



WORKING TOGETHER

2020 - 2021

BOARD OF DIRECTORS

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Board Chair

DWAIN BURNS
Vice Chair

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Director

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Director

NEELAM BHELLA
Director

SANDRA KARPIS
Director

SHERRI LOJZER
Director

2020 - 2021

LEADERSHIP TEAM

CINDY I'ANSON
Executive Director

FLORA ENNIS
Director of Services (Brant)

IRENE RICHMOND
Director of Human Resources

LORRAINE JEFFREY
Director of Services (Halton)

MELISSA FITZGERALD
Director of Finance

Cover Photograph: *The Manor Residents and Staff say thank you to Tony Fiorini in gratitude for the generous legacy gift to their Hamilton Autism Program. Read full story on page 13.*

OUR MESSAGE TO THE COMMUNITY

This past year has been like no other. While there were many challenges to deal with, there were also opportunities for new and creative ways of doing business. The COVID-19 pandemic has shown us what we can achieve when we work together in a time of crisis. Our staff showed remarkable adaptability under incredible stress, dealing with the needs of the people we serve while coping with the impact of the pandemic on their own families and lives. All of this while celebrating our 60 years of service to the community. What a remarkable achievement!

There has been so much going on that it can be hard to remember all of the good things that were happening prior to the pandemic. Now, it is time to focus on getting back to where we were and finding our way in this new era. We are taking what we have learned in technology and communications and using it to create adaptive, innovative services that will continue to strengthen lives and inspire hope for years to come.

We are very grateful to the individuals and families that we serve for their patience, resilience and fortitude in walking with us as we navigated these challenging times together. We strive to offer the best possible service that we can, and staff have worked hard to maintain this level of quality throughout the pandemic.

As we look to the future, we are working on a strategic plan for the next three years that will see us focus on adapting to new ways of doing business and using technology and communication tools in all aspects of our work. We will strengthen equity, diversity and inclusion at Woodview and foster a workplace that embraces and incorporates diversity into all that we do.

We would like to take this opportunity to thank our staff for their tremendous efforts over the past year - you are the foundation of Woodview. We thank the leadership team for the countless hours of planning to keep everyone safe and ensure that services were readily available for our clients. We thank the board for their guidance, encouragement and support as we manoeuvred through the crisis.

We are looking forward to whatever challenges and opportunities we encounter in the future. We are proud of our 60 years of service to the community and we look forward to many more.



Cindy l'Anson
Executive Director

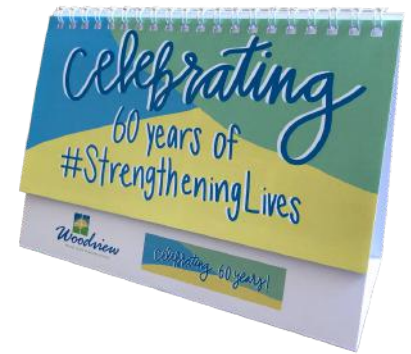
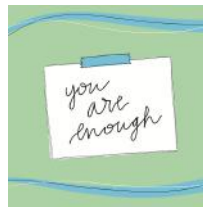
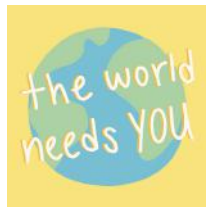
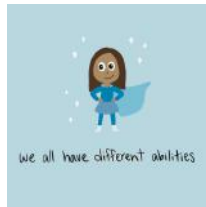


Debora Hume
Chair, Board of Directors

Celebrating 60 years of #StrengtheningLives

Special Edition Calendar & Illustrations

To mark the occasion of Woodview's 60th anniversary, we commissioned custom illustrations for desk calendars which were gifted to donors and staff. We worked with Illustrator D'Anna Gustafson of Grace Embodied who designed our 60th anniversary logo and created whimsical designs with inspirational self-care messages.



Celebrating 60 years of #StrengtheningLives

60th Anniversary* (Virtual) Event

Celebration Video

Woodview Mental Health and Autism Services celebrated 60 years of #StrengtheningLives by hosting a special virtual event on October 13, 2021. The event featured the premiere of a special anniversary video with current and past staff, clients, families, donors & supporters sharing their fondest memories of the agency. This touching video was a crowd favourite. Thank you to all who shared stories and anniversary messages! We are humbled and grateful. Watch the video again: <https://youtu.be/tGLb5SzVGmc>

Comedy Show

The event headliner for this fun and lighthearted celebration was comedy troupe *Comics Not Otherwise Specified*, a group made up of four autistic comedians coming together from all over Canada; Adam Schwartz, Michael McCreary, Pat Tiffin and Curran Dobbs.

Interactive Event

We welcomed guests with an interactive pre-event meetup hosted by Libby Wright that warmed things up with fun ice-breaker games. Guests were highly engaged throughout and networked, shared comments, answered live polls, and participated in contests on our special event platform (Whova).

THANK YOU to everyone who has contributed to Woodview's success these past 60 years!

**Woodview was incorporated in November 1960 making 2020-21 our 60th year in operation!*



COVID-19 RESPONSE



7,000

hours of virtual support



5,000

hours of phone support

Like many other agencies and businesses, in March 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. The pandemic has been a challenging time and we have all had to adapt to the changing circumstances. We have continued to find creative ways to make sure our clients and families continue to feel supported through phone, text, email, and secure-video while our physical locations were closed.

To plan for the safe and healthy gradual return of in-person services, Woodview convened a Re-Entry to the Workplace working group of over 30 staff and managers. Re-entry was planned in a phased-in approach, in line with provincial frameworks and restrictions. Woodview redesigned our sites and services based on best practice to keep everyone safe in the workplace, including screening of all staff and clients, physical distancing, hand hygiene, and enhanced cleaning.

We continue to provide virtual services in many of our programs. We have learned that these can be effective services for many clients and will continue to incorporate a hybrid model of in person and virtual services and supports in our post-pandemic planning.

Woodview staff provided over 7,000 hours of virtual support and nearly 5,000 hours of phone support to clients and families between April 1, 2020 and March 31, 2021.

We will move beyond this challenge, as we work together to ensure the well-being of the children, youth, adults, and families that we serve.



LEAD AGENCY: BRANT

Roadmap to Wellness

Roadmap to Wellness is Ontario's new plan for the mental health and addictions system. The plan ensures that children, youth, and families are able to access high-quality mental health services, where and when they need them. The plan is focused on improving quality, expanding existing services, implementing innovative solutions, and improving access.

As the Lead Agency for Brant, Woodview is responsible for ensuring that core community-based child and youth mental health services are available in every service area. We continue to work with community partners, core service providers, and committees so young people get the support they need. The Priorities Roadmap 2021-2023 was developed in collaboration with youth, families, core service providers, community service providers and Woodview.

CORE SERVICE PRIORITIES

Improve Access to Services

- Monitor and evaluate core service providers' waitlist management
- Gather feedback & data re: prioritization
- Create screener to effectively triage
- Streamline access to services to reduce wait times & reflect need for services
- Continue evaluating non-admits, drop-outs, and hospital discharges
- Hire staff with CYMH Investment Fund

Outcome Measurement

- Consistent use and interpretation of Key Performance Indicators for improved evaluation and planning
- Regularly scheduled review of data by core service provider's leadership teams and frontline staff
- Goals for quality improvement in the sector are based on this data

Alternative Service Delivery

- Monitor ongoing development of virtual services including phone and video
- Ensure training and resources are available to service users as needed
- Triage need for virtual services
- Review and implement Centre of Excellence and CMHO Best Practices
- Gather service user feedback

COMMUNITY PRIORITIES

Aligning the OHT & CYMH

- OHT Mental Health & Addiction sub-group to address counselling wait times, repeat MH-addiction emergency department visits and develop relationship with EMS-CS.
- Develop Ontario Health Team (OHT) and Children and Youth Mental Health (CYMH) partnership
- Mutual updates between OHT and the Strategic Leadership Table

Suicide Prevention

- Review and implement Youth with Complex Suicidal Needs (YCSN)
- Review Zero Suicide Model being piloted in the Brant community
- Evaluate other screening tools being used in other communities
- Integrate suicide prevention strategies in child and youth programs

Engagement

- Implement enhanced model of Advisory Committees
- Co-create communication strategies and materials
- Evaluate work with Public and Patient Engagement Evaluation Tool
- Build providers' and system capacity for youth and family engagement
- Increase opportunities for clients to co-develop and partner with us

NON PROFIT EMPLOYER OF CHOICE

Employer of Choice Award - Third Year In A Row!



For a third year in a row, Woodview has been awarded the Canadian Nonprofit Employer of Choice (NEOC) award achieving an overall assessment score of 85% (industry benchmark: 74%). The award application consisted of completing an organizational profile followed by an engagement survey completed by all staff. Woodview's consistently high scores demonstrate a high level of staff engagement, satisfaction, and an overall positive workplace culture. Top scores in personal enjoyment are a testament to the supportive team culture Woodview has fostered, maintaining fun and enjoyment throughout the COVID-19 pandemic.

Top Scoring Statements

99% of staff feel good about Woodview's mission

98% of staff agree / strongly agree that Woodview strives to build a positive public image

96% of staff agree / strongly agree that they are proud to be working at Woodview

95% of staff agree / strongly agree that Woodview encourages a supportive team culture

Thank you to our amazing, dedicated staff who go above and beyond every day, making achieving this award possible!



On July 9, 2021, Jeff Doran, President CCEOC Inc. (Top, middle) and Mary Singleton of the Hilborn Group (Bottom, middle) hosted a virtual NEOC 2020 Woodview Award Presentation.

ACCREDITATION RENEWAL

Woodview Awarded Another Four-Year Accreditation!

In November 2020 Woodview was awarded another four-year accreditation by the Canadian Centre for Accreditation (CCA) in recognition of achieving established CCA standards. CCA accreditation is based on widely-accepted best practice standards that promote ongoing quality improvement and responsive, effective community programs and services.

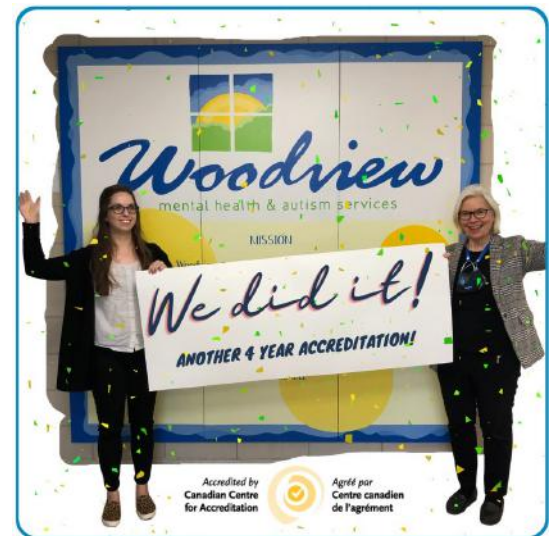
The accreditation process ensures that persons served are receiving the best service possible and that our organization is healthy and strong. It is one way that we demonstrate to our clients and funders that we are operating responsibly and providing responsive, quality services.

First Ever Virtual Review

This year, Woodview participated in our first virtual review! The review included interviews of our staff, Board of Directors, clients, and their families. The review team commended Woodview for our strong, person-centered approach to service. During their interviews, clients reported that we are always there for them, they feel heard and truly a part of planning for their services.

Thank You to Woodview Staff & Board

A successful accreditation review would not be possible without the hard work and dedication of our staff and Board of Directors – thank you!



Accreditation Co-Leads Christa Peardon & Lorraine Jeffrey

DONOR HIGHLIGHTS

Smilezone & Bell Let's Talk \$10,000

On October 6, 2020, Scott Bachly, Co-Founder of the Smilezone Foundation and Lena Demarco and Rosemary Naccarato of the Bell Let's Talk Community Fund donated \$10,000 to create new Smilezones at Woodview Brantford. The project was on-hold due to COVID-19 but will be installed later in 2021.



Rotary Club of Brantford \$4,000

On December 11, 2020, Rotary Club of Brantford donated \$4,000 to Woodview Brantford for phone cards for at-risk and vulnerable youth and families. This generous donation will provide much needed phone cards for at-risk and vulnerable youth and families to be able to access mental health support by phone and text without financial hardship. We are grateful to the Rotary Club of Brantford for their support.



Woodview Learning Centre Playground Enhancement

The outdoor playground of the Woodview Learning Centre was updated thanks to generous donations made by family members of Anne Martini. The new playground activities are educational and interactive and feature a painted agility circuit, hopscotch, basketball hoop, and Buddy Bench. We are grateful to the Family of Anne Martini for supporting the Learning Centre with this special In Memoriam gift. Students love the new activities!

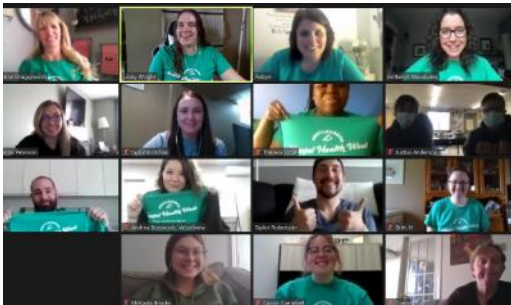


EVENT HIGHLIGHTS



Will Power Legacy Giving Campaign

In 2020, Woodview joined with more than 80 charities, financial advisors, and legal services from across the Hamilton-Oakville-Niagara Region in a new legacy giving awareness campaign called 'Will Power'. Will Power is a public education effort with the goal of showing Canadians how they can leave a gift to charity in their Will, while still taking care of their loved ones. It's about creating awareness about the opportunity to create positive change through a gift in their Will to charity without having to choose one over the other.



Virtual Mental Health Week 2021

The name changed from Brant Mental Health Week to 'Brant, Haldimand and Norfolk Mental Health Week' to better reflect the communities involved in this annual event. The STRIVE Awards were handed out virtually with each recipient's story being highlighted on the [@BHN Mental Health Week](#) Facebook Page. Activities included a 5K walk, painting party, Youth Coffee House, webinars, chalking, 'Bedtime Stories with Chris', a sticker design contest & more!



New SNAP® Program Website

The Stop Now and Plan (SNAP®) program is a proven method of assisting children struggling with behavioural issues and their parents. The SNAP® program is delivered in Brant in partnership with Six Nations Child and Family Services. The program has a new redesigned and accessible website. <https://snb-snap.ca/>

TONY FIORINI LEGACY GIFT

\$100,000 donation for Hamilton Autism Programs



We are humbled and truly grateful to Tony Fiorini and Family for an incredible legacy gift of \$100,000 to our Hamilton program for adults with autism!

This heartfelt donation means so much to residents and staff of the `Manor` that they made this video to show their appreciation:

<https://www.facebook.com/watch/?v=446258563357173>

This gift will have a significant impact on the lives of the people we serve and will be a legacy that carries on for years ensuring the sustainability of our services.

Thank you, Tony Fiorini and Family for this incredible gift to Woodview and our clients and families.

WHAT CLIENTS ARE SAYING



"I think something that's always important with programs like this is the feeling that the people who are helping you generally care, and that's what I felt, I never felt judged about anything and always felt safe and was fine with being vulnerable and that's very important and it takes certain types of people to be able to help people feel that way and I'm very lucky."

- Youth

"Great service amazing staff very helpful and compassionate. Always willing to help and give advice."

- Caregiver

"This really helped me recover from my loss and it was a very comfortable experience. I felt like I could tell them anything without being uncomfortable. All of the methods they taught us worked very effectively."

- Youth

Client Satisfaction Survey Results 2020: Highlights

94% of parents surveyed responded that they **were satisfied with Woodview's services.**

93% of parents surveyed responded that they **would recommend Woodview's services.**

99% of youth surveyed responded that they **felt respected at Woodview.**

92% of youth surveyed responded that they **would recommend Woodview's services.**

NEW PROGRAMS: AUTISM

Woodview continues to evolve to meet community needs and to deliver high quality services and supports. Over the past year, Woodview has introduced new programs and services, and worked with our community partners to launch new programming, develop system tools, and address community priorities.

Brantford Autism Services

Launching in January 2021, this program offers in-centre Intensive Behavioural Intervention (IBI) tailored to the unique needs and goals of the child, and Family Skill Development supporting teaching skills and decreasing challenging behaviours. Services are provided by Applied Behaviour Analysts and overseen by Board Certified Behaviour Analysts (BCBA).

Foundational Family Services

Offered as part of both our Halton and Brantford Autism Services programs, Foundational Family Services supports all families who are registered in the Ontario Autism Program in ways that are meaningful to their child and family with services including free online workshops, free clinic appointments, and free brief targeted consultations.

Caregiver Mediated Services - Project ImPACT

Woodview is pleased to partner with Reach Out Centre for Kids (ROCK) to offer Project ImPACT, an early intervention caregiver coaching program for parents of young children with Autism Spectrum Disorder. Project ImPACT teaches parents strategies they can use to help their child develop social, communication, imitation, and play skills during daily routines and activities. Project ImPACT is supported by research and is based on the science of child development and the principles of Applied Behaviour Analysis (ABA)

To find out more information about or to register for any of our children's autism programs, contact Jessica at 905-689-4727 x115.



NEW PROGRAMS: MENTAL HEALTH

Access and System Navigation

Halton community mental health agencies came together to support the implementation of Access and System Navigation (ASN). ASN is a single point of access service housed at Reach Out Centre for Kids (ROCK) for children, youth, families, and professionals who require information or services from a community-based mental health agency in the Halton Region. ROCK's ASN Team supports referral processing, provides information, and assists in completing assessments to determine the supports and services that meet the level of care needed for the child or youth.

Brant Walk-In Mental Health Clinics

It's now easier to get the mental health help you need, when you need it. We've simplified the process to access our walk-in mental health clinics for children, youth, and families in Brant. Simply call 519-752-5308 and press '0' or text 226-920-4472. We'll book a face-to-face or virtual appointment for you with a Woodview counsellor at the date, time, and location that works best for you.

Ontario Health Team

The Brantford / Brant Ontario Health Team (BBOHT) was approved by the Ministry of Health in October 2020. There are currently 14 signatory agencies, including Woodview, spanning the health care and community service continuum in Brantford and Brant County. The BBOHT is working together so people across Brantford / Brant are able to get the information, support and access to services that they need to live healthy lives, focusing on addictions and mental health, dementia care, and homelessness in Year 1.

New Name! Our Halton School Based Support Team is now called **Woodview Halton Counselling and Outreach.**



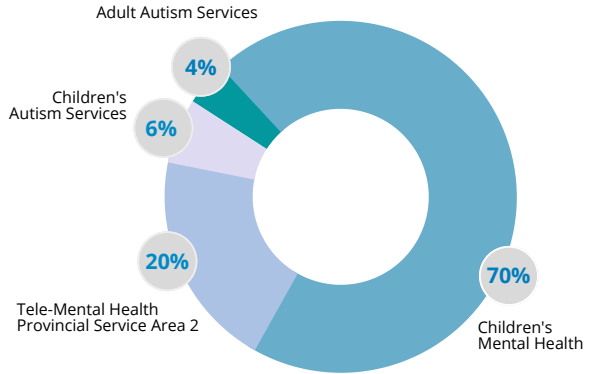
SERVICE ACTIVITY

April 1, 2020 - March 31, 2021

180 employees
 32 programs servicing
 2,000+ children, youth, adults & families
 8 volunteer board members

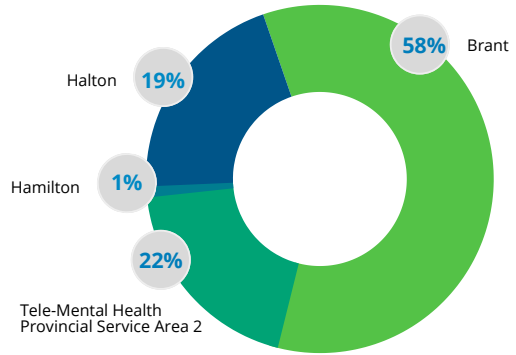
Children, Youth and Families served by Program Stream

| | |
|----------------------------|-------|
| Children's Mental Health | 1,460 |
| Tele-Mental Health | 411 |
| Provincial Service Area 2 | |
| Children's Autism Services | 122 |
| Adult Autism Services | 78 |



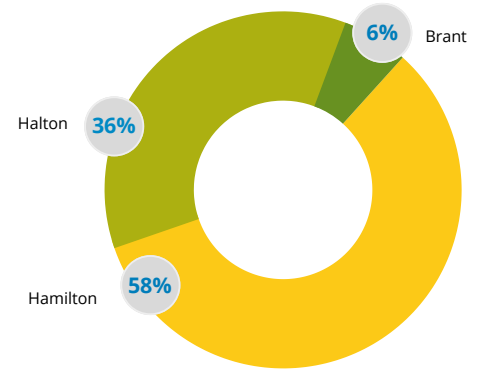
Child and Youth Mental Health Clients by Community

| | |
|---------------------------|-------|
| Brant | 1,085 |
| Halton | 347 |
| Hamilton | 28 |
| Tele-Mental Health | 411 |
| Provincial Service Area 2 | |



Child, Youth, and Adult Autism Clients by Community

| | |
|-----------|-----|
| Hamilton | 116 |
| Halton | 72 |
| Brantford | 12 |



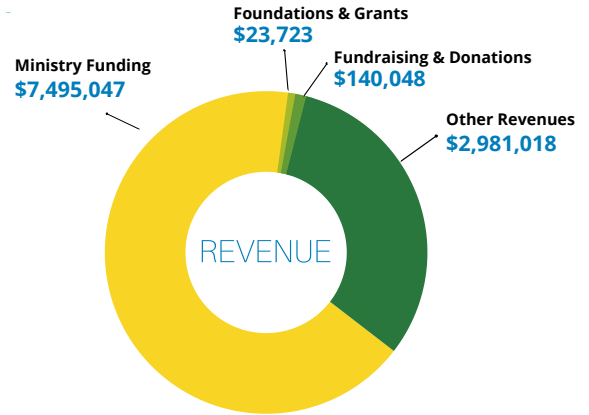
SUMMARY OF REVENUE & EXPENSES

FOR THE 12-MONTH PERIOD ENDING MARCH 31, 2021

REVENUE

| | | |
|---------------------------|----|-----------|
| Ministry Funding | \$ | 7,495,047 |
| Foundations and Grants | \$ | 23,723 |
| Fundraising and Donations | \$ | 140,048 |
| Other Revenues | \$ | 2,981,018 |

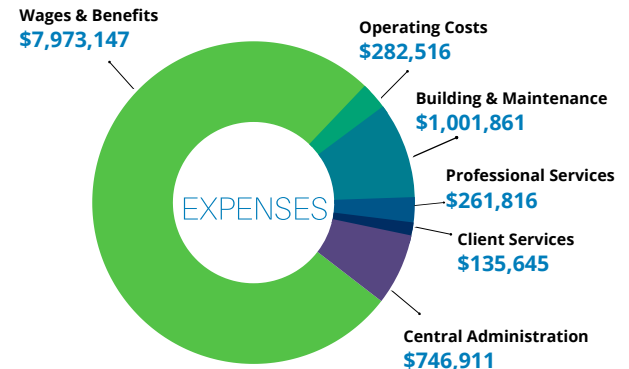
Total Revenue \$ **10,639,836**



EXPENSES

| | | |
|--------------------------|----|-----------|
| Wages and Benefits | \$ | 7,973,147 |
| Operating Costs | \$ | 282,516 |
| Building and Maintenance | \$ | 1,001,861 |
| Professional Services | \$ | 261,816 |
| Client Services | \$ | 135,645 |
| Central Administration | \$ | 746,911 |

Total Expenses \$ **10,401,896**



| | | |
|--|----|-----------|
| Excess of revenues over expenses before other items | \$ | 237,940 |
| Government subsidies | \$ | 234,433 |
| Amortization of capital assets | \$ | (259,071) |
| Amortization of deferred capital funding | \$ | 175,169 |
| Interest on long-term debt | \$ | (31,573) |
| COVID-19 related expenditures | \$ | (315,822) |
| Unrealized gain (loss) on investments | \$ | 145,285 |

Excess of revenues over expenses \$ **186,361**

A copy of the complete financial statements for the period ending March 31, 2021 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+

Anthony Fiorini

Gold \$5,000+

Gordon Dunning
Stephen Smith and Dorothy Woltz Foundation

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

Ayr Farmers Mutual Insurance Company
Brantford Worship Centre
Cathy Sanderson
Complete Technology Solutions (CTSIT)
Darryl & Lynn Burtch
James & Christine Cosman

Halton Honda
Hamilton Community Foundation
Marlies and Alan Clark Fund
Rotary Club Of Brantford
Shabby Tanvir
Swerve Public Relations Inc.

Bronze \$500 - \$999

Cindy I'Anson
Frank Fabbro
Family of Anysie & Shirley Chorneyko

National Steel Car
Susan Hackett
Trevor Branch

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.

Brant Community Foundation



Oakville Community Foundation



Unity for Autism



Key Funders



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

CONTACT US

Woodview Mental Health & Autism Services

Phone 905-689-4727 | Fax 905-689-2474 | woodview.ca
Charitable Registration Number 119303923RR0001



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69 Flatt Road
Burlington, ON L7P 0T3

Email wmhas@woodview.ca



Woodview North - Harrison School

59 Rexway Drive
Georgetown, ON L7G 1P9



Brantford

643 Park Road North
Brantford, ON N3T 5L8

Email general@woodview.ca



Harvester Road Office

3385 Harvester Road,
Unit 102 and 108
Burlington, ON L7N 3N2



Mischa Weisz Centre for Autism Services

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



Woodview in the Square

Harmony Square
120 Colborne Street,
Unit 106-107
Brantford, ON N3T 2G6

