Human Resources

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

MELISSA FITZGERALD
Manager, Finance

OUR MESSAGE TO THE COMMUNITY

This past year has been as much a challenge as it has been a remarkable show of the adaptability, nimbleness and resiliency of our clients, our staff, and our leadership. Along with all other services and businesses we went into lockdown on March 16, 2020 due to the pandemic.

Our staff shifted almost overnight from in person to virtual services and to working remotely from home. They worked hard to ensure that our clients were getting the best possible service we could offer in these unprecedented and uncertain times. You will see some highlights in this report about how programs and services adapted early on to the new environment. This experience has shown us that a hybrid of in-person and virtual services are both efficient and effective for many of our services. The pandemic has taught us that virtual services are clinically appropriate for many of our clients but it has also shown us that they are not for everyone. As we move forward we will need to determine where they are best suited and how they fit into our continuum of services.

Woodview has also adapted to the change in funding for autism services from government funding agencies directly to a market-based system. Fortunately, we have a longstanding record of delivering high quality, evidence-based autism services on a fee for service basis. We have developed a comprehensive range of autism services that includes individualized programming, group services, foundational family supports, a school readiness program and our private school, Woodview Learning Centre which is in its 20th year.

2020 sees the completion of our strategic plan and you will see highlights in this report about what we have accomplished. We are continuing our work in equity, diversity and inclusion; we completed a fulsome job evaluation process implemented in the fall of 2020; we achieved the status of Employer of Choice for the second year in a row; we have a new and accessible website; and we have worked with our client engagement groups to ensure their voices are heard at Woodview.

Through the generosity of donors to Capitalize for Kids (C4K), we were able to work with C4K and MNP Consulting as a generous donation of their time to develop a strategic decision-making tool for Woodview that will assist the leadership team and the board of directors to make well-informed decisions about our future.

The Board Chair and I are privileged to work with so many dedicated, resourceful and creative staff, a remarkable leadership team and a committed and insightful board of directors. Thank you to everyone at Woodview! I also want to send a big thank you to the people that we serve who let us into their lives and help us to be the best that we can be as we walk alongside them in their journey.



Cindy l'Anson
Executive Director



Debora Hume
Chair, Board of Directors

STRATEGIC PLAN: KEY ACHIEVEMENTS

As we reach the end of the timeline for our Strategic Plan Priorities of 2017 - 2020, we wanted to share highlights and key achievements:

Employer of Choice



- Woodview was awarded the Nonprofit Employer of Choice award for 2018 and 2019 with overall assessment scores above industry benchmarks.
- Emotional intelligence training was rolled out to all staff in 2019, improving workplace culture and staff engagement.
- Internal staff committees have been formed focusing on Wellness, Recognition and Appreciation, and Equity, Diversity, and Inclusion.
- A fulsome job evaluation process was completed for all staff positions at Woodview. The process objectively evaluated all positions based on a set of universal factors to ensure fairness and equity and to update Woodview's job descriptions.

Financial Resiliency

- Private, fee-based autism services have expanded with the development of new program options, including Camp Care, LEAP preschool, and our new School Readiness program within the Woodview Learning Centre.
- Woodview was the grateful recipient of two large donations; Smilezone Foundation gift-in-kind revitalization project at our Halton Head Office location in 2019, and a \$25,000 donation made by Walk Through the Red Door for Autism Foundation (see page 13 for further details!).
- The Board of Directors invested with the Oakville Community Foundation in a conservative portfolio. Investments with the Oakville Community Foundation are used to support their communities through grants and other projects, both available to Woodview as a fundholder.
- In partnership with Capitalize for Kids and MNP Consulting Group, Woodview developed a strategic decision-making tool that will guide the Board of Directors in making informed, objective, and sustainable strategic decisions.

STRATEGIC PLAN: KEY ACHIEVEMENTS



Promote Client Voice

- Woodview's Client Engagement Committee developed an agency-wide Commitment Charter that embraces our commitment to ensuring a quality standard of client engagement. As part of the Charter, Woodview is committed to ensuring inclusivity and collaboration at all levels of engagement.
- Woodview's new website was unveiled in early 2020 with a new look and feel, designed with staff, client, and family input.

Quality Services

- In January 2019 the Business Intelligence Solution (BIS) was rolled out to community agencies as a means of collecting data and translating it into 'intelligence'. Woodview is using these improvements to measure the percentage of clients who had a positive outcome at the end of service.
- Woodview continues to collect client satisfaction surveys from clients and families. Children's Mental Health programs use the InterRai Assessment tool which provides in-depth client outcome data. Both our client satisfaction surveys and InterRai data provide us the information needed to make improvements to programs and services.

HIGHLIGHTS OF HOW WE ADAPTED

On Monday, March 16th, 2020 Woodview closed its physical office locations, with the exception of our adult residential services, to comply with Public Health requirements due to COVID-19. It was and continues to be a challenging time and we have all had to adapt to the changing circumstances. The following pages highlight some of the ways that our programs adapted and how staff found creative ways to make sure clients and families continued to feel supported through phone, text, email and secure video.



Brant: Early Years, Intensive, Wraparound & Respite

Staff dropped off resources to families, helped parents and children with bedtime routines via video, and ensured that high-needs children and youth were supported. A staff member even found a way to continue building a Minecraft Lego kit 'together' with their young client as a therapeutic activity. Some children had the fun surprise of receiving personal mail from their worker with fun activities such as scavenger hunts for the child and family to do in the home. Staff did a porch drop of birthday cake and sang 'Happy Birthday' from the driveway to a young client. The Respite Program quickly started up a virtual respite group offered twice a week for eight weeks that provided 1:1 (virtual) respite with some minimal face-to-face support for children and youth experiencing complex challenges.



Brant: Virtual Walk-In Clinics

We began offering our walk-in mental health services virtually. Our walk-in clinics in Brant (Brantford Pediatrics, Charing Cross Medical, Woodview in the Square), and Paris (Brant Mental Health Solutions) became virtual "walk-in" counselling services. Youth and families could easily book an appointment for a brief counselling session.

HIGHLIGHTS OF HOW WE ADAPTED

Halton: School Based Support, YODA & Day Treatment

Halton mental health programs adapted and continued to support young clients and families. SBST was able to provide brief counselling service to the youth on the wait list, as well as developing a resilience program for children in elementary grades, to be delivered with staff from the Board of Education. The school based support team continued to offer individual therapy and family support to children, youth, and families using videoconferencing. The Youth Overcoming Depression and Anxiety (YODA) group offered weekly parent YODA and regular YODA programming and support via videoconferencing.

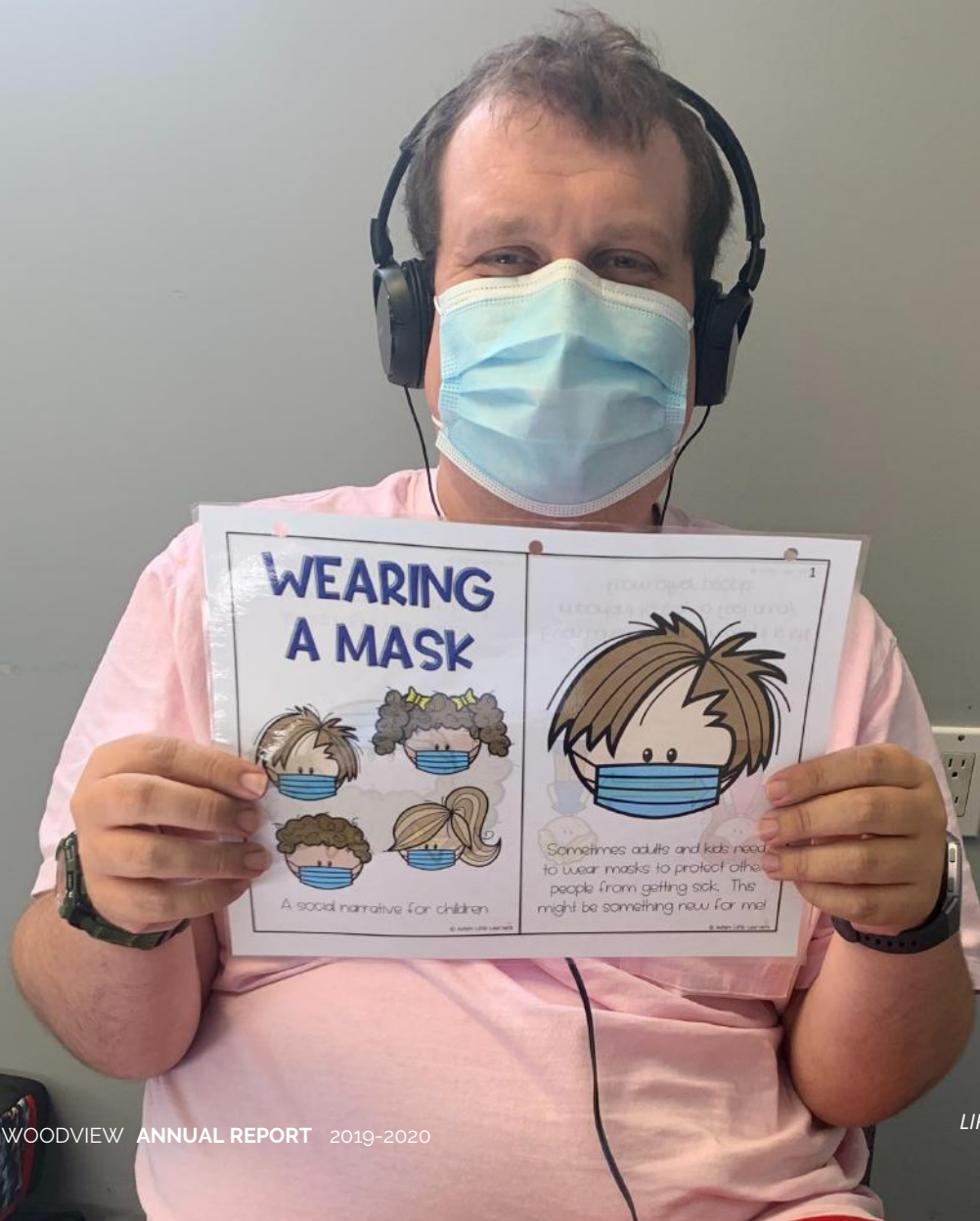


Halton Autism Services

The Halton Autism Services team began providing Applied Behaviour Analysis (ABA) services over the phone and/or using video conferencing. During video conferencing sessions, staff worked directly with the child (with their parent close by to help if needed) on mastered tasks and fun, engaging activities. Staff consulted with parents on teaching skills and decreasing challenging behaviour as needed. Staff supported parents by phone and video with ideas on how to arrange their home to encourage their child to be successful by using independent activity schedules, providing opportunities for structured activities, using a visual schedule, and collaborated with parents on goals to be worked on in the home.



HIGHLIGHTS OF HOW WE ADAPTED



HIGHLIGHTS OF HOW WE ADAPTED

Hamilton: Residential Autism Supports

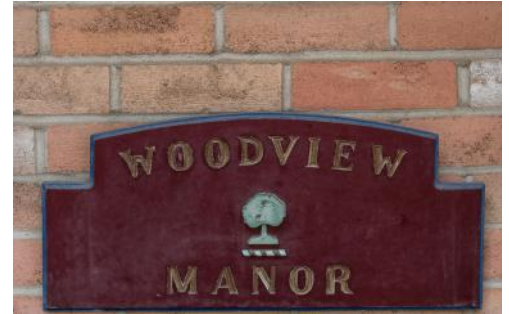
Woodview Manor and Supported Independent Living (SIL) residential supports continued to be open for residents by providing face-to-face essential supports with additional virtual options for onsite daily support and counselling. Offsite residents and participants and their families received virtual supports. Modified virtual community participation programming was offered through email and video conferencing. Staff helped to socially reconnect residents who were separated from their families at the time through additional facilitated video meetups.

Hamilton: Child, Teen & Adult Autism

The young clients of the Hamilton Children and Teens Autism Programs received weekly program packages in the mail that included activities for building and practicing life skills and social skills and a parent guide to help parents implement the program in the child's home environment. Virtual video sessions were also offered. The LIFE day treatment program for adults premiered online programming in May with social activities, practicing math skills, reviewing steps to complete daily life skills and activities such as board games, fitness, and zones of regulation.

Hamilton: Hill Park Day Treatment

Hill Park (formerly Mountain) day treatment program supports youth from grades 7 to 10 in a comprehensive therapeutic school-based program operated in partnership with the Hamilton-Wentworth District School Board. Woodview staff introduced video chats with students and then added virtual group sessions three times a week to focus on therapeutics and academics. The school teacher was present in all sessions by video. Staff helped youth become comfortable using a video platform by playing games with them including a virtual escape room and scavenger hunt.



WHAT CLIENTS ARE SAYING

Client Satisfaction Survey Results 2019: Highlights

95%

of parents surveyed responded that they **were satisfied with Woodview's services.**

93%

of parents surveyed responded that they **would recommend Woodview's services.**

98%

of youth surveyed responded that they **felt respected at Woodview.**

92%

of youth surveyed responded that they **would recommend Woodview's services.**

WHAT CLIENTS ARE SAYING



MENTAL HEALTH PROGRAMS

"Thank you so much, it has helped tremendously with coping with negative thoughts, anxious situations, and much more." - Youth

"The staff at Woodview was truly exceptional. We could tell that they truly cared about our son, his progress and successes."

"I'm very thankful for the programs that my daughter & I have taken advantage of at Woodview. We have tried a few different approaches & this was the most effective. I believe it is because I had the opportunity to work on my skill set as well."

"Very comforting and positive environment. I was never scared to come inside. Social places scare me." - Youth

AUTISM PROGRAMS

"It provides my son an opportunity to do things in the community, with friends, without us hovering over him. As such, it teaches him independence and gives him confidence."

"My son absolutely loves attending the Woodview program. He feels more confident and independent because he participates in this program/service."

"My child has opportunity to practice his skills, working in smaller group is better to solve problems/issues. Teachers/Instructors are high skilled and do not "give up on a child" when things go wrong."



WALK THROUGH THE RED DOOR FOR AUTISM



WALK THROUGH THE RED DOOR FOR AUTISM

\$25,000 donation for Hamilton Autism Programs

On December 23rd, Woodview received a surprise \$25,000 donation just in time for the holidays from Walk Through the Red Door for Autism Foundation. Founder Paul Donato presented the cheque to Bianca Aceti, Program Manager for Woodview's Hamilton Autism Programs, Dezaray Lilliman, Program Coordinator, and participants from the LIFE program, the adult autism day program in Hamilton.

The generous donation supported two unfunded programs that encourage and create opportunities for social, physical, and mental well being for young adults (18 years of age and over) with autism. Programs take place at our Mischa Weisz location in Hamilton.

Thank you for 'opening the door' to families in need of ASD support for their adult children!



Walk Through the Red Door for Autism was established in 2013 by Paul Donato and his wife Andrea to support underprivileged children and families dealing with Autism Spectrum Disorder. It aims to "open the door" and provide families in need with support and ASD resources. reddoor4autism.org

PHOTO (L-R): Dezaray Lilliman, Program Coordinator, Paul Donato, Founder of Walk Through the Red Door for Autism Foundation, LIFE program participants, Bianca Aceti, Program Manager.

EVENT HIGHLIGHTS

FASD Conference

On October 18, 2019, Woodview's Michelle Ennis, Michael O'Riordan, Nicole Schween, and Flora Ennis presented at the Breaking Barriers FASD Conference held at the Royal Botanical Gardens. They presented on the Camp Unity program and how its Junior Leadership Program is breaking barriers for youth with Fetal Alcohol Spectrum Disorder (FASD).



Wellness Hub Open House

On November 19th, 2019, Woodview in the Square hosted an Open House inviting community partners, family members, and caregivers to tour the new space and learn about the unique offerings at the youth wellness hub in downtown Brantford at Harmony Square. Youth hosted their own Open House for youth later that week.



RBC Day of Service

On December 11, 2019 we welcomed Lana Mateljan and her RBC Brantford team! They nominated Woodview to be the recipient of an RBC Day of Service where their staff volunteered to prepare for Woodview's annual Brantford Family Christmas Dinner by wrapping presents and creating festive centrepieces that children, youth, and families enjoyed at the event. They also kindly supported the event with a \$1,000 RBC grant.



EVENT HIGHLIGHTS



Provincial Pre-Budget Consultation

On February 5th, the province heard from Woodview and other community agencies call for more resources for children's and youth mental health during a pre-budget consultation. "Early intervention is needed so that youth do not languish on wait lists with their mental health deteriorating while they wait." said Cindy l'Anson, Executive Director. Read the article for more on what Woodview and other community agencies had to say: <https://bit.ly/35ctUsH>

Pictured: Sarah Precious, Suicide Prevention Brant and Youth & Family Engagement Coordinator and Cindy l'Anson, Executive Director, Woodview



Virtual World Autism Awareness Day

On April 2nd, the Halton Autism Services team shared a special video message for families to encourage everyone to light it up blue for World Autism Awareness Day by wearing blue, lighting up windows with blue art, puzzles and lights! Many people that were walking through their neighbourhood during lockdown were able to enjoy these positive messages.

Watch the video here! <https://bit.ly/33aBwMr>



Virtual Mental Health Week 2020

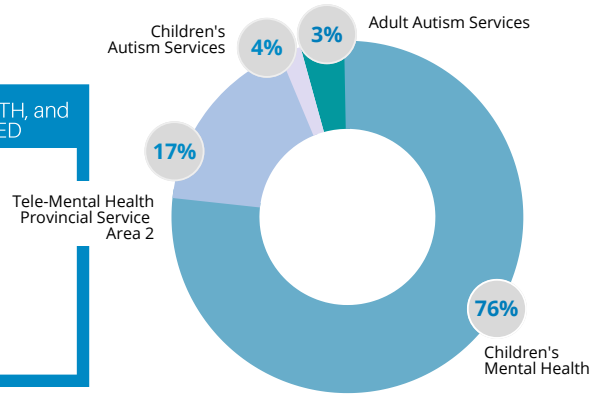
Mental Health Week (MHW) took place May 4-8 and for the first time, it was a virtual experience. The Brant Mental Health Week Committee is comprised of community partners, local school boards, community members, and two co-facilitators, Lill Petrella from CMHA and Christine Dragojlovich from Woodview. As Woodview became 'virtual' overnight, so too did MHW events. Highlights included CMHA's #SignsofSupport campaign, in-home scavenger hunt, goal setting workshop, art night with Kevin, workout with Lindsay, mental health bingo, storytime with Chris, and Fortitude Youth View's online Coffee House!

SERVICE ACTIVITY

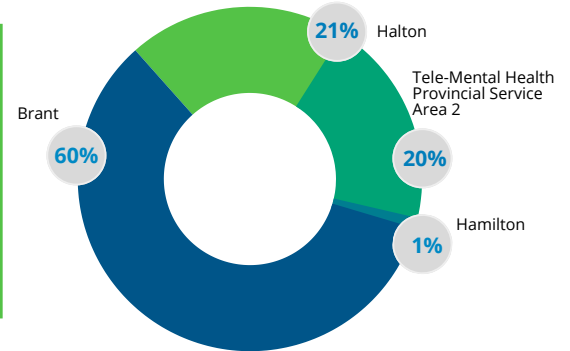
April 1, 2019 - March 31, 2020

180 employees **9 volunteer board members**
31 programs servicing **3,300 children, youth,**
adults, and families

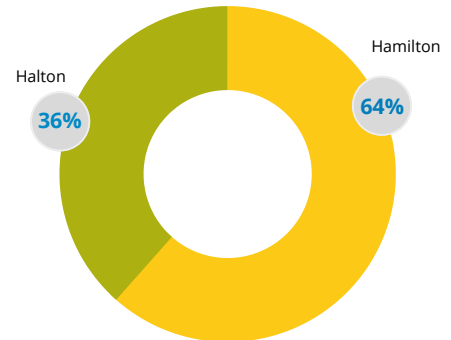
PROGRAM STREAM	CHILDREN, YOUTH, and FAMILIES SERVED
Children's Mental Health	2,554
Tele-Mental Health	569
Provincial Service Area 2	
Children's Autism Services	125
Adult Autism Services	96



CHILD and YOUTH MENTAL HEALTH CLIENTS BY COMMUNITY	
Brant	1,880
Hamilton	34
Tele-Mental Health	569
Provincial Service Area 2	
Halton	640



CHILD, YOUTH, and ADULT AUTISM CLIENTS BY COMMUNITY	
Hamilton	141
Halton	80



SUMMARY OF REVENUE & EXPENSES

FOR THE 12-MONTH PERIOD ENDING MARCH 31, 2020

REVENUE

Ministry Funding	\$	6,897,247
Foundations and Grants	\$	74,531
Fundraising and Donations	\$	113,688
Other Revenues	\$	3,250,524

Total Revenue \$ **10,335,990**

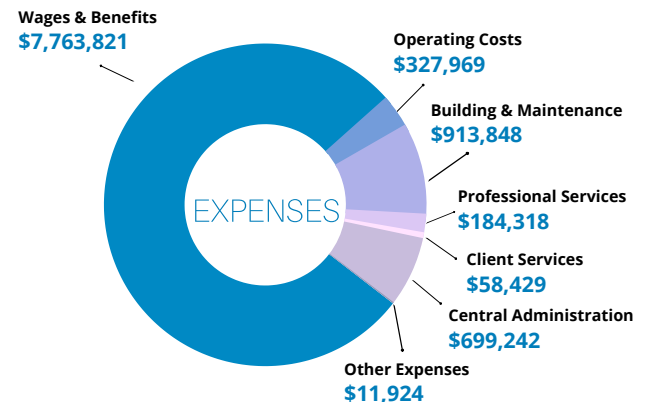
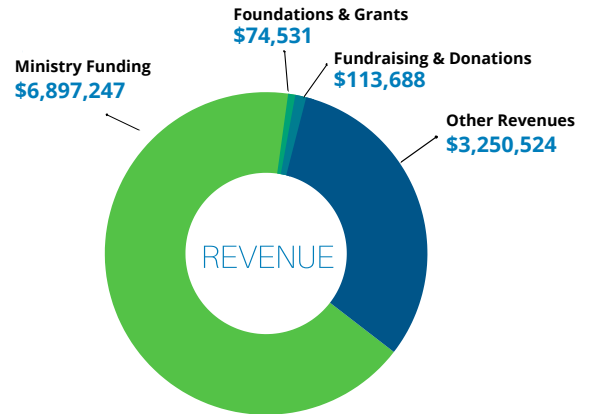
EXPENSES

Wages and Benefits	\$	7,763,821
Operating Costs	\$	327,969
Building and Maintenance	\$	913,848
Professional Services	\$	184,318
Client Services	\$	58,429
Central Administration	\$	699,242
Other Expenses	\$	11,924

Total Expenses \$ **9,959,551**

Excess of revenues over expenses before other items	\$	376,439
Amortization of capital assets	\$	(215,672)
Amortization of deferred capital funding	\$	114,973
Interest on long-term debt	\$	(35,731)
COVID-19 related expenditures	\$	(224)
Unrealized loss on investments	\$	(53,584)
Gain on disposal of capital assets	\$	227,450

Excess of revenues over expenses \$ **413,651**



A copy of the complete financial statements for the period ending March 31, 2020 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.

Platinum \$25,000

Capitalize for Kids (C4K)
Walk Through the Red Door for Autism Foundation

Gold \$5,000+

Brant Business Builders
Estate of Jeanne Winnifred Durant
Gordon Dunning

Stephen Smith and Dorothy Woltz Foundation
Rotary Club of Burlington
Royal Bank of Canada

Silver \$1,000 - \$4,999

Cara & Co. Silicone Craft Supply
Colliers Project Leaders
Complete Technology Solutions (CTSIT)
Honourable Justice Bernd Zabel
James & Christine Cosman
Knights of Columbus Council 1679

Logan's Run Fundraiser
Marlies and Alan Clark Fund
Rachelle Dendekker (Steeltown Survivors Calendar Fundraiser)
Susan Hackett
Waterous Holden Amey Hitchon LLP

Bronze \$500 - \$999

Cable Cable Inc.
Cindy l'Anson
Danielle Fournier

Frank Fabbro
National Steel Car
Vaultra Self Storage Brantford

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.

City of Brantford / Brant
Community Foundation



Unity for Autism



Key Funders



Ministry of Health
Ministry of Children, Community, and Social Services

CONTACT US

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Charitable Registration Number 119303923RR0001



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Woodview North - Harrison School

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Woodview in the Square

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