

ANNUAL REPORT  
2012/13



  
blue hills  
child and family centre



# TABLE OF CONTENTS

2

4

6

7

8

10

11

12

15

17

17

18

21

21

Back Cover

**Blue Hills Child and Family Centre**  
402 Bloomington Rd., Aurora, Ontario L4G 0L9  
t: (905) 773-4323 | tf: 1 (866) 536-7608  
f: (905) 773-8133 | e: [bluehills@bluehillscentre.ca](mailto:bluehills@bluehillscentre.ca)  
[www.bluehillscentre.ca](http://www.bluehillscentre.ca)

President's Report

Executive Director's Report

Our Services

Strategic Plan Update

Enhanced Intake/Screening Model

Transformation of our Clinical Practice

Theresa Ortiz Award

A year in Review

Staff List

In Memoriam

Board of Directors

Financial Statement

Staff Recognition Awards 2012

List of Donors

Thanks to Our Funders



**JIM  
HAMILTON**  
.....  
**BOARD CHAIR**

We have reached the end of another very busy year for the volunteer Board of Directors at Blue Hills Child and Family Centre.

I chaired my first Board meeting in September, 2012. I had to fill some big shoes due to the departure of our previous Board Chair, John Jozsa, who, due to a work transfer to Calgary, also took Alison McKelvey, our then Manager of Blue Hills' Alternative Dispute Resolution program, with him!

At the AGM we will be bidding a reluctant farewell to long serving and valued members of this Board, Karen McCleave, Bala Kumar and Sally Constantine. We also said goodbye this year to Thomson Sam and we want to thank him for his time on the Board. It's my pleasure to welcome to the Board new members Ingrid Hann, Franca Porcelli, Patti Skrypek and, in advance, Ranjit Kumar, whose term on the Board will begin in September.

I'd like to thank all the members of the Board for their tireless commitment, not just to the meetings and committees on which they serve, but their dedication to the important work that Blue Hills does.

### I WOULD ALSO LIKE TO EXPRESS SPECIAL THANKS TO:

- Sylvia Pivko, our dedicated and trustworthy Executive Director
- Joanne Pariseau, our indomitable Manager of Operations & HR for her support to the Board
- Troy Beretta, who has also served as Board President in the past, for keeping his promise when I took over as President to help me in any way I needed and
- Peter Mukundi, Finance Manager, and our Treasurer, Larry Wigelius, for all their efforts helping to guide Blue Hill's finances.

### The Blue Hills Experience

“We envision healthy and resilient children/youth and families”

### Moving on Mental Health

Community based mental health providers like Blue Hills are at a crossroads. The services we provide are increasingly being recognized as important, indeed crucial, but there are concerns about accessibility.

The Ontario Government seeks a complete transformation of the delivery of child and youth mental health services. Through the creation of lead agencies in communities throughout Ontario, service delivery will be guided to create and support pathways to care, to define core services in the community, to develop transparent and fair funding models and put in place necessary legislative and accountability tools. Parents and children will ultimately know, no matter where they live in Ontario, what mental health services are available to them and how to access them.

I attended a meeting with Sylvia in January sponsored by Children's Mental Health Ontario. In attendance were many ED's and Chairs from various Boards of community-based care providers all over the Province as well as Ministry officials. It was an eye opening experience. Along with the excitement generated by the prospect of positive change, were very real concerns about chronic problems related to funding and angst caused by uncertainty.

On the positive side, Blue Hills is well positioned to play an important role in this process which will begin to take real shape over the next two to three years. Stay tuned!

### Risk Management

Blue Hills has always done a good job managing risk. We follow Ministry templates and we engage in regular monitoring reports in accordance with Board Policy.

The Board felt we could do even better and customize an approach just for Blue Hills to address its unique needs.

A risk committee was formed and, through a series of meetings and a good deal of hard work, we identified key risk areas.

The Board received and approved a risk management plan and a risk management monitoring report

developed by this committee that will hopefully serve the Board for years to come.

I would like to thank Sylvia Pivko, Joanne Pariseau, Andy Shah, Basil Mwawasi and Paul McDowell, and all the Blue Hills Staff who contributed, for their efforts.

### Strategic Plan (2012-2015)

The Board and staff created a Strategic Plan for 2009-2013. Ambitious directions were charted that resulted in improved services to families seeking our services and improved job satisfaction for the staff.

Over the years that followed the Board received regular reports on progress and, in early 2012, endorsed a staff led exercise to reshape the original plan. The idea was to refresh the goals as originally stated.

Karon West, consultant worked with our Leadership Team and all staff to reshape the strategic goals and prioritize work plan items to achieve completion of a reshaped strategic plan.

The result of all this activity was a new action plan with substantive changes that extended our original strategic direction to 2015.

### Challenges

Challenges remain of course. Blue Hills is not alone in its struggles with budgetary restraints and the pressure this puts not just on service targets but on salaries. We feel we are well positioned to deal with these challenges and the Board is confident in the plans provided by our Executive Director.

It should not go without mention that we have added to our management team and they have done an amazing job leading Blue Hills through yet another difficult year. The Board meets with and hears from these managers regularly. We recognize their professionalism and dedication to the Blue Hills plan and we continue to have every confidence in them.

Last, but not least, I would like to thank all Blue Hills' employees. All the plans, transformations and targets in the world would come to nothing without buy-in and execution and that is what you deliver and continue to deliver for us year after year. I know I speak for the entire Board when I say how proud we are of all of you.

### New Web Site

If you haven't seen it, check it out! We are very proud of our new website: [www.bluehillscentre.ca](http://www.bluehillscentre.ca). Launched in late February, this site aims to be interactive and dynamic.

### New Therapeutic Playground

Play is critical to child development. Every child benefits from playing, learning to get along with others and experiencing themselves outside. Many of our children often experience difficulties regulating their emotions and interacting with their outer environment.

Through donations and contribution from the Blue Hills Foundation the cost to build a therapeutic playground was raised and it was built last summer!

### Looking Forward

Blue Hills is well into a clinical transformation journey as a result of implementing the Strategic Plan, new research and changes in the field of child mental health. Ideally all clinically focused staff will arrive at Blue Hills with theoretical knowledge, and any gaps will be filled during their orientation and ongoing work through specific agency curriculum, in-service training and/or staff attending external workshops.

We look forward in 2014 to our next accreditation process and the first under the new system. We passed the last such exercise with flying colours and the Board, with the help of Blue Hills' leadership, will ensure we do so again.

The Board's Renovation Committee continues to work towards a modest expansion of our Collaborative Day Treatment space here at Blue Hills. Victims of our own success, we are, and have been for some time, bursting at the seams. We hope to have shovels in the ground some time in 2013.

In terms of advocacy, our efforts to keep Children's Mental Health issues in front of leaders in our community, and in Queen's Park, continues. The doors are opening more easily these days with increased recognition of the importance of early childhood mental health initiatives. Media, business, educators and those in power have clearly heard the message. Blue Hills will continue to build on this progress as we move forward into 2013-2014.

In closing, I'd like to thank all the families and children who allow us to be involved in their journey. As our Mission Statement states: "[i]n the spirit of collaboration and respectful partnerships with both families and the community, we continue together to strive to create opportunities for children, youth and their families to nurture their relationships and expand their abilities in realizing improved mental health."



**SYLVIA  
PIVKO**  
.....  
**MSW, RSW**

“Success is not final, failure is not fatal:  
it is the courage to continue that counts.”

**Winston Churchill**

**Welcome to our 2012-13 Annual Report.** I am delighted to take this opportunity to reflect on some of our accomplishments of this past year. Blue Hills continues on its journey begun over 44 years ago, evolving with the times, the Board and Staff of the day and new knowledge from the field of children's mental health!

**Recruitment** was probably the single most prominent activity that Blue Hills engaged in this past year and likely in its history! We received funding for 11 new positions from MCYS towards the end of 2011 through the Ontario's Mental Health and Addictions Strategy. This was an unprecedented event for us that had multiple reverberations for the organization, the most singular of which was ensuring a thorough orientation and integration process for each of the new staff supported by a new **mentoring program** which is now formally in place for all future staff.

This recruitment process also included the culmination of our lengthy search to fill all of our Management Team positions thereby creating a brand new team of Clinical Managers. This achievement and this new team have provided the energy and leadership needed to bring us closer to completing our **Transformation of our Clinical Practice**. A more detailed description can be found in **Our Clinical Transformation Journey 2012-2013** article further on in this Report.

This past year saw many innovations and integration of new evidence informed practices. Nowhere was that more evident than in our Group and Play Therapy Services programming under the leadership of **Debb Bertazzon** and **Janet MacQuarrie**, Coordinator/ Supervisors of Therapeutic Group and Play Therapy Services respectively. Some of the new programming included groups such as: a new social skills group called "Being Social", "Mindfulness & Me" (concurrent Parent & Child Groups), "Think Ink!" for teens, a "Just Girls" for young adolescent girls only, a Sunday group called "Family Connects", a "Lego Club" and two concurrent

Triple P Family Transitions group. We delivered several 0-12 Triple P Groups – one delivered in Urdu (in partnership with Family Services of York Region) and "Fun Friends" for families with children under 6 years.

In this Digital Age the computer and the Internet have become central to all our lives. It is a wonder how Blue Hills survived all these years without its own dedicated WEB site. We probably would win the prize for the longest period of "under construction" of any WEB in history. Thanks to the assistance of RC Design we were able to **launch our WEB** ([www.bluehillscentre.ca](http://www.bluehillscentre.ca)) in February 2013! We are working on completing our staff portal this summer.

Along with the WEB development and launch we also created a new branding for Blue Hills culminating in a **new logo**. Thanks to RCDesign for their creative work!

Strategic Plans have always played a key role in Blue Hills' journey. In 2012 Blue Hills staff engaged in a Board approved **Reshaping of the Strategic Plan process**. This process with the assistance of Karon West of West Consulting Group engaged the whole organization in revisiting the original strategic directions of 2009-2012 and affirmed their ongoing relevance. We now have a reshaped plan to guide us through to 2015. For more information on this activity please refer to **Our Reshaped Strategic Plan 2012-2015 Overview** further in this Report. As a result of this work Blue Hills initiated **three additional committees** Cultural Transformation, Clinical Transformation and Communications to support the implementation journey in addition to our Health & Safety (Wellness) and Quality Assurance Committees. Together over 30 staff are participating in the work of these committees bringing all voices to this process.

This past year Blue Hills has had the honor and opportunity to deepen our relationship with several **First Nations** across our region. Through our Central East Region Alternative Dispute Resolution (CER ADR) service we partnered with **Bill Waboose** of Dnaagdawenmag Binnoojiiyag Child & Family Services (DBCFS) in the recruitment of our Aboriginal Liaison Worker **Michaela Brooks** who has begun along with Amanda Lal, the CER ADR Administrator, to develop positive relationships with each of the seven First Nations in the development of Aboriginal Approaches to ADR. They include: Chippewas of Georgina Island First Nation, Mississauga's of Scugog Island First Nation, Curve Lake, Alderville First Nation, Chippewas of Rama First Nation, Beausoleil (Christian Island) and Hiawatha First Nation. The respective Prevention Workers have welcomed us onto their lands and I would like to acknowledge them here: **Shannon Crate**, Georgina Island; **Lisa McDonald**, Alderville; **Meagan Milson**, Scugog; **Shelly Monague**, Beausoleil; **Mary Robinson**, Curve Lake; **Ashley Dudley**, Hiawatha and **Mandy Berard**, Rama.

We continue our journey in strengthening our relationship with the Chippewas' of Georgina Island through our Bridging Navigator, Denise Toner.



Denise facilitated a **Circle of Strength** with **Shannon Crate**, the Band's Prevention Worker which included many of the service providers working on the Island and Blue Hills. The day was full of traditional teachings and genuine conversation. Thank you to **Janet MacQuarrie** for her work on the Island and support to Denise. This year we were invited to participate in the 6th annual **Dnaagdawenmag Binnoojiiyag Child & Family Services Leadership Meeting** of Chiefs, CAS Executive Director's & MCYS. This was an incredible honor for Blue Hills to be included in this gathering and present on ADR. Blue Hills approaches our work with the broader First Nations and Aboriginal communities with humbleness and genuineness. We aim only to assist where we are invited and welcomed.

A special thank you to the CER ADR Steering Committee and Leads Group without whom the service would not exist: **Denise Lehman Brown** and **Ivan Peters** from York CAS; **Audrey Palmer**, **Meghan Campbell** and **Barb Gracey** from Durham CAS; **Kimberley Randell** and **Nathlie Fouquette** from Kawartha/Haliburton CAS; **Stephen Martyn** and **Tami Callahan** from Highland Shores CAS; and **Lorie-Anne McKenzie** and **Darlene Sykes** from Simcoe CAS. I would also want to acknowledge **Tracy Arthurs**, MCYS Program Supervisor for her support and guidance.

Blue Hills has dedicated resources to community outreach and capacity building for many years now. Over the years we have been involved with the four local community planning tables- Linking Georgina, Together for Vaughan, RH-EACH and more recently the Markham Planning Table. The latter three have been developed under the auspices of COMPASS with the leadership of **Michelle Cassidy** and **Karmel Taylor**. With the shift in the COMPASS model, Blue Hills agreed to support the three tables highlighted above. Deborah Manion in her role as Coordinator Community Outreach and Capacity Building has taken on the lead in supporting these groups. With the unexpected and sad passing of Karmel Taylor, Blue Hills has continued to support the evolution of these planning tables.

Recently in relation to the **Markham Planning table**, several partners including Catholic Community Services of York Region, Family Services York Region, Pathways for Children, Youth and Families and Ebenezer United Church joined together with Blue Hills as the lead in submitting a collaborative proposal to the Ontario Trillium Foundation to **Together Bring Services Closer to Home**. We were successful in the application and are embarking on a three year journey where we hope to create a Service Hub in the south east of Markham. A great legacy for Karmel!

We have been fortunate to be able to present some of our learning and models of service at different venues. Two in particular included the **International Short Break Association Respite Conference** which was held in Toronto this year in October where **Luce Yole Amoussou** Respite Coordinator and **Paul McDowell** the Manger who both presented the workshop to great reviews!

The **Office of the Children's Lawyer (OCL)** invited us to present on child mental health in their mandatory **OFFICE OF THE CHILDREN'S LAWYER SECURE TREATMENT TRAINING** for all OCL lawyers who were planning to represent children in secure treatment. **Steffanie Pelleboer** and **Genevieve Martins** developed an excellent presentation that can serve as a template for future presentations.

I continue to be inspired by the strength and resilience demonstrated by the children and families that we serve. They come to us with a resolve to overcome challenges and with the hope of a brighter future. Our incredibly skilled staff shared their compassion and their expertise to help over 3,000 children and their families this year.

Blue Hills would not be what it is without the diligent work of its staff. I would like express my appreciation to all the **staff and associates** who work tirelessly on behalf of children, youth and their families referred to our service. I am so grateful for their dedication and commitment to excellence and so appreciate that much of the credibility of Blue Hills rests on their shoulders.

The Management Team have been faced with multiple challenges this past year and I would like to acknowledge their efforts and thank them for their willingness to take risks and share in the achievement of our vision of making Blue Hills the best it can be. I truly value their leadership, support and encouragement in the work ahead. I would very much like to thank - **Steffanie Pelleboer**, **Mohammad Dehganpour**, **Seagal Eben-Ezra**, **Genevieve Martins**, **Paul McDowell**, **Peter Mukundi**, **Joanne Pariseau** and **Michal Shohat** for their support, enthusiasm and commitment to Blue Hills, the staff and the services we provide to children, youth and their families. Blue Hills continues to seek the realization of its potential. This is manifested in our ongoing reflections of our efforts to transform and renew our clinical work.

Finally, I would like to express my appreciation to the **Board of Directors** and particularly to **Jim Hamilton**, the Chair of the Board, for their vision, diligence, trust, support and wisdom.

Everyone has unrealized potential. Improvement is about understanding and capturing ideas and possibilities, reformulating and restructuring those ideas into a usable form and then transforming them into actions and behaviors. The ability to adapt but still maintain true to the same character and purpose is what ensures survival for any organization. Blue Hills continues to seek the realization of its potential and the coming year will reflect our ongoing efforts to transform and renew our clinical work.

Again 2012-13 has been a full and productive year. Everyone affiliated with Blue Hills should feel gratified that so much has been accomplished, I certainly do. I look forward to 2013-14 with enthusiasm and optimism!



Blue Hills Child and Family Centre  
**Services Offered 2012-2013**

**Community based:**

---

- Enhanced Intake Services
- Brief Services
- Integrated Clinical Services including: Intervention Services (individual and family), Intensive Services, 0-6 Services, Therapeutic Group Services, Play Therapy Services, Modified Interaction Guidance, Triple P (Positive Parenting)
- AOK-Mother Goose Service
- Community Engagement and Capacity Building Services
- Family Mediation and Information Services
- Centralized Children's Respite Services

**Milieu based:**

---

- Residential Services and (ICT) Integrated Consultation and Treatment Service
- Collaborative Day Treatment Services (in partnership with York CAS and the YRDSB)
- Therapeutic Summer Program

**In Partnership with York CAS:**

---

- Children in Care Enrichment Services
- ICT Residential Services

**In Partnership with Education:**

---

- COMPASS-Community Partners with Schools

**In Partnership with the Chippewas of Georgina and York CAS:**

---

- Bridging Navigation with the Chippewas of Georgina Island

**In Partnership with York, Durham, Simcoe, Kawartha-Haliburton and Highland Shores CAS's:**

---

- Alternative Dispute Resolution Services across Central East Region

**In Partnership with Youthdale Treatment Services**

---

- Centralized Clinical Consultation and Assessment Services



## Our Reshaped Strategic Plan

# 2012-2015 Overview

*In 2012 Blue Hills staff engaged in a Board approved Reshaping of the Strategic Plan process. This process engaged the whole organization in revisiting the original strategic directions and affirming their ongoing relevance. In addition we were able to reaffirm our Vision, Mission and Values:*

### Vision

Blue Hills Child and Family Centre envisions healthy and resilient children, youth and families.

### Mission

In the spirit of collaboration and respectful partnership with both families and the community, we strive to create opportunities for children and families to nurture their relationships and expand their abilities in realizing improved mental health.

### Values

**Inclusivity** – We recognize and uphold the principle of equality of access to services which are responsive and sensitive to individual's uniqueness.

**Integrity** – We are dedicated to and adhere to maintaining a high moral standard by making certain our actions always match our words.

**Dignity** – We value each person as a unique individual with a right to be respected and accepted.

**Ethical Practice** – Ethical practice is to honor the beliefs, morals and values of one's profession and to help others through the process of unbiased decision making

**Strength-based Practice** – We believe families have strengths and resources for their own empowerment and are dedicated

to collaboratively engaging with families in ways that are respectful and values them as a partner in setting their own goals to becoming successful.

**Transparent Practices** – We believe strongly in using principles of transparent practice in our work, to clearly and openly share what we do, to encourage accountability and enable people to learn from our successes and mistakes.

**Self Reflective Practice** – We are dedicated to a process of self-evaluation that pays attention to the practical values and theories which inform our everyday actions in order to support continuous learning and ongoing enhancement of our work.

## Reshaped Strategic Plan 2012-2015

*The Reshaping of the Strategic Plan culminated in the creation of three new Committees in addition to the Health & Safety and Quality Assurance Committees: Cultural Transformation, Clinical Transformation and Communications all of which are contributing to the development of new Goals, Objectives and Measures to ensure success in implementation of the reshaped plan. The following three Strategic Directions and Goals, together with the mission, vision and values, will assist us in prioritizing all our activities over the next three years:*

### 1. Quality Programs and Services:

**Strategic Purpose/Aim** – To offer responsive services and programs that contribute to the well-being, health and resilience of children, youth and families, and that their needs are at the centre of all our activities.

**Goal #1:** Fully Implement the Integrated Organizational Framework of Practice in order to complete the Transformation of our Clinical Practice (New).

**Goal #2:** Finalize and implement the first phase of the Evaluation Framework in order to identify and monitor service outcomes (New).

**Goal #3:** Build a Learning Organization where knowledge transfer is fully integrated (New).

### 2. Our People and Professional Development Strategic

**Purpose/Aim** – Enhancing our people in sustaining a healthy, supportive, innovative, value driven work environment.

**Goal #1:** To support a culture of congruence between staff and organizational values where individual strengths and skills are maximized.

**Goal #2:** Building a work environment that supports fair and equitable policies and practices.

**Goal #3:** Achieve a positive and effective organizational culture (New).

### 3. Community Collaboration and System Change (new)

**Strategic Purpose/Aim** – To continue to foster and participate in the building of collaborative, coordinated and integrated Networks of service planning and delivery.

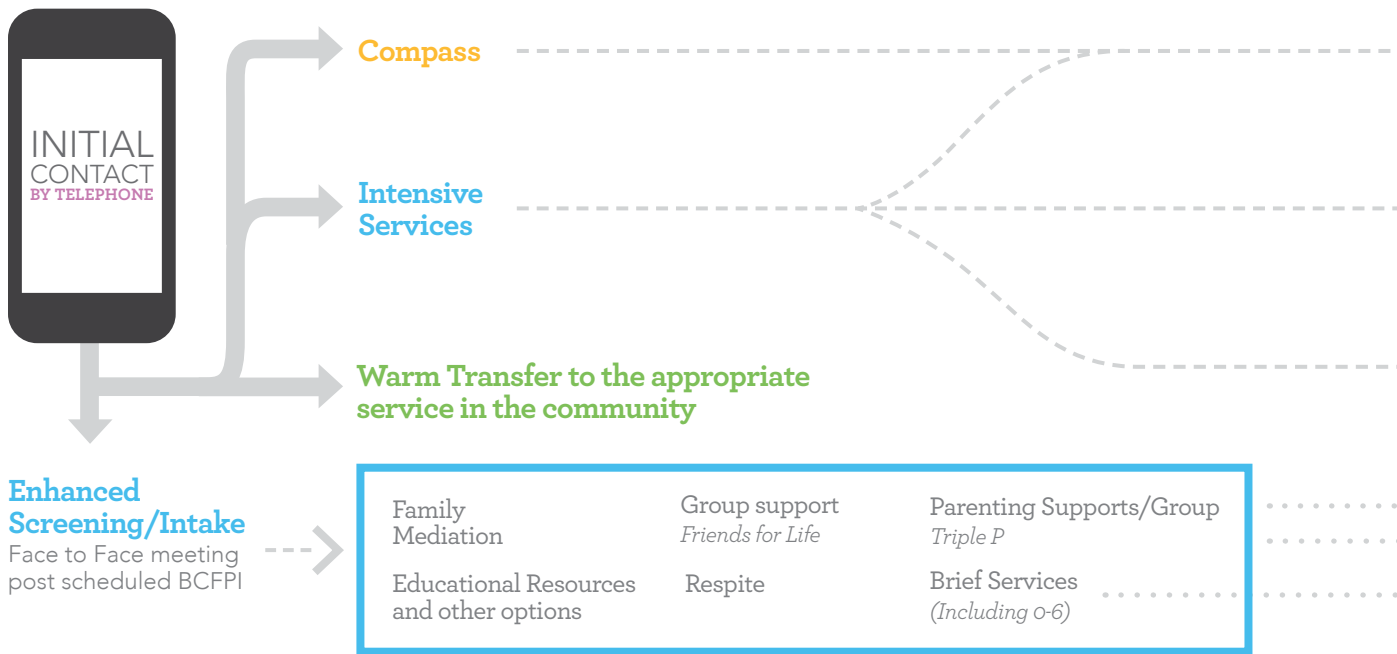
**Goal #1:** Engage in and support the development of local planning networks (New).

**Goal #2:** Plan for and anticipate the implications of the Transformation of the Children's Mental Health Sector (New).



### Blue Hills'

# Enhanced Intake/Screening Service



Historically families referred for service at Blue Hills often waited up to several months to talk with the Intake Worker and then waited again up to 6-9 months for ongoing service. Often when they finally were able to begin service their issues may have changed significantly. We know that there is more demand than there is available service however we felt that we could improve all families' experience at our front door.

Over the past two years Blue Hills has worked on developing and implementing an enhanced front door service that supports a thorough referral, screening and triaging process which includes a face to face intake meeting and service assessment. As a result of this face to face intake meeting families are referred to the most relevant and useful service that matches their clinical needs- "right service at the right time". As there is no wait for this, every family calling, emailing and/or walking in to Blue Hills is provided with the opportunity of talking with a mental health professional right away. Our Enhanced Intake processes now allows for improved, quicker and more direct access to services and to a mutual understanding of the family and their needs.

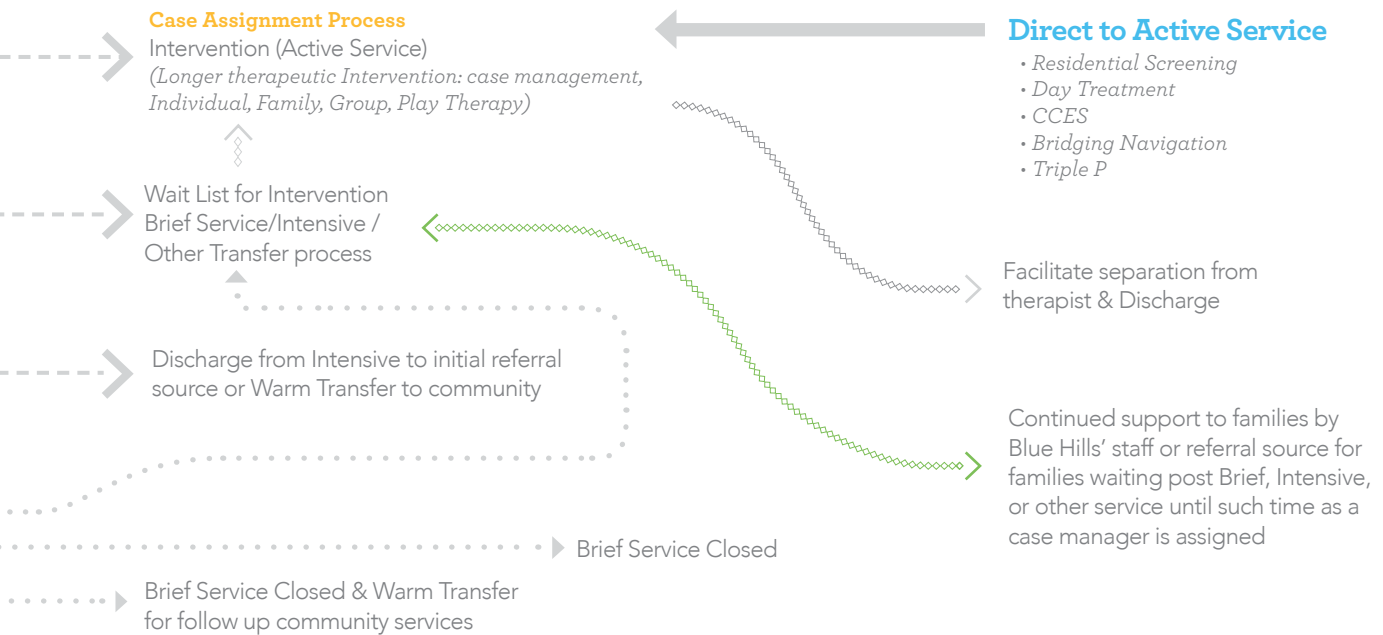
A recent System Improvement through Service Collaboration Initiative (SISC) Evidence Brief published by the Evidence Exchange Network highlights that engaging families is increasingly being seen as a best practice in providing quality service in child and youth mental health. Family engagement leads to

improvements in retention of services, knowledge about mental health issues, self-efficacy, and improved family interaction. The report goes on to say that several models of family engagement have been found to be effective at improving family engagement in service delivery, one of which was Brief early treatment engagement discussions.

All aspects of service within this enhanced Intake process are guided by our Integrated Organizational Framework of Clinical Practice.

### Enhanced Intake/Screening Overview:

- All families are immediately linked to an Intake Worker that personally connects with them and follows them to the next service or warm transfers them to the right service in the community to ensure the integrity of their story and request for service.
- Enhanced intake activities (face to face meeting, Brief Service, group programming, respite, parenting supports) ensure families are triaged to appropriate services in a seamless and timely way.
- The Enhanced Intake and Brief Services are able to respond in a timely way to families eligible for service.
- Internal processes related to documentation requirements to support navigating the request for service are now streamlined. This has eliminated the waiting period for the initiation of service until all documentation was in.



- Families eligible for service will have completed their BCFPI (Brief Child and Family Telephone Interview-provincially mandated assessment tool) within 5 working days and participated in a face to face intake meeting within 1-2 weeks of their initial call.
- For those families that meet the Intensive Criteria are assigned a worker with 48 hours.
- Those families eligible for Brief Services are assigned a clinical worker and engage in their first Brief session within 1-2 weeks of their face to face intake meeting (a small wait list is building here as the referral rate continues to increase).
- Once a family is deemed eligible for our service, the case is in motion with support being delivered to the family.
- In Brief services, the family works with a brief therapist for up to 6 sessions. Intake and Brief Workers will meet together regularly to ensure a smooth transition for the families between the two services.
- Current efficacy outcomes of the Brief Service indicates that up to 52% of families receive enough clinical support to meet their current needs and chose to end services upon completion of Brief Services.
- Those families needing longer term service are placed onto a waitlist and supported by their previous Brief Worker until their case is assigned to an ongoing intervention worker (Integrated Clinical Worker).

- Intake will prioritize the ongoing Intervention waitlist based on family needs to determine access to services.
- While on the wait list, families may become identified as requiring intensive services. In such cases they will be offered more immediate priority
- To ensure clients move smoothly between the various services within Blue Hills and to monitor wait times, the Intake Supervisor meets weekly with the management team to review waitlists and navigate case assignments.
- At each service entry point, clinical service planning discussions take place between our service provider and the families.
- Transfer protocols and plans are developed to ensure a high level of communication and coordination occurs between service points (both internal and externally).
- Engagement in clinical consultation processes ensure that comprehensive, integrated and clinically informed treatment planning occurs. Such processes include formal clinical mapping of cases, use of a clinical-consultant team process (internally referred to as MDA), individual supervision and group supervision.

*Our Enhanced Intake/Screening Service provides respectful and immediate response to families in need.*



## Our Clinical Transformation Journey

# 2012-2013

Blue Hills has taken some very significant steps towards actualizing our transformation of clinical practice. Guided by our Strategic Directions, inspired by our values and informed by our Integrated Framework of Practice, we have made great clinical strides in meeting the needs of children, youth and families.

All components of our programs have been reconsidered and evaluated against our Integrated Framework of Organizational Practice. With our new understanding of the impact of trauma on the physiological and socio-emotional development of children, we have focused on purposefully providing therapeutic care in such a way as to ensure our milieu settings (Residential, Day Treatment and Summer Program) are a place where children can feel safe and secure and begin a process of healing through learning to trust that the world can meet their needs.

Our approach over this last service year has sought to change the paradigm from one that asks, "What's wrong with you?" to one that asks, "What has happened to you?" Our practice is organized around the principles of safety, resilience, trustworthiness, support, collaboration, empowerment, and a strengths-based approach. Our practice is rooted in understanding our ten theories and constructs: trauma, child development, attachment, neurobiology, systems thinking, family therapy, psycho-education, group process, milieu theory and cultural sensitivity and inclusivity.

*We have engaged in intentional in service training and mentoring with all our staff involved in these three programs as well as with the host organizations that provide us with additional staff when staff coverage is needed. Within our Residential Treatment and Collaborative Day Treatment Programs/Summer Program we have committed to practices that:*

- 1** Maximize the child's sense of safety
- 2** Assist children in reducing overwhelming emotion and encourage the development of more adaptive ways of coping with intense feelings
- 3** Help children define new meaning of their trauma history and current experiences
- 4** Address the impact of trauma and subsequent changes in the child's development, relationships, and behavior
- 5** Coordinate services with other agencies
- 6** Support and promote positive and stable relationships in the life of the child
- 7** Whenever possible, provide support and guidance to the child's family and caregivers through both psycho-education and coaching/mentoring in order to respond to both relational, developmental and behavioural needs of their children.

*The actualization of our Transformation of Clinical Practice over this past year has truly opened the door for children and their caregivers to develop to their full potential.*

The original five Summer Program Mentors under the leadership of Steffanie Pelleboer and Genevieve Martins were: Sue Browne, Karen Leacock, Debb Bertazon, Janet MacQuarrie and Monika Parsons.

PAST WINNERS

Blue Hills Child and Family Centre

Awards Program

Theresa Ortiz Memorial Award

Theresa Olivia Johnson Ortiz was a long-standing Blue Hills Child and Family Centre staff member who passed away in 2005. Co-workers describe Theresa as a team member who had a "servant's heart." She approached situations with an attitude of "how can I support your needs?" Theresa led by serving others. Her totem was the Turtle.

This award honours Theresa's memory by acknowledging a Blue Hills' Individual/Program/Service/Group that has demonstrated alignment in their practice to our strategic directions, with specific emphasis to the application of evidence based and informed interventions; for a group of staff whose shared efforts provided an opportunity for children and their families to begin to see our Blue Hills vision for resilient and healthy families, children and youth come alive; be a motivator/role model; able to empower others; have a passion for their work; demonstrate a sensitivity to diversity and inclusivity; integrate the character attributes in their daily work and through their actions advance our collective work.



**2012**  
 RECIPIENT OF THE THERESA  
 ORTIZ MEMORIAL AWARD  
 .....  
**Deborah Manion**  
*(second from the right)*

**2011 Recipient**

Joanne Pariseau

**2010 Recipients**

Friends for Life Group Facilitators

Debb Bertazzon,  
 Sue Browne,  
 Lisa Chotowetz,  
 Ruth Francey &  
 Alessandra Panico

**2009 Recipient**

Amanda Lewis

**2008 Recipient**

Sherri Miller

**2007 Recipient**

Carrie Mazzei

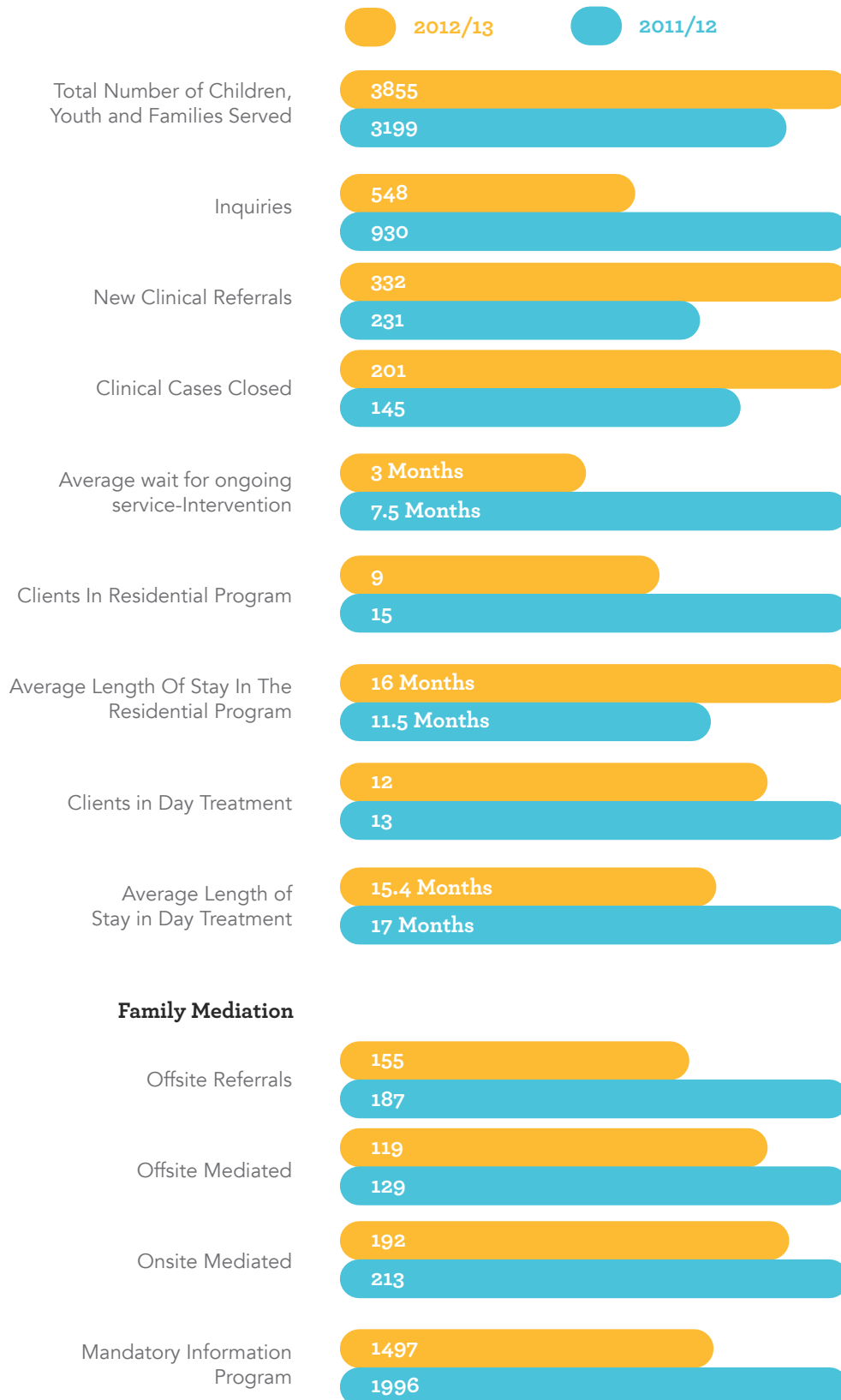
**2006 Recipient**

Karen Leacock



Statistics

2012-2013



### Who are our Primary Referral Source?

Self	28.3%
Family member	18.9%
School - York Region Board of Education	7.9%
COMPASS	7.1%
Children's Aid Society	6.7%
Hospital	5.1%
Physician - family	3.9%
Early Intervention Services	3.1%
Internal - Blue Hills	3.1%
x - Other	2.4%
Counselling service - Kinark	2.0%
Physician - pediatrician	2.0%
School - York Region Catholic Bd.	2.0%
Psychologist	1.6%
Counselling service - other	1.2%
Jewish Child and Family Services	1.2%
Day care/nursery school	0.8%
York Centre	0.8%
Childrens Treatment Network	0.4%
Friend/neighbour	0.4%
Private therapist	0.4%
Public Health	0.4%
School - other	0.4%

### What are the Major Factors in the Families History at the time of Referral?

Marital separation/divorce	23.8%
Child emotional/verbal abuse - client	14.6%
Learning disability	9.0%
Partner abuse	6.9%
Psychiatric illness - parent	5.4%
Financial stress/unemployment - parent	5.1%
Child neglect - child	3.8%
Custody/access dispute	3.6%
Substance abuse - parent	3.6%
Child physical abuse - client	3.1%
Child emotional/verbal abuse - parent	2.8%
Adoption/foster placement breakdown	2.3%
Chronic illness - client	2.3%
Chronic illness - parent	2.3%
Death/terminal illness - family	1.5%
Developmental delay - client	1.3%
Psychiatric illness - client	1.3%
Sexual abuse - client	1.3%
Child physical abuse - parent	1.0%
Physical Disabilities - client	1.0%
Physical Disabilities - parent	1.0%
Poverty (years of hardship/deprivation)	0.8%
Suicide - significant family member	0.8%
Child neglect - parent	0.5%
Incarceration - parent	0.5%
Sexual abuse - parent	0.3%

### What is the Gender of all the Children Served?

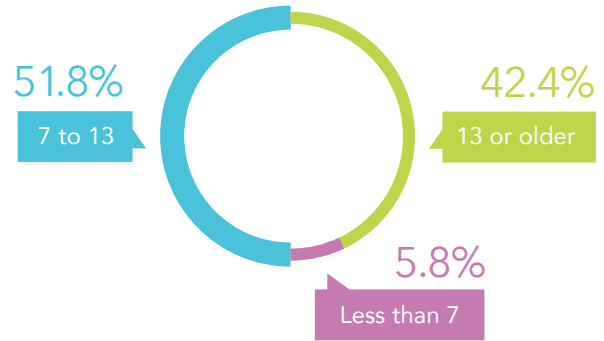


Male  
60%

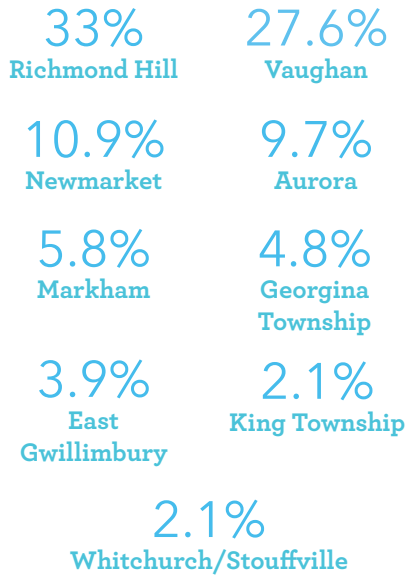


Female  
40%

### What is the age of all the Children Served?



### Where are the Families living at the time of Referral?



### Client Proportion in Services/Programs

Prevention Outreach & Workshops	24.9%
Family Mediation	18.1%
0-6 Service	10.5%
AOK-Mother Goose	10.2%
CER Alternative Dispute Resolution	9.8%
Intervention	8.0%
Brief (including 0-6 Brief)	7.8%
Intensive	3.4%
YRCCAAS- Clinical Consultation and Assessment	2.1%
Bridging Navigaton-Georgina Island	2.0%
Respite	1.5%
Children in Care Enrichment Service	0.7%
Day Treatment	0.5%
Residential	0.4%

### ADR Actual Referrals from April 1st, 2012 - March 31, 2013

Region	CPM	FGDM	Aboriginal Ap	Total CER ADR
Durham	12	26	7	45
Kawartha-Haliburton	28	18	1	47
Northumberland	10	16	14	40
Simcoe	8	31	20	59
York	15	38	9	62
Total	73	129	51	253



## Blue Hills Staff 2012-2013

**Executive Director**  
Sylvia Pivko

**Clinical Director**  
Steffanie Pelleboer

**Manager of Operations & HR**  
Joanne Pariseau

**Finance Manager**  
Peter Mukundi

**Managers of Integrated Clinical Services**  
Mohammad Dehganpour  
Seagal Eben Ezra  
Genevieve Martins  
Paul McDowell  
Michal Shohat

**Integrated Clinical Workers**  
Lydia Bailey  
Sue Browne  
MaryAnn Cole  
Jennifer Glave (*April 2012*)  
Kylee Goldman  
Peter Kerenyi  
Marjorie Kortis  
Robyn Lam  
Cindy Lau Chan (*M/L*)  
Erika MacNeil  
Cynthia Marques  
Saidy Maurer  
Nicole Mizzi (*Feb 2013*)  
Sabrina Ouellette  
Alessandra Panico  
Rhonda Pelshea (*Mar 2013*)  
Jennifer Proc (*Mar 2013*)  
Jessica Ticar  
Lisa Visinski  
Lucy Wilson (*Aug 2012*)

**Intake Coordinators**  
Laura Dayal, Supervisor  
Luce Yole Amoussou  
Lisa Chotowetz  
MaryAnn Cole

**Community Development**  
Deborah Manion – *Coordinator*  
Uma Bhatt

**Children's Program Facilitators**  
Deborah Manion  
Kristina Laviola  
Tracy Penley  
Jennifer Sullivan

**Children's Treatment Network**  
Kim Cross

**York Region Children's Respite Service**  
Luce Yole Amoussou – *Coordinator*  
Matt Grainger  
Jennifer Jahnke (*Jan 2013*)  
Jennifer Sullivan

**Alternative Dispute Resolution**  
Alison McKelvey Manager (*Aug 2012*)  
Amanda Lal – *Administrative Coordinator*  
Beckie Stewart – *Coordinator*  
Michaela Brooks – *Aboriginal Liaison Worker*

**York Region Clinical Consultation And Assessment Services**  
Cathy Carey – *Coordinator (Nov 2012)*  
Robyn Marshment – *Coordinator*

**Therapeutic Group Program**  
Debb Bertazzon – *Coordinator*

**Summer Program**  
Amber Bagg  
Jenniffer Caudle  
David Hand  
Patricia Hussein  
Sandra King  
Jamie Sherman  
Fraser Sweet

**Consultants**  
Dr. Robin Alter  
Dr. Susan Bradley  
Donna Jansen  
Jocelyn Kadish  
Dr. Alina Lazor  
Dr. Robin Mitchell  
Karon West  
Gail Glatt

**Students**  
Diana DeClemente  
Amen Edison Edebor  
Alyssa Fallone  
Arianne Macayana  
Jessalyn Ross  
Michelle Scott  
Brandon Simon  
Taylor Tranter

**COMPASS**  
Steven Bolton  
Donicka Budd  
Jessica Kennedy  
Antonella Lippis  
Robyn MacFarlane  
Kwasi Kissi (*July 2012*)  
Donna Lamanna – *Supervisor*  
Stacey MacNeil  
Krista Mann  
Sherri Miller – *Supervisor*  
Shilagh Ostrosser  
Jennifer Pinto  
Ilicia Simmons  
Rennet Wong Gate



### **Brief Services**

Diana DaConceicao  
Ashiya DeSai  
Shirley Lai  
Nicole Myles  
Helen Sugar

### **Georgina Island**

Denise Toner

### **Residential Program**

Onika Haywood – *Supervisor (M/L)*  
Lynn Lavigne – *Supervisor (Jan 2013)*  
Monika Parsons – *Supervisor*  
Emmanuel Aigbedion  
Sharlot Babayan (*Dec 2012*)  
Jennifer Barbieri  
Karen Beaupre (*Aug 2012*)  
Jeffrey Bellwood  
Katherine Burden (*Dec 2012*)  
Sheena Chater (*Dec 2012*)  
John Ciccone  
Martin DeLeeuw  
Nancy Gellatly (*Aug 2012*)  
Matt Grainger  
Lishia Kalyan  
Johanna Leung  
Leah McFedries  
Elona Nazaj  
Bailey Richardson  
Dixie Rutherford (*Jun 2012*)  
Misha Scoon  
Taylor Tranter  
Russ Weber

### **Integrated Consultation & Treatment (ICT)**

Tammy Baxter  
Stephanie Burdi  
Tyler McKelvey (*May 2012*)

### **Administration**

Ann Marie Cairns  
Helen Carmody  
Bryan Humenick  
Amanda Lewis  
Ramin Mohebian  
Denise Tierney  
Qian Wang  
Suyan Wang – *IT Coordinator*

### **Play Therapy Program**

Janet MacQuarrie – *Coordinator*  
Valerie Jacob  
Joseph Turpin

### **Collaborative Day Treatment**

Karen Leacock – *Supervisor*  
Lisa Kennedy  
Devin O'Connell  
Anne Hartley (*teacher*)

### **Children In Care Enrichment Services**

Janet Cullen  
Glen Link (*March 2013*)

### **Mandatory Information Presenters**

Greg Ambrozic  
Isreal Apter  
Nirmala Armstrong  
Valerie Brown  
Jeffrey Benson  
Cathy Carey  
Michelle Cassidy  
Lauri Daitchman  
Laura Dayal  
Stephanie DeFederico  
Patrick Gaffney  
Elissa Gamus  
Christine Glynn  
Deborah Herriot Howes  
Ritu Horra  
Diana Issac  
Avram Joseph  
Dawn Kaufman-Frey  
Wayne Kitchen  
Barbara Kristanic  
Jennifer Lau  
Ruby Leung  
Deborah Manion  
Alison McKelvey  
Frank Medicino  
Douglas Millstone  
Christopher Murphy  
Constance Nielsen  
Stephanie Ostreicher  
Glenda Perry  
Merv Rosenstein  
Anna Siciliano  
Su-Lin Siew  
Debra Snider  
Susan Surtees  
Kerry Lynn Thomason  
Alice Vanbeek  
Paul Veugelers  
Cheryl Williams

### **Mediation & Information Services**

Alison McKelvey, *Manager (Aug 2012)*  
Laura Dayal, *Supervisor*  
Greg Ambrozic  
MaryLou DiPaolo  
Tracy Penley

Merv Rosenstein  
Krupa Shah (*M/L*)  
Mina Vaish

### **Family Mediation Roster**

Greg Ambrozic  
Christine Glynn  
Deborah Herriot Howes (*Nov 2012*)  
Alyson McNiece  
Merv Rosenstein  
Vicky Visca (*Supervisor/Consultant*)

### **Mediation Interns**

Deborah Harriet Howes  
Valerie Brown

### **Alternative Dispute Resolution (Rosters):**

#### **Child Protection Mediation Roster**

Greg Ambrozic  
Michele Brett  
Christine Glynn  
Alyson McNiece  
Vicky Visca (*Supervisor/Consultant*)

#### **Family Group Decision Making Roster**

Salimah Alibhai (*Aug 2012*)  
Alison Cope (*Supervisor/Consultant*)  
Sara Collings  
Diana Eastwood  
Sonia Gandhi  
Tracey Lipp  
Carolyn McAlpine  
Lisa McDonald  
Alyson McNiece  
Sonia Messem  
Joelle Morey  
Beverly Oke  
Heather Patterson  
Maria Permino  
Georgina Cowie Rogers  
Darlene Sykes (*Simcoe*)



In  
Memoriam

We mourn the passing this year of two of our colleagues who are deeply missed.

**Betty Stewart**

On October 25th, 2012 Supervisor of the 0-6 Program at The York Centre for Children, Youth and Families

**Karmel Taylor**

On February 24th, 2013 Coordinator Community Initiatives with COMPASS (Community Partners with Schools)



We think of you in silence  
We often speak your name  
What would we give to hear your voice  
And see your face again

Words are few, thoughts are deep  
Memories of you we will always keep

Board of  
Directors



**Jim Hamilton**

President, ex officio on all Board Committees and Blue Hills Foundation Liaison

**Troy Berretta**

Vice President and Nominating and Advocacy Committees

**Larry Wigelius**

Treasurer and Finance and ED Evaluation Committees

**Sally Constantine**

Secretary and Renovation Committee

**Ingrid Hann** (new Board member)  
Theresa Ortiz Award Committee

**Grace Jones** ED Evaluation and Advocacy Committees

**Bala Kumar** Chair Nominating Committee and Advocacy Committee

**Karen McCleave** Theresa Ortiz Award Committee

**Basil Mwawasi** Risk Management, ED Evaluation and Nominating Committees

**Franca Porcelli** (new Board member)

**Amin Roomani** Nominating Committee

**Andy Shah** (on leave) Nominating and Risk Management Committees

**Thomson Sam** (resigned Jan 2013)  
Finance Committee

**Patti Skrypek** (new Board member)  
Theresa Ortiz Award Committee

**Michael Sy** Renovation Committee

**To the Members of****Blue Hills Academy.**

We have audited the accompanying financial statements of Blue Hills Academy (Operating as Blue Hills Child and Family Centre), which comprise of the statement of financial position as at March 31, 2013 and the statements of changes in net assets, operations and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

**Management's Responsibility for the Financial Statements**

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

**Auditors' Responsibility**

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audits in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditors consider internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

*We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.*

**Opinion**

In our opinion, the financial statements present fairly, in all material respects, the financial position of Blue Hills Academy as at March 31, 2013 and its financial performance and cash flows for the year then ended in accordance with Canadian accounting standards for non-for-profit organizations.

We draw attention to Note 2 to the financial statements which describes that Blue Hills Academy adopted Canadian Accounting Standards for Not-for-Profit on April 1, 2012 with a transition date of April 1, 2011.

These standards were applied retrospectively by management to the comparative information in these financial statements, including the statement of financial position at March 31, 2012 and April 1, 2011, and the statements of changes in net assets, operations and cash flows for the year ended March 31, 2012 and related disclosures. We were not engaged to report on the restated comparative information and, as such, it is neither audited nor reviewed.

**Smith Sykes Leeper and Tunstall LLP**

Newmarket, Ontario.

CHARTERED ACCOUNTANTS.

Licensed Public Accountants

**STATEMENT OF FINANCIAL POSITION ASSETS**

	2013	March 31 2012	April 1 2011
<b>Current Assets</b>			
Cash (Note 4)	\$ 35,214	\$0	\$ 47,203
Short Term investments (Note5)	\$801,293	\$ 1,154,950	\$853,442
Accounts Receivable (Note 6)	\$328,234	\$352,299	\$175,105
Prepaid Expenses	\$12,003	\$16,656	\$25,065
Due From Blue Hills Foundation (Note8)	\$0	\$1,436	\$1,222
	<b>\$1176,744</b>	<b>\$1,525,341</b>	<b>\$1,102,037</b>
Capital Assets (Note 10)	\$ 272,359	\$198,042	\$232,987
	<b>\$1449,103</b>	<b>\$1,723,383</b>	<b>\$1,335,024</b>

**LIABILITIES**

*Current Liabilities*

Bank Indebtedness	\$0	\$224,872	\$0
Accounts Payable & Accrued Expenses	\$340,798	\$399,184	\$313,881
Accrued Wages & Deductions Payable	\$276,355	\$ 263,517	\$250,960
Due To Blue Hills Foundation (Note 8)	\$100,100	-	-
Repayable to MCYS (Note 7)	\$0	\$72,601	\$0
Deferred Revenue	\$135,118	\$222,242	\$224,277
	<b>\$852,371</b>	<b>\$1182,416</b>	<b>\$789,118</b>
Deferred Capital contribution (Note 10)	\$7 3,879	\$77,767	\$81,860
	<b>\$926,250</b>	<b>\$1,260,183</b>	<b>\$870,978</b>

**NET ASSETS**

Net Investment in Capital Assets (Note 10)	\$198,480	\$120,275	\$151,124
Unrestricted Net Assets	\$324,373	\$342,925	\$312,922
	<b>\$522,853</b>	<b>\$463,200</b>	<b>\$464,046</b>
	<b>\$1449,103</b>	<b>\$1,723,383</b>	<b>\$1,335,024</b>

**STATEMENT OF CHANGES IN NET ASSETS**

*For the Year Ended March 31, 2013*

	Invested In Capital Assets	Unrestricted	Total	2012
Balance Start of Yr.	\$120,275	\$342,925	\$463,200	\$464,048
Excess Revenue over Expense	\$78,205	\$(18,552)	\$59,653	\$(848)
Balance Year End	\$198,480	\$324,373	\$522,853	\$463,200



**BLUE HILLS ACADEMY**  
(Operating As Blue Hills Child & Family Centre)

Audited Financial Statements  
March 31, 2013

**STATEMENT OF OPERATIONS**

Revenue	2013	2012
Province of Ontario – MCYS	\$6,107,124	\$5,520,023
Contract Revenue	\$872,187	\$659,307
Province of Ontario – Attorney General	\$ 224,558	\$242,676
Program Recoveries	\$52,069	\$41,923
HST/GST Tax Recoveries	\$105,671	\$75,905
Other Income	\$12,691	\$19,357
Investment Income	\$13,182	\$10,315
Provincial funding repayable		\$(72,601)
	<b>\$7,387,483</b>	<b>\$6,496,905</b>

**Excess of Revenue Over Expenses**

Before other items	\$92,305	\$30,003
Amortization	\$(36,540)	\$(34,944)
Amortization of Deferred Capital Contributions	\$3,888	\$4,093
	<b>\$(32,652)</b>	<b>\$(30,851)</b>

**Excess of (Expenses over Revenue)**

Revenue Over Expenses	<b>\$59,653</b>	<b>\$(848)</b>
-----------------------	-----------------	----------------

**Operating Expenses**

Salaries	\$4,156,670	\$3,415,859
Purchased Services	\$1,480,970	\$1,334,243
Benefits	\$716,912	\$605,353
Communications & Office	\$219,738	\$189,505
Premises	\$248,061	\$264,409
Program Supplies	\$109,491	\$177,169
Training & Recruiting Costs	\$89,744	\$193,978
Food Costs	\$85,338	\$72,879
Travel	\$89,765	\$62,325
Membership Fees & Insurance	\$44,964	\$47,345
Professional Fees	\$31,876	\$81,889
Payroll & Banking Costs	\$11,309	\$11,907
Promotion Materials	\$10,340	\$10,041
	<b>\$7,295,178</b>	<b>\$6,466,902</b>

The accompanying Notes are an integral part of these financial statements.

Complete copies of the Audited Financial Statements are available upon request.



## Staff Recognition Awards

# 2012

For

## 5 YEARS

of Service with Blue Hills:

**Sheena Chater**  
*(Residential Program)*

**Russ Webber**  
*(Residential Program)*

**Nancy Gellatly**  
*(Residential Program)*

**Peter Mukundi**  
*(Finance Manager)*

**Amanda Lewis**  
*(Admin Coordinator/  
Accounts Payable/Receivable )*

**Lisa Kennedy**  
*(Day Treatment Program)*

For

## 10 YEARS

of Service with Blue Hills:

**Greg Ambrozic**  
*(Family Mediation Service)*

For

## 15 YEARS

of Service with Blue Hills:

**Mary Ann Cole**  
*(Intake Coordinator)*

For

## 20 YEARS

of Service with Blue Hills:

**Sue Browne**  
*(Clinician with 0-6 Program)*

### List of

## Donors

### Champions of Hope Campaign

- Allcare Maintenance Services
- Dr. Robin Alter
- Aurora Dance Academy
- Aurora Greenhouse
- James Bade
- Blue Balloons
- Miriam Bosiljevac
- CIBC Yonge & Mulock Newmarket
- Linda Coliras
- Sandra Degan
- Doug & Nancy Devine
- Hallmark – Aurora
- Dawne Hamilton
- Holy Trinity School
- Stefan Kapp
- Amanda Lewis
- Glen Link
- The Lucatch Family
- Magnum Fine Commercial Printing Limited
- Mastercut Property Service
- Alyson McNiece
- Rufus Mederick
- Neotec Water Treatment
- The Nielsen Company

- The Parry Family
- Sylvia Pivko
- Rcdesign Inc.
- Peter Rossborough
- Scotia Bank Yonge & Edward Aurora
- Tanuj Sharma
- Smith Sykes & Leeper Management
- Larry Wigelius, Enbridge Gas Distribution Ltd.
- Helen Wojcinski
- Jianyong Yang

### Adopt A Family

- Linda Caira
- Mirella Carlucci
- Catholic Women's League of Nobleton
- Carmela DeRosa
- Eddie Bauer, Yorkdale Mall
- Enbridge Gas Distribution
- Nancy Gallo
- Keal Technologies
- O'Malley's Catering Newmarket
- Old Navy Yorkdale Mall
- Frances Picciolo
- Soraya Sarra

- Scotia Bank, Bathurst & Centre St. Thornhill
- Mina Vaish, York Mediation
- York Catholic District School Board

### Therapeutic Playground

- Dmitri Afanassiev
- Mike Beretta
- Stephanie Beretta
- Troy Beretta
- Ann Carter
- Barbara Freeman
- Jim Hamilton
- Kristi Kanitz
- Christopher & Karen McCleave
- Alison McKelvey
- Sylvia Pal
- Nora Pivko
- Sylvia Pivko
- Bill Poole
- Jayson Rainone
- Lovanna Sanders
- Helen Sugar
- Dr. Cathy Tallerrco
- Cheryl & John Tsagarakis
- Helen Wojcinski



Celebrating  
over 44 years in  
York Region.

## Helping Families Help Themselves

In the spirit of collaboration and respectful partnerships with both families and communities, we strive to create opportunities for children, youth and families to nurture their relationships and expand their abilities in realizing improved mental health.

### **Blue Hills Child & Family Centre gratefully acknowledges:**

- The Ministry of Children and Youth Services
- The Ministry of the Attorney General
- The York Region Children's Aid Society
- The Ministry of Education
- The Regional Municipality of York
- The Royal Bank of Canada
- The Blue Hills Foundation
- Canada Post Foundation for Mental Health
- The Ontario Trillium Foundation
- And the Individual Donors

**For their support for the children, youth and families of our community.**



### **Blue Hills Child and Family Centre**

402 Bloomington Rd., Aurora, Ontario L4G 0L9

t: (905) 773-4323 | tf: 1 (866) 536-7608 | f: (905) 773-8133 | e: [bluehills@bluehillscentre.ca](mailto:bluehills@bluehillscentre.ca)

[www.bluehillscentre.ca](http://www.bluehillscentre.ca)