



WORKING TOGETHER

2021 - 2022

BOARD OF DIRECTORS

DEBORA HUME
Board Chair

DWAIN BURNS
Vice Chair

KIM ANN LAUSH
Director

KIM DELAHUNT
Director

KYLE AQUIN
Director

LYNN WILSON
Director

MIKE REID
Director

NEELAM BHELLA
Director

SANDRA KARPIS
Director

SHERRI LOJZER
Director

2021 - 2022

LEADERSHIP TEAM

CINDY I'ANSON
Executive Director

FLORA ENNIS
Director of Services & System Planning (Brant)

IRENE RICHMOND
Director of Human Resources

LORRAINE JEFFREY
Director of Services (Halton)

MELISSA FITZGERALD
Director of Finance

Cover Photograph: Woodview staff gather for the 2022 annual staff appreciation day.

OUR MESSAGE TO THE COMMUNITY

At Woodview, we love a challenge! The fluctuating pandemic over the past year has certainly taught us the importance of being agile and innovative. With a renewed strategic plan and the leadership team trained in agile and lean practices, Woodview is energized and ready for whatever the coming years have in store for us. We have updated our mission, vision and values and have integrated Equity, Diversity and Inclusion (EDI) in all aspects of our strategic plan. EDI has been a significant focus at Woodview over the past few years and has been further elevated this past year with the addition of an EDI Coordinator role. Thank you to the EDI committee that has worked diligently to make this a priority at Woodview and for their sincere interest and dedication to such important work.

We are always looking for ways to do business better, more efficiently, and ultimately what benefits the participants of our services the most. We are co-designing both mental health and autism services with the people we support, and integrating and championing their voices across the organization.

We have seen the mental health crisis that the pandemic has triggered for children, youth, adults and families and the impact of interrupted services and schooling on all children and youth. It has quite literally touched every aspect of our work. We are forever hopeful as we see the resilience of the people that we serve and the courage that they show everyday as they work through these challenges with our support.

Our staff are the backbone of Woodview and our unique culture is our greatest strength. We decided to survey staff to find out what they consider to be the “Woodview way”. This is what we heard:

*We go above and beyond!
We look for opportunities to serve!
We have each other's back!
We love learning!
All for one is fun for all!*

*We listen to families, deeply, and act on what we hear!
Communication goes both ways!
We surf the waves of change!
Our leaders listen and learn!*

We are very proud of the great staff at Woodview and thank them for their tremendous dedication, and for going above and beyond every day!

A heartfelt thank you to the board of directors for their steadfast support of the work that we do at Woodview and their commitment to the organization. We are truly appreciative.

This is my final message to the community as I move into retirement after more than 27 incredibly rewarding years at Woodview with 15 years as the Executive Director. It has been my privilege and honour to have had this opportunity, to lead such an incredible organization with such remarkable staff and board members and to have had fulfilled my passion for being of service to others.



Cindy I'Anson
Executive Director



Debora Hume
Chair, Board of Directors

EXECUTIVE DIRECTOR RETIREMENT

Congratulations, Cindy l'Anson!

The Board of Directors of Woodview extends their gratitude to Cindy l'Anson, Executive Director, as she announces her retirement effective September 30, 2022. Cindy has dedicated 27 years of her career to Woodview with 15 of those years in the role of Executive Director. **Congratulations, Cindy!**

Cindy's dedication, commitment and tireless devotion to Woodview is evident in the many accomplishments she has realized and in the incredible legacy that she leaves. Cindy has guided Woodview through change and development as an innovative, trusted, and respected leader. During Cindy's tenure, Woodview has delivered many innovative services and grown as an agency, celebrating many accomplishments including three successful accreditation reviews, three Employer of Choice awards, and our 60th anniversary of delivering dedicated community services.

Cindy's strengths of innovation and collaboration have led Woodview through the development of multiple strategic plans and robust succession planning across all areas of the organization. Cindy guided Woodview over the last two years in successfully navigating the COVID-19 pandemic, supporting staff in demonstrating remarkable resilience and adaptability.

As part of a thoughtful succession plan, it is our sincere pleasure to announce that Flora Ennis has been appointed Woodview's new Executive Director. Flora has been with Woodview for 22 years and has assumed increasingly responsible leadership positions during this time. While everyone at Woodview will certainly miss Cindy's commitment, vision, and leadership, the board feels confident that Flora's experience, leadership, and passion for the work that we do forms a strong foundation for her to continue moving the agency forward. Flora is well respected as a community leader in Brantford / Brant and beyond. She is enthusiastic, passionate, and a great collaborator and the community has greatly benefited from her leadership. Together, Cindy and Flora coined Woodview's unofficial tagline, going above and beyond for the people we serve, a value they both hold deeply and is an integral part of the "Woodview Way."

Woodview owes so much to Cindy, her leadership, and the culture she has fostered. Cindy will always be remembered for her dedication and the leadership that she has given to Woodview.

Congratulations Cindy, and welcome Flora! We are very enthusiastic for this next phase and look forward to continued success and service to our communities under the inspired leadership that Flora will bring.

Debora Hume
Chair, Woodview Board of Directors



Cindy l'Anson



Flora Ennis

BOARD OF DIRECTORS

Woodview is governed by a volunteer Board of Directors selected from the communities of Halton, Hamilton, and Brantford. Their broad range of skills and experience contribute towards effectively governing the organization in a timely, transparent, and accountable manner.

Thank you to the Board of Directors for their dedication, leadership, and outstanding contributions to Woodview!

Board Retirements

Woodview extends a huge thank you to Debora Hume and Sandra Karpis as they announce their retirements from the Woodview Board effective September 2022.

Debora Hume served the Woodview Board for 12 years, with 6 years as Vice Chair and 3 years as Board Chair. Debora's leadership, insight, and welcoming facilitation will be greatly missed.

Sandra Karpis served the Woodview Board for 6 years, with 5 years as Human Resource Committee Chair. Sandra's longstanding dedication, commitment to Woodview, and expertise will be greatly missed.

Debora and Sandra, on behalf of the Board, senior leadership, and staff, we cannot thank you enough for your time and contributions to Woodview!



Welcome New Directors

In 2020 and 2021, Woodview welcomed the following new directors to the Woodview Board:

- Kim Ann Laush
- Kim Delahunt
- Kyle Aquin
- Mike Reid

Each new director brings a diverse range of skills and experience to the Woodview board.

STRATEGIC PLAN

In 2021, the Board of Directors at Woodview completed a comprehensive strategic planning process that engaged 116 stakeholders, including our clients & families, staff, funders, and our community partners. The planning process was supported by an environmental scan, with insights, trends, and themes captured in a thorough situational analysis.

Woodview's **2022-25 Strategic Plan** is reflective of the current environment and maps out a future for Woodview that presents us with many opportunities for ongoing improvement, engagement, and development.

Mission, Vision, Values

Our Mission

is to provide high quality mental health and autism services and supports to individuals and families within an inclusive environment that inspires hope and strengthens lives.

Our Vision

is to be a leading provider of mental health and autism services in Ontario, ensuring everyone has a voice, feels valued, and has a sense of belonging.

Our Values

Accountability We act with integrity and take responsibility for our words, actions, and results.

Collaboration We work closely with each other, our community partners, and our clients and families to achieve more, together.

Compassion We inspire hope and optimism by serving others with empathy, kindness, and care.

Inclusion We are open-minded, embrace diversity, and treat everyone fairly with dignity and respect.

Innovation We are forward-thinking, seek out new opportunities, and encourage creativity and growth.

STRATEGIC PLAN

2022 - 2025 Strategic Priorities



Integrate Client Voices Throughout Woodview

- Co-Design Models of Service that enhance the client experience.
- Integrate and champion diverse client voice throughout the organization.
- Identify new ways to work with community partners to holistically care for clients beyond Woodview.



Develop and Adapt New, Agile Ways of Doing Business

- Identify and formalize agile best practices (inside and outside Woodview) to evolve and enhance existing leadership practices.
- Lead the incorporation of technology to enhance Woodview's effectiveness, efficiency, and client experience.



Strengthen Equity, Diversity & Inclusion (EDI)

- Achieve and maintain a workforce that is diverse and equitably represented across levels and functions.
- Provide a welcoming, safe, and inclusive environment that meets the diverse needs of clients and families.
- Staff receive foundational and culturally relevant training that addresses the needs of Woodview's clients and families and the communities Woodview serves.



Enhance Financial Health

- Find new sources of revenue that build and expand on Woodview's existing revenue streams.
- Optimize levels of financial flexibility.
- Optimize the efficiency, profitability, and competitiveness of fee-for-service programs through consolidation and standardization.



Promote a Positive Work Environment

- Provide a psychologically safe and inclusive workplace environment that encourages staff to share ideas, and take risks.
- Improve overall staff mental health and well-being.
- Improve employee retention.
- Inform, develop, nurture, and inspire staff to reach their potential and maximize their growth.

JEN BROWN SCHOLARSHIP FUND



Jen Brown Memorial Scholarship Fund

WOODVIEW MENTAL HEALTH & AUTISM SERVICES

WOODVIEW.CA/JEN-BROWN-SCHOLARSHIP-FUND

JEN BROWN SCHOLARSHIP FUND

Honouring Jen's Legacy

The Jen Brown Memorial Scholarship Fund was established to honour the memory of Jen Brown who in May 2020 passed away far too early.

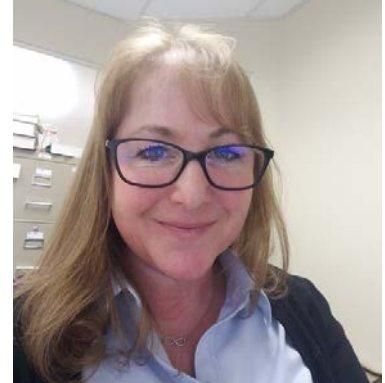
Jen worked with Woodview from 2005 to 2016. In those 11 years she gave her heart, soul and grit to the YODA Program (Youth Overcoming Depression and Anxiety) and the early stages of the youth engagement initiative. Jen put the client at the centre of the service, was a voice to the voiceless, and was always fighting for the underdog.

Woodview wanted to ensure we memorialize Jen's memory of going above and beyond with a scholarship to help students achieve their dreams of higher education. As part of the *Woodview Way*, we want to support our communities in developing resiliency, well-being and independence. Jen's talent to help others find access to resources is memorialized through the recipients of this scholarship, and her mission of helping people achieve their dreams will live on.

The Jen Brown Scholarship Fund is offered exclusively for participants, current or previous, in a Woodview program. The amount of \$1,500.00 is awarded to one successful candidate per year to help with the cost of post-secondary education.

Congratulations to Woodview's inaugural Jen Brown Memorial Scholarship Fund award recipient, Lian Lo! The process of choosing an award recipient for the inaugural scholarship was a challenging one for our team as there were a number of exceptional submissions. In the end, Lian's outstanding submission stood out to our review team through her thoughtful reflections and her clear commitment to overcoming adversity and achieving her dreams.

To learn more about the scholarship fund, to donate to the fund, or to apply for scholarship, visit:
<https://woodview.ca/jen-brown-scholarship-fund/>



Our unforgettable Jen Brown



Ken Himbury, husband to Jen, presents the Jen Brown Memorial Scholarship Award to Lian Lo



The Jen Brown Memorial Scholarship Fund is administered by the Community Education Awards Hub at the Oakville Community Foundation.

PROGRAM HIGHLIGHTS: AUTISM



PROGRAM HIGHLIGHTS: 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.

Entry to School Program

The Entry to School Program is an initiative that launched in March of 2022 from the Ontario Autism Program (OAP). It is geared to students starting Kindergarten or Grade 1 for the first time. Woodview is implementing this program under the Lead of ErinoakKids and in partnership with Reach Out Centre for Kids (ROCK), and Community Living North Halton.

Woodview's new Entry to School program is designed to help equip new students with the necessary skills to learn in a school environment before they enter the classroom. Woodview offers a support environment for children with autism to gain much-needed group exposure and skill building, helping to prepare them for the expectations of school.



Brantford Autism Services

Our Brantford Autism Services continue to grow, offering 1:1 Intensive Behavioural Intervention Therapy, Family Skills Development, and on-demand Autism Webinars for families registered with the OAP. Our bright new space is located inside the Brantwood Community Centre, with a dedicated entrance leading directly into the classroom.

Brantford Autism Services is pleased to now also offer in-person social skills groups! Your child will develop communication skills and daily living skills by learning and practising through fun and exciting activities each week.

New Home for Hamilton Autism Services

We've moved! After an extensive search, Woodview's Hamilton Autism Services have a new home at 435 York Boulevard (Second Level), Hamilton, ON, L8R 3K3. The programs moved from their current location at the Mischa Weisz Centre at 1900 Main Street West, where they have been located since January 2010, to the new site on York Boulevard. This is a very bright and welcoming space that our clients and staff are enjoying. Our community partner Banyan Community Services is located on the first floor. Everyone is excited about this move!

PROGRAM HIGHLIGHTS: MENTAL HEALTH



Students: Patience, Liv, Bryar, and Nathan from the Adolescent Day Treatment with Cathy Stefanelli, program manager

PROGRAM HIGHLIGHTS: MENTAL HEALTH

Millie's Milestones

Millie's Milestones is a brand new program being co-engineered by families and staff at Woodview to offer Caregiver Peer support and training for families with preschool-aged children. Millie's Milestones is inspired by the late Millie Valian, a mentor and influencer. The program aims to provide education, practice and support in developing social & emotional co-regulation skills for families with a focus on building connection and healthy family culture.



Choice and Partnership Approach (CAPA)

Woodview is working on turning the access and delivery of mental health services upside down!

We have been listening closely to the voices of children, youth and families about accessing mental health services and barriers to getting supports. Families have shared that they want to access support sooner, they want services customized to their needs, and they want access to be simple.

**We are making
changes!**

As a result of the feedback we've heard, Woodview is adopting the Choice and Partnership Approach (CAPA) Model in Brantford. CAPA focuses on service transformation and providing services that fit the client's needs based on their choice. All aspects of the approach are family-centered. This means, Woodview will follow YOUR lead to ensure you get what you need when you need it. We are increasing accessibility, supporting your choices, and reducing wait times!

Families will have the opportunity to meet with a clinician for a Choice appointment to discuss their needs and come up with the best path forward. Families can move in and out of service as needed and will be matched with a clinician with the right skills, at the right time!

CAPA supports Woodview's Mission, Vision and Values by enhancing access to our high-quality services, working in collaboration with families while ensuring their voice is the most important one we listen to.

For our valued Woodview employees, CAPA provides a new approach to clinical skills and job planning, provides flexibility and supports Woodview's culture of promoting a positive work-life balance, a learning environment, and has proven to decrease stress and burn out!

We are excited to continue our transformation in Brantford, working towards a system that promotes keeping the family experience of using our services at the forefront of what we do!

WHAT CLIENTS ARE SAYING

Client Satisfaction Survey Results 2021-22: Highlights

96%

of caregivers surveyed responded that they **felt their loved one was treated with respect.**

93%

of caregivers surveyed responded that they **would recommend services to a friend in similar need.**

95%

of caregivers surveyed responded that they **think the services or supports provided are of high quality.**

97%

of youth surveyed responded that they **felt welcomed from the start of services.**

97%

of youth surveyed responded that they **felt respected by program staff.**

93%

of youth surveyed responded that they **felt Woodview services were of high quality.**

WHAT CLIENTS ARE SAYING



MENTAL HEALTH PROGRAMS

"Support was beyond amazing."

"Our worker was amazing, supportive, compassionate and very understanding to our home and environmental situations."

"We received resource help and information on other services we could access in supporting our child and family. The staff genuinely care and work endlessly to really make a connection and positive relationship with my child."

"Sharing of ideas with other parents, as well as the content of the program, were and will be helpful to me in guiding my son through emotional and anxiety issues."

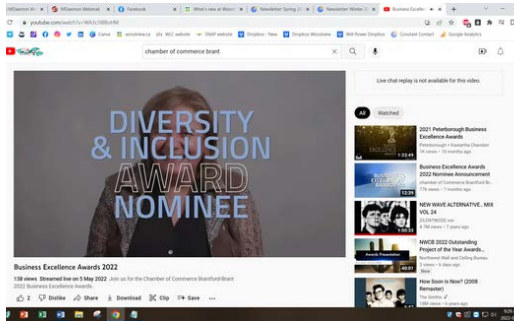
AUTISM PROGRAMS

"Amazing facility and staff. We couldn't be happier with the support from Woodview. [He] has made so many gains. Thanks for all your efforts."

"The staff and program were above and beyond our expectations. I just wanted to express my gratitude for Woodview and all the people who work there! Woodview has such an amazing team of highly experienced professionals. Very friendly staff and always willing to listen to our concerns/answer any questions we may have. We have noticed so many positive changes and progression in our child since he joined. We can't be thankful enough for everything the team has done to support our child."



EVENT HIGHLIGHTS



Diversity & Inclusion Award Nomination

On February 2, the Chamber of Commerce Brantford-Brant announced the Finalists for the 2022 Business Excellence Awards. Woodview was named a Finalist in the new Diversity & Inclusion Award Category! We were honoured to be nominated alongside Brantwood Community Services and YMCA of Hamilton Burlington Brantford. It was a great opportunity to showcase to the local business community who we are and what we do! Watch our Finalist video: <https://vimeo.com/747670517>



Mental Health Week 2022

Woodview is proud to be a part of the Brant Haldimand Norfolk Mental Health Week Planning Committee. This year's Kick Off Event featured presentation of the 12th annual STRIVE Awards, a community resource fair, distribution of sensory backpacks, and a presentation of the inaugural Jen Brown Memorial Scholarship Fund award!

Stay in the know! Follow the [BHN MHW Facebook page](#) for all Mental Health Week activities taking place in Brant, Haldimand and Norfolk!



Symposium on Culturally Relevant Care

Woodview hosted a virtual Symposium on Culturally Relevant Care for Mental Health Week. The virtual panel discussion featured guest speakers Simpone Donaldson, Neeran Kuni, Mike Simon, and Dr. Mohammad Zubairi. Each guest speaker brought a perspective on how experiences of race, ethnicity & immigration impact care. The discussion was moderated by Genelle Pollydore, Equity, Diversity & Inclusion Coordinator. Thank you to all our panelists for your excellent contribution and insights!

DONOR HIGHLIGHTS

Rotary Club of Brantford

The Rotary Club of Brantford generously donated \$4,000 for the beautiful "sky" ceiling tiles and brand new flooring which completed the Smilezone transformation of the Family Room at 643 Park Road North in Brantford! Your support has already made the Family Room, a space where counsellors meet with families and hold therapy sessions, a favourite with staff and the children, youth, and families!



Accessibility Upgrades at 69 Flatt Road, Burlington

Woodview took another step towards making its Head Office more inclusive! Thanks to a federal grant from the Enabling Accessibility Fund, we were able to move forward on high-priority recommendations from the Accessibility Audit that was conducted in the previous year. These included re-grading the main entrance with a new, gently sloping concrete walkway, adding rear door concrete ramps, installing 6 automatic door operators, upgrading accessible parking and adding a wayfinding path.

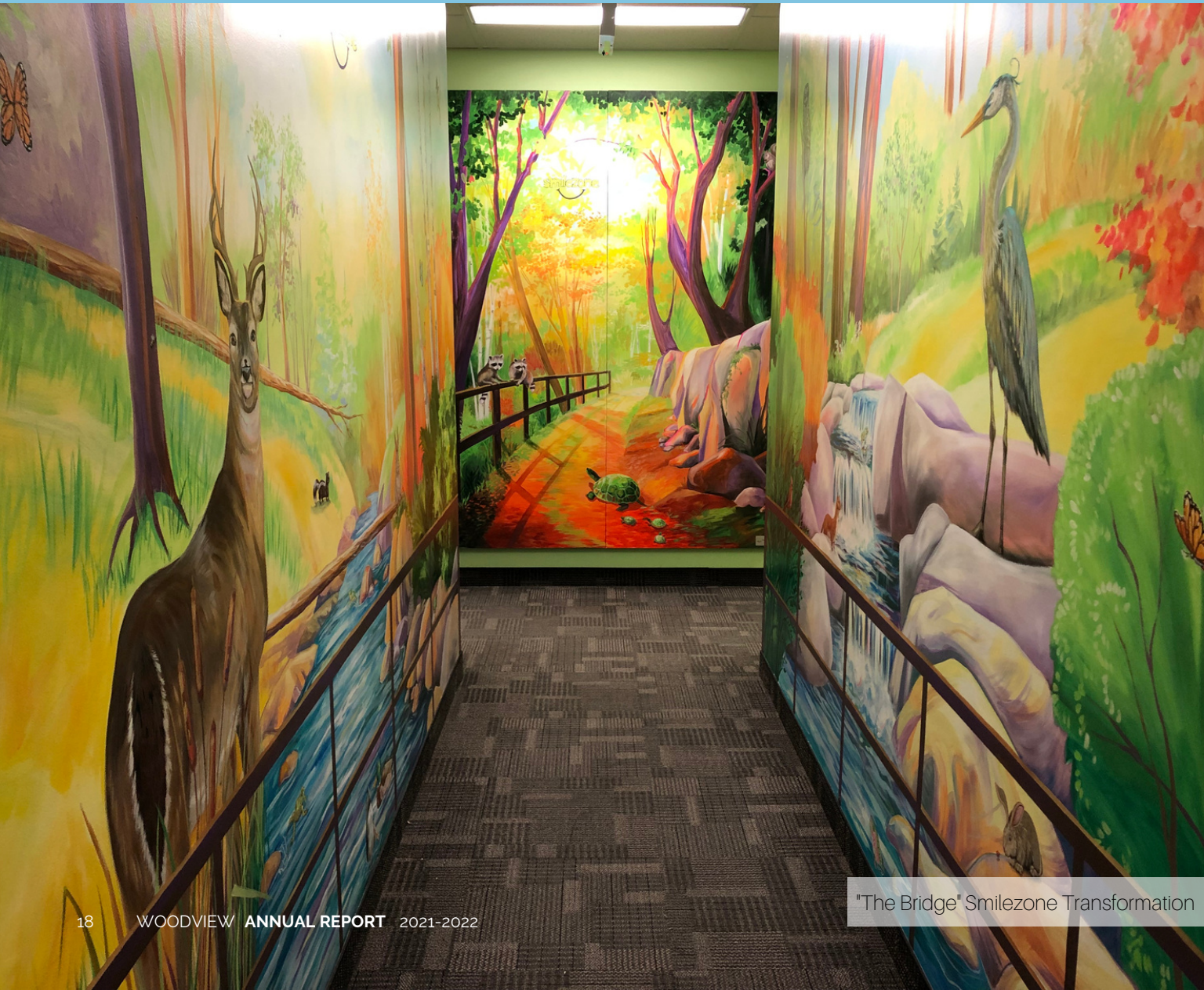


The Fundraiser Warriors

The Fundraiser Warriors Edward, Ethan and Mom Stacey surprised Woodview with a cheque for \$578.50 for our Halton mental health programs! The Warriors wanted to help people struggling with mental health because they understand that many people have struggled from the changes with the pandemic. The Warriors chose Woodview as the beneficiary of their calendar fundraiser proceeds.



SMILEZONE TRANSFORMATION

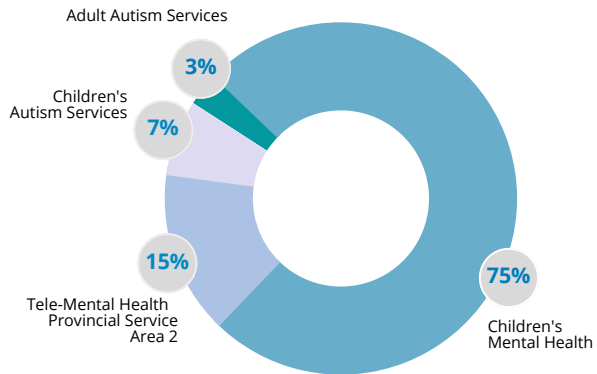


SERVICE ACTIVITY

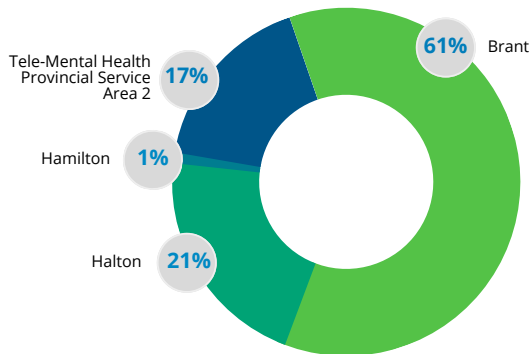
April 1, 2021 - March 31, 2022

190+ employees
 10 volunteer board members
 34 programs servicing
 3,000+ children, youth, adults & families

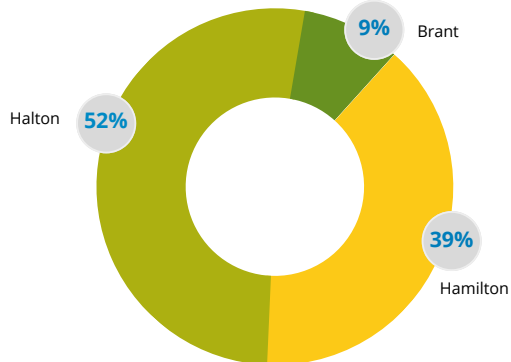
Children, Youth and Families served by Program Stream	
Children's Mental Health	2,317
Tele-Mental Health	475
Provincial Service Area 2	
Children's Autism Services	231
Adult Autism Services	78



Child and Youth Mental Health Clients by Community	
Brant	1,694
Halton	596
Hamilton	27
Tele-Mental Health	475
Provincial Service Area 2	



Child, Youth, and Adult Autism Clients by Community	
Hamilton	119
Halton	161
Brantford	29



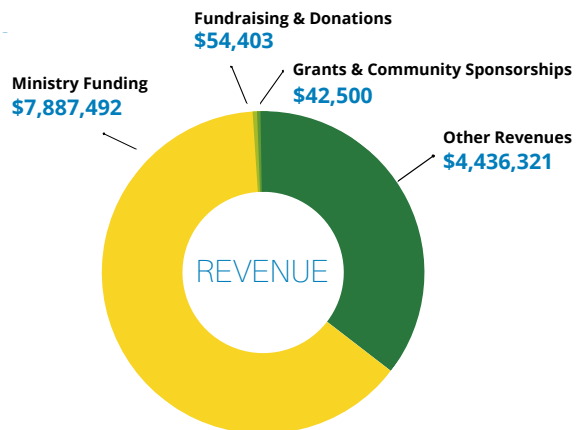
SUMMARY OF REVENUE & EXPENSES

FOR THE 12-MONTH PERIOD ENDING MARCH 31, 2022

REVENUE

Ministry Funding	\$	7,887,492
Fundraising and Donations	\$	54,403
Grants and Community Sponsorships	\$	42,500
Other Revenues	\$	4,436,321

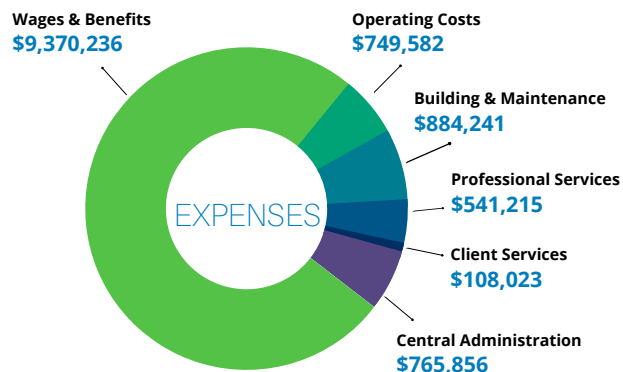
Total Revenue \$ **12,420,716**



EXPENSES

Wages and Benefits	\$	9,370,236
Operating Costs	\$	749,582
Building and Maintenance	\$	884,241
Professional Services	\$	541,215
Client Services	\$	108,023
Central Administration	\$	765,856

Total Expenses \$ **12,419,153**




Excess of revenues over expenses before other items	\$	1,563
Government subsidies	\$	24,230
Amortization of capital assets	\$	(290,752)
Amortization of deferred capital funding	\$	222,777
Interest on long-term debt	\$	(23,905)
COVID-19 related expenditures	\$	(58,457)
Unrealized gain (loss) on investments	\$	80,395
Gain on disposal of capital assets	\$	11,750

Excess of revenues over expenses \$ **(32,399)**

A copy of the complete financial statements for the period ending March 31, 2022 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+

Smilezone Foundation



Gold \$5,000+


Community Resource Brantford
Stephen Smith and Dorothy Woltz Foundation



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

Darryl Burtch
Halton Autolease Inc.
Hamilton Fire Fighters Association
James and Christine Cosman
Joseph Giavedoni
Marlies and Alan Clark Fund

Michael Thompson
Nicolette Straza
Richard Perreault
Roman Chorneyko
Rotary Club Of Brantford
Ryan McLaughlin



Bronze \$500 - \$999

Cindy I'Anson
Frank Fabbro
National Steel Car
The Fundraiser Warriors

Shabby Tanvir
Simon Prince
Susan Hackett
Thorne Family Fund

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.

Government of Canada
Enabling Accessibility Fund



Health Nexus



Sifton Family 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

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Georgetown, ON L7G 1P9



Brantford

643 Park Road North
Brantford, ON N3T 5L8

Email general@woodview.ca



Harvester Road Office

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



Hamilton Autism Services

435 York Boulevard - Second
Floor
Hamilton, ON L8R 3K3



Woodview in the Square

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