
blue hills
child and family centre

Annual Report

2013–2014



Table of Contents

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2	President's Report	12	A Year in Review
5	Executive Director's Report	16	Board of Directors – Committees
8	Honouring Thistleton Regional Centre	17	Staff List
9	Theresa Ortiz Award	20	Staff Recognition Awards 2013
10	Our Services	21	List of Donors
11	Community Connects	Back	Thanks to Our Funders



President's Report

Jim Hamilton Board Chair

A Wild Ride at Blue Hills

“We are dedicated to improving the social, emotional and behavioural capacity of children, youth, and their families.”

There's a reason you say “whew!” when a roller coaster ride ends.

You're relieved, but you're also elated that you braved it; you feel a sense of accomplishment. It's been just such a year at Blue Hills Child and Family Centre.

Our wonderful volunteer Board of Directors had a sense, when the 2013/14 session opened, that we were in for an interesting year, but I think management, staff and our Executive Director spared us from a full sense of the work we were in for ... or we might have been too afraid to take the ride!

I would like to thank our Board for all their hard work this past session, and there was a great deal of it, as you will hear.

This year our Board welcomed Ranjit Kumar and bid a reluctant farewell to his partner, Bala. We were also very pleased to have new additions to the Board in Ron Jones, Brendan Lounsbery and our very newest addition, Simon Cheng.

We say a fond goodbye to long serving and valued members of this Board, Troy Beretta and Michael Sy. We also thank Andy Shah for his time on the Board.

In addition I'd like to thank fellow Board Members Larry Wigelius, Ingrid Hann, Grace Jones, Patti Skrypek, Amin Roomani, Basil Mwawasi and Franca Porcelli for their efforts and contributions to this excellent Board. Our Board has been recognized, and even awarded (as those who attended last year's AGM will recall), for its focus on diversity and we each bring a unique set of skills, cultural perspectives and expertise to this important role.

Sylvia Pivko, our superb Executive Director,

Joanne Pariseau, Manager of Operations and Board support, whose efforts on behalf of this organization are well known and indispensable,

and last, but certainly not least,

Peter Mukundi, Manager of Finance and HR, and all the managers and staff at Blue Hills who are justifiably proud of what they do, how well they do it and for what they have accomplished.

This AGM celebration is for you, most of all.

I would also like to express special thanks to:

Interface

While other organizations, both public and private, tend to slow down in the summer months, Blue Hills was on high alert with all hands on deck last summer. It was, in fact, a beehive of activity, as Blue Hills dealt with the reality of having successfully bid for the Thistleton Interface service – a massive accomplishment all by itself.

In the spring, we knew we had to absorb and accommodate a variety of programs and staff (28 positions in a two month period) in the following areas:

- Day Treatment Services
- Summer Camp
- Intensive Family and School Intervention Program
- Community Based Treatment
- Therapeutic Family Camp and Dyad Camp Programs
- COMPASS
- Developmental Evaluation Consultation
- Intensive Family Consultation Resource Service
- French Language Services

By September of 2013 Sylvia was able to report to the Board this process of transition was successfully completed. To us this was nothing short of incredible, many of us on the Board who work within business structures ourselves were amazed it was possible in that short a period of time. It was, and is, a testament to the hard work, dedication and professionalism of our staff, management and the people we were fortunate enough to 'welcome aboard' from Interface!

Children's Mental Health Transformation

Of course, despite internal upheaval at Blue Hills, the world outside continued to evolve and we had to stay on top of that as well. The Ministry of Children and Youth Services (MCYS) is moving forward on the transformation of the child and youth mental health sector in Ontario. Blue Hills is collaborating with all stakeholders, government and Children's Mental Health Ontario in working toward building a better system for the children and families we serve.

Blue Hills firmly supports the changes that are now underway as it promises a better future for this sector and is long overdue. The MCYS seeks to realize this transformation by focusing on 5 key areas:

1. Pathways to care – to develop greater clarity as to who does what
2. Defined core services – focused on the 7 services identified by MCYS as central (targeted prevention, brief services, counselling and therapy, family caregiver skill-building and support, specialized consultations and assessments, crisis support and intensive treatment)
3. New funding model – the one we are all interested in hearing more about, that will recognize and respond to individual community's needs, is slated to commence discussions and consultations this summer.
4. Legislative and regulatory framework – that will guide and ensure consistency
5. Lead Agencies – designed to be responsible on the ground in each community for a service plan and to deliver or subcontract its delivery while identifying, creating and maintaining pathways with other sectors

Lead Agency

As many of you know, Blue Hills has embarked on the journey to be appointed a lead agency for our community.

The decision to do so was not taken lightly, but was made after an honest quest, a soul-searching really, both internally at Blue Hills and externally. We feel strongly that we are a good fit for lead given the programs we already administer, our acknowledged expertise in these areas, our unwavering dedication to the families and children we serve and our 45 year tradition of partnering and collaboration in York Region.

And so, with that decision taken after buy-in from staff, management and our Board led by our Executive Director, yet another task was added to an already overflowing plate. A fantastic submission to the Ministry was assembled, filling several binders. Needless to say, a great deal of work was put into this effort and whether or not we are granted the lead role, we know we have put our very best foot forward.

PRESIDENT'S REPORT

We also know, even if we are not ultimately named the lead, that we will continue to lead anyway with our client-based, expert, collaborative approach and will carry on working towards successfully achieving this important initiative guided by MCYS.

I know I speak for the Board when I say we are very proud of everyone involved in this mammoth undertaking.

Other Areas**Other highlights from this session past?**

Sylvia, and the management team, kept the Board consistently updated on our progress within the Service Plan and Strategic Plan framework. Our clinical transformation efforts continue apace. We strive to improve our internal organizational culture, deliver quality programs and services, develop our people and professions and cultivate partnerships.

The Board completed important work on risk management, a full 360° review of our Executive Director, worked on budget, finance review and struck a transformation committee.

Our work in the Markham Hub continues successfully in collaboration with Ebenezer United Church, Catholic Community Services, Family Services and 360° Kids, fulfilling our goal to bring services closer to those who need it, where they need it.

Our second location in downtown Richmond Hill follows on that theme as well. Is it not incredible that we were able to pull off such a smooth opening in the midst of all the other things Blue Hills is engaged in? I would like to specially acknowledge Joanne Pariseau and her team in particular for their incredible efforts in this regard. You have helped make this dream a reality. Thank you so much. Having toured the facility in April, the Board continues to be amazed we managed it so well, so quickly. It is a fantastic space.

I should also mention we have finished renovations at our original site for the day treatment classroom, changed our office software and IT support provider, managed change, staff and management morale and our ADR programs continue to enjoy unprecedented success in the courts and in our ongoing partnerships with the Aboriginal community.

Looking Forward

Bring it on 2014/15!

Accreditation

Originally scheduled for September of 2014 we were granted an extension to September 2015 due to everything else we had on our plate at the time. This will allow us to give this important process the full attention it deserves. It will be the first time Blue Hills seeks certification under the new accreditation regime and it will involve everyone from the Board, management and staff.

Waiting lists

We have struck a working group to focus on this unacceptable problem. We strive to understand the causes, develop programming to address it and try to take the lead in our community to develop a comprehensive approach. The Ministry is well aware of this problem across all child mental health agencies.

Transformation

Change is, as always, the one constant. Internally we will continue to work on our clinical transformation while externally we will be active participants in the mental health transformation.

Policy Review

The Board will need to review and update its policies to bring them in line with new Ministry expectations, and a Policy Review Committee has been formed for that purpose.

Of course, a roller coaster is not a perfect analogy because the thrills they generate always come to an end, while our ride is far from over. Also, a roller coaster does not have a driver ... but we do – over to you Sylvia!

Jim Hamilton,
Board Chair

Executive Director's Report

Sylvia Pivko MSW, RSW

“Don't judge each day by the harvest you reap but by the seeds that you plant.”

– Robert Louis Stevenson

**We Are 45 Years Old!!!**

As I reflect on the year just completed I am struck by several things:

1. The incredible amount of growth and change the organization has undergone;
2. The external circumstances that impacted us profoundly;
3. The Leadership capacity in this organization;
4. How our commitment to our values has remained unwavering; and
5. How we have transitioned from who were then to who we are now.

Let me elaborate on each one:

1 The incredible amount of growth and change the organization has undergone

Mental Health has become much more central in society's discourse of late. This can be seen at all levels of government- Federally with the Mental Health Commission, Provincially with the many initiatives under the Mental Health and Addictions Strategy, Regionally where the York Regional government has recently identified mental health as a priority focus and Corporately through initiatives such as Bell's Let's Talk campaign and the Royal Bank's ongoing mental health funding priority. The Media has contributed with increased focus across all mediums- Internet, TV, radio and print. Different sectors including School Boards, Colleges and Universities are taking mental health issues seriously and developing additional curriculum and building their capacity to support the students with mental health concerns.

As a result of these efforts, all Children's Mental Health Services across Ontario have experienced an increase in referrals to their services and Blue Hills is no exception. We served an additional 2,653 individuals in 2013! As a result our waiting lists have grown to unprecedented numbers. Unfortunately we have two wait lists this year-one from Intake to our Brief Services and a second for families waiting for ongoing Intervention Services. This contributes to the stress levels of staff that are so aware of the many families waiting but most importantly the impact is felt by the many children, youth and families who are struggling without the help they need. This continues to be a significant worry and one that requires significant advocacy. The Research tells us that only 1 of 6 children/youth who require assistance for their mental health issues actually receive the help they need- 5 of 6 don't! The tragedy is that we know that treatment works!

This past year Blue Hills solidified our Clinical Transformation Journey. Three years ago, Blue Hills prioritized the implementation of a significant new direction within our Strategic Plan which was the Transformation of our Clinical Practice. Blue Hills engaged in focused efforts at re-evaluating our clinical practices. We engaged in external reviews of our residential and day treatment service delivery models, we engaged in an all staff and Board review and reshaping of our Strategic Plan. The significant direction within this reshaped plan was the synthesis of the Transformation of our Clinical Practice with the development of our Integrated Organizational Framework of Practice. Intentional and focused efforts regarding program/service planning and delivery at Blue Hills has been driven by the following theoretical constructs; Attachment, Child Development, Trauma Theory, Group Theory, Neurobiology, Milieu Theory, Cultural Competency and Sensitivity, Systems Theory, Family Therapy, and Psycho-education theory (individual, parent, family and community).

Blue Hills began 2013 with 94 staff and ended with 124 staff. We began the year with three locations (Aurora, Newmarket and Maple) and ended the year with five (adding Richmond Hill and Markham). We expanded from our spectrum of 17 to 23 different services offered to families. We initiated the Children's Mental Health Professional service with York CAS, the STEPS program through the YRCI (York Residential Central Intake) table, engaged in meaningful outreach with the 7 First Nations in CER, developed the DEC (Developmental Evaluation Consultation Service) in partnership with Youthdale Treatment Centres, initiated the Single Session Pilot over the summer for families on the wait list and initiated the development of the IFCR (Intensive Family Consultation Resource). Our catchment area grew beyond York region as several of our services now are to serve the GTA and one the province.

We recruited 4 new Board members and hired 28 new staff over the summer in order to ensure that most of the Interface Services were able to start by the end of August. We opened 5 community based Day Treatment Programs and the Intensive Family School Intervention Program (IFSIP), in partnership with YRDSB/YCDSB. With our partners in York, Simcoe, Durham and Four Counties we implemented TRACER –CER a software program that tracks Residential Treatment activity across Central East Region.

Thanks to the Blue Hills Foundation we renovated our Collaborative Day Treatment Classroom by adding two new rooms. We searched and found the Richmond Hill location; renovated the space and initiated a Multi Location Working Group that reorganized what services and programs would be operated from where. We moved over a period of three weeks into our reconfigured offices in Richmond Hill and Aurora.

Blue Hills was successful in its application to the Ontario Trillium Foundation along with Ebenezer Church, 360° Kids, Catholic Community Services and Family Services of York Region to develop a community hub in south east Markham. The project is called Community Connects: Bringing Services Closer to Home. We have renovated the space and are now collectively delivering a broad range of services in that community thereby increasing the capacity of community members to access services.

2 The external circumstances that impacted us profoundly:

The Provincial government through the Ministry of Children and Youth Services announced the closure of Thistletown Regional Services and introduced a request for proposals for the various services that were to be divested to community. Blue Hills submitted an application and were selected to receive the Interface Services which included:

- French /English Language Services
- Assessment, Consultation and Training
- Intensive Family Consultation Resource
- Developmental Evaluation and Consultation Service
- Community-based Treatment Services
- Treatment Services
- COMPASS
- Therapeutic Family Camp and Dyad Camp Programs
- Specialized Section 23 Day Treatment Programs
- Intensive Family School Intervention Program
- Therapeutic Summer Camp Program
- Clinical Consulting Resources – Psychology and Psychiatry
- Program Evaluation and Research

As a result of this Blue Hills grew by one third in 2013!

As part of Ontario's Comprehensive Mental Health and Addictions Strategy, the government released plans for Moving on Mental Health in November 2012. This plan will transform the community-based experience of families, children and youth seeking help for mental health issues. Regardless of where they live in Ontario, children, youth and families will know:

- What mental health services are available in their communities; and
- How to access the mental health services and supports that meet their needs.

Specifically, the Moving On Mental Health action plan will transform the experience of families seeking help by:

Creating and supporting pathways to care

Clear and streamlined pathways to care between primary care, schools and community-based supports and services will help children and youth moving through and across the service system know what to expect along the way. Sharing this responsibility across sectors requires greater clarity about the roles of all those who help support children and youth: education, primary care, child welfare and others.

Defining core services

There are core mental health services that will be available in communities across Ontario, with other specialized services available regionally or provincially. Defining core services will make our system more transparent to parents and young people, as well as those who help families find the services they need. Supporting these core elements are changes that will help us build a stronger, more coherent and accountable system of care. The Core Services include the following:

- Targeted Prevention
- Brief Services
- Counselling and Therapy
- Family Caregiver Skill Building and Support
- Specialized Consultation and Assessment
- Crisis Support Services
- Intensive Treatment Services

Establishing community lead agencies

Lead agencies across Ontario will be responsible for providing core services and collaborating effectively with other services that play a role in young peoples' lives, such as schools, hospitals, those working in primary care and child welfare authorities. Parents will only tell their story once. York Region has been selected as one of the first 16 communities to select Lead Agencies. Blue Hills has submitted an application for the Lead in York and we hope to hear the outcome this summer.

Creating a new funding model

The new funding model will recognize individual community population and need, so agencies can respond effectively to local demands.

Building a legislative and regulatory framework

A framework will enshrine the accountability of lead community-based mental health agencies so that all are held to the same standard of care, regardless of where they are located in the province.

3 The Leadership capacity in this organization;

We have an amazing group of staff at Blue Hills. Everyone contributes to the ongoing evolution of the organization in one way or another. This can be seen through staff participation in the many committees (Accreditation, Quality Assurance, Multiple Location Working Group, Social Committee, Clinical Transformation, Cultural Transformation, Health & Safety, Wait List Management and Communication), initiating ideas or facilitating activities that support the children, youth and families that we serve. Through our leadership team we continue to promote a learning organization and live by the values we have jointly developed:

1. Leadership in Clinical excellence is the standard for all Blue Hills' activities.
2. Blue Hills' leadership goals align with the organization's vision, values and strategic directions.
3. Blue Hills' leadership is committed to work as a team, modeling the values and behaviours required for the successful implementation of the Integrated Clinical Framework.
4. Leading a culture immersed in the values of trust, excellence and learning involves a set of strategies designed for people to learn from each other and become collectively committed to the implementation and integration of the clinical work.
5. Evaluation and use of performance measures to evaluate leadership effectiveness, management decision making.

Given the growth of the past few years, the leadership team and staff have been tested in terms of the volume of work, the complexity of the families' issues, continued change and growth and the multi layered integrated service spectrum that we deliver. Thank you to all for the genuine efforts in maintaining high standards and excellence in our clinical service.

EXECUTIVE DIRECTOR'S REPORT

4 How our commitment to our values has remained unwavering;

Blue Hills, not unlike all organizations, has developed a set of values to guide our interactions with each other and the families that we work with. They include Integrity, Dignity, Inclusivity and a commitment to Ethical Practice, Strength-based Practice, Self Reflective Practice and Transparent Practice. From the Board, Management, Leadership and staff levels we consistently try to live our values in all our interactions and points of decision making. This value proposition is a significant aspect of who Blue Hills is and the commitment remains unwavering.

5 How we have transitioned from who we were then to who we are now.

Blue Hills is now 45 years old! Over these 45 years Blue Hills has built a reputation for quality services and programs, strong system leadership and strong system and service flexibility, collaboration and partnerships. Blue Hills is seen by our community partners as a recognized child and youth mental health service provider. Blue Hills enters into all of our activities and initiatives relying on our strong organizational value base with the aim for shared ownership of a common system with all our partners and stakeholders. 2015 is our year for Accreditation and the potential implementation of Moving On Mental Health. Blue Hills is an organization with a bright future and a wonderful legacy to continue building on.

Honouring Thistletown Regional Centre

Thistletown Regional Centre was a directly operated children's mental health centre located in Etobicoke which offered specialized services and community supports to those children, youth and families with complex mental health, behavioural, or developmental challenges or who have experienced sexual abuse.

Service Area

Upon its closing Thistletown provided direct service mainly in the Regions of Toronto, Peel and York; with consultation services beyond those regions across the province.

Services and Clinical Activities

A wide range of services were delivered in its 50 years which included:

- Specialized assessments.
- Treatment services such as:
 - school-based day treatment
 - intensive community and in-home family services
 - residential care

Other services and activities such as:

- respite care
- outreach
- consultation and training
- research and evaluation
- internships and student practicums

In March of 2012 the government announced the closure and transfer of the children's mental health services offered there to local mental health agencies in the community.

In May of 2013, after a competitive process, Blue Hills was selected to deliver the Interface Services previously delivered by Thistletown. Blue Hills was committed right from the beginning to maintain the Integrity of the services and honour the 50 plus years of history of the work of the Centre. We will provide the services once delivered by Thistletown's Interface Program with honour, respect and professionalism.

We honour the thousands of children, youth and their families who received services at Thistletown Regional Centre over the years that improved their lives and the thousands of professionals who worked there and shaped the services that made the difference!



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.

Recipients

- | | | | |
|--------------------------|----------------------------|-----------------------------|---|
| 2013 Lydia Bailey | 2012 Deborah Manion | 2011 Joanne Pariseau | 2010 Friends for Life Group Facilitators: Debb Bertazzon, Sue Browne, Lisa Chotowitz, Ruth Francey and Alessandra Panico |
| 2009 Amanda Lewis | 2008 Sherri Miller | 2007 Carrie Mazzei | 2006 Karen Leacock |

Services Offered

2013–
2014

Community based:

Enhanced Intake Services

Single Session Pilot

Brief Services

0-6 Services (in partnership with Kinark and The York Centre)

Integrated Clinical Services including: Intervention Services (individual and family), Therapeutic Group Services, Play Therapy Services, Modified Interaction Guidance, Triple P (Positive Parenting)

Intensive Services

All Our Kids (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) Residential Integrated Consultation and Treatment Service

Community based Interface Day Treatment Services (Partnership with YRDSB/YCDSB)

Therapeutic Summer Program

In Partnership with York CAS:

Children in Care Enrichment Services

ICT Residential Services

Mental Health Professional-Consultation and Training

Collaborative Day Treatment Services (in partnership with York CAS and the YRDSB)

In Partnership with Education:

COMPASS-Community Partners with Schools

Intensive Family School Intervention Program (IFSIP)

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 Centres:

Centralized Clinical Consultation and Assessment Services (YRCCAAS)

Developmental Evaluation Consultation (Interface-DEC)



Community Connects

Bringing Services Closer to Home

Photo, left to right:

- **Randy Burke**
360° KIDS
- **Dough Loweth**
Catholic Community Services YR
- **Sylvia Pivko**
Blue Hills Child and Family Centre
- **Ricky Veerappan**
York Region Police
- **Rev Won Hur**
Ebenezer Church
- **Savi Singh**
Ontario Trillium Foundation Representative
- **Michael Chan**
Minister of Citizenship and Immigration
- **Susan Warren**
Family Services YR

This special project is supported by the Ontario Trillium Foundation through the strong partnership of Blue Hills Child and Family Centre, 360° Kids, Family Services York Region and Catholic Community Services York Region.

This project was initiated through the research and work of these organizations who saw a gap and realized there was a need to have services closer to the communities they serve as well as have these services be supported by community leadership. When services are more accessible and in one shared space they are better able to serve the community in a more effective way and in turn improve the community's overall health and wellbeing. Regular participation within the Hub will also provide a great opportunity to meet neighbours and make some new friends.

Significance of Location:

The Hub is located in the historic Ebenezer United Church which was renovated as part of this project, to host this valuable service for the local community in order to meet current and evolving community needs. The building is the perfect location for such a new initiative as it has been welcoming individuals and families in the effort to assist people in working more closely together.

A Year in Review



	2013/14	2012/13
Inquiries	600	548
Total Number of Children, Youth and Families Served	6508	3855
New Clinical Referrals	492	332
Clinical Cases Closed	245	201
Average Wait for Ongoing Service – Brief Service	4 Months	0.7 Months
Average Wait for Ongoing Service – Intervention Service	6 Months	3 Months
Clients In Residential Program	11	9
Average Length Of Stay In The Residential Program	11 Months	16 Months
Children in our Milieu Program (Residence and Day Treatment)	51	21
Specialized Consultation and Assessment (YRCCAAS & DEC)	66	54
Children, Youth & Families Served in Partnership with York CAS	97	33
Interface Services	88	0
Family Mediation – Offsite Mediated	72	119
Onsite Mediated	191	192
Mandatory Information Program	1424	1497

Who are our Primary Referral Source?

In order from most to least:

- Family member
- School – York Region Board of Education
- Children’s Aid Society
- Hospital
- Self
- Counselling Service – Other
- Internal - Blue Hills
- COMPASS
- Early Intervention Services
- School – York Region Catholic Board
- Day Care/Nursery School
- Physician – Family
- Other
- Counselling Service – Kinark
- Physician – Pediatrician
- Private Therapist
- York Centre
- Public Health
- School – Other
- Thistleton
- Childrens Treatment Network
- Friend/Neighbour
- Jewish Child and Family Services
- Legal System – Police
- Previous Involvement with BHCFS
- Psychologist
- Women’s Shelter

What Are the Major Factors in the Families History at the Time of Referral?

In order from most to least:

- Marital separation/divorce
- Learning disability
- Child emotional/verbal abuse – client
- Psychiatric illness – parent
- Partner abuse
- Child neglect – child
- Financial stress/unemployment – parent
- Substance abuse – parent
- Psychiatric illness – client
- Chronic illness – parent
- Child physical abuse – client
- Death/terminal illness – family
- Adoption/foster placement breakdown
- Chronic illness – client
- Incarceration – parent
- Custody/access dispute
- Developmental delay – client
- Sexual abuse – client
- Sexual abuse – parent
- Physical Disabilities – parent
- Child neglect – parent
- Sexual offending – parent
- Suicide – significant family member
- Physical Disabilities – client
- Poverty (years of hardship/deprivation)

ADR Actual Referrals from April 1st, 2013 - March 31, 2014						
Region	Aboriginal Approaches		CPM	FGC	Total	
	Banac	DBCFS			2013/14	2012/13
Durham	3	1	21	45	70	45
Kawartha-Haliburton	3	0	32	47	82	47
Highland Shores	1	3	15	8	27	40
Simcoe	13	1	9	19	42	59
York	1	20	10	15	46	62
Total	21	35	87	134	314	253

ADR Pre and Post Court Involvement

Pre court involvement



Post court involvement

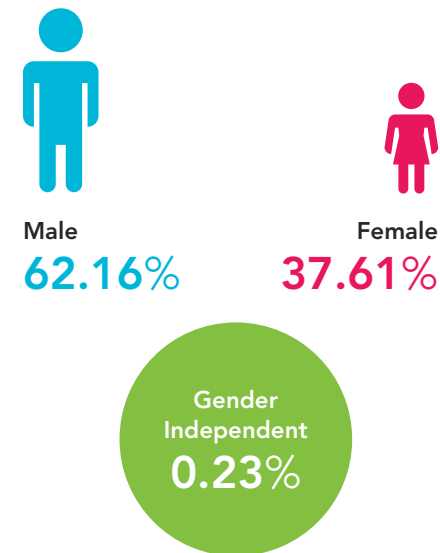


Client Proportion in Services/Programs

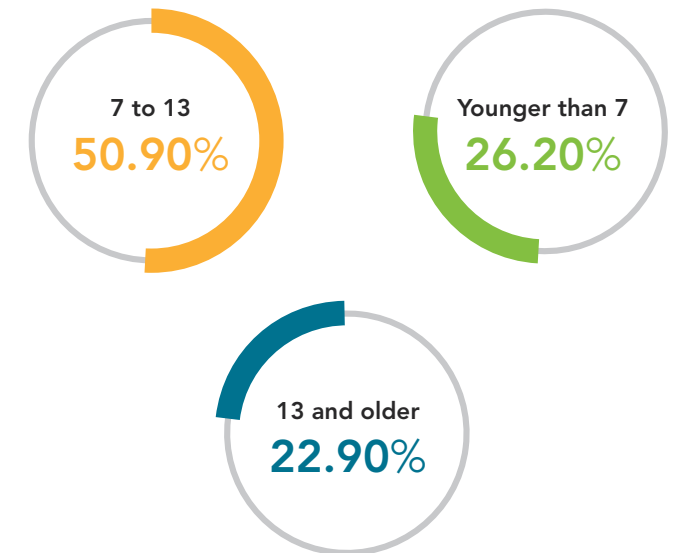
Starting from largest:

- Prevention Outreach & Workshops
- Intervention
- Family Mediation
- Bridging Navigation-Georgina Island
- AOK-Mother Goose
- CER Alternative Dispute Resolution
- 0-6 Service
- Brief
- COMPASS
- INTERFACE
- Intensive
- Children in Care Enrichment Service
- CMHP
- YRCCAAS- Clinical Consultation and Assessment
- Day Treatment
- Respite
- Residential

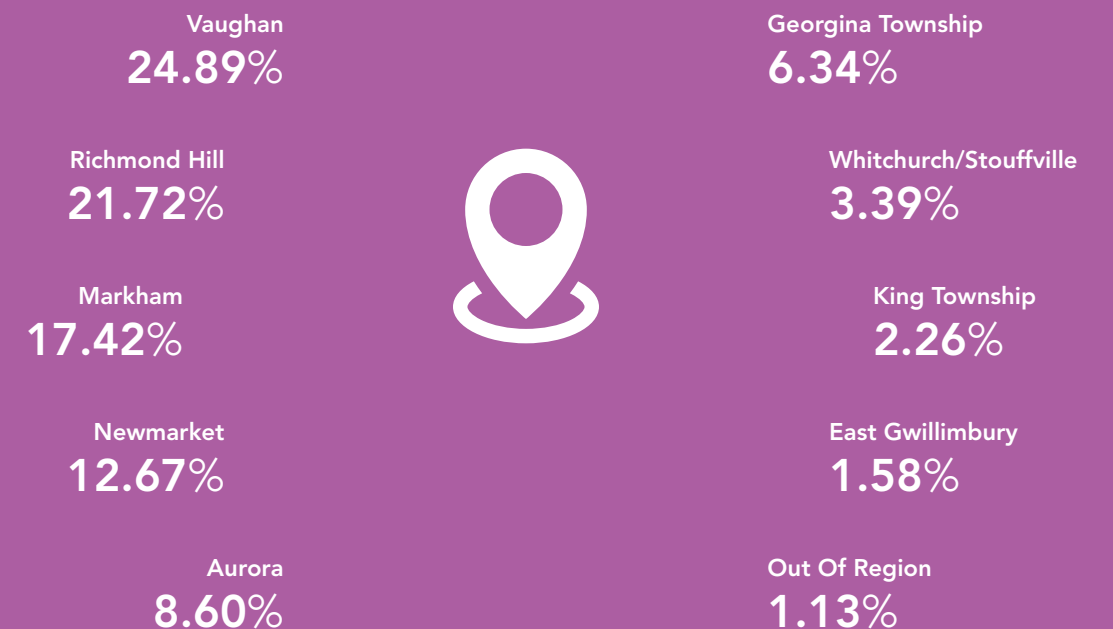
What is the Gender of all the Children Served?



What is the Age of all the Children Served?



Where Were the Families Living at the Time of Referral?



Board of Directors

2013-2014

Executive

Jim Hamilton
PRESIDENT

Amin Roomani
VICE PRESIDENT

Larry Wigelius
TREASURER

Patti Skrypek
SECRETARY

Directors

- Troy Beretta (*resigned Dec 2013*)
- Simon Cheng
- Ingrid Hann
- Grace Jones
- Ron Jones
- Ranjit Kumar
- Brendan Lounsbury
- Basil Mwawasi
- Franca Porcelli
- Andy Shaw (*resigned Oct 2013*)
- Michael Sy

Board Committees

Finance Committee

- Larry Wigelius (*Chair*)
- Ron Jones
- Jim Hamilton

Nominating Committee

- Basil Mwawasi (*Chair*)
- Patti Skrypek
- Amin Roomani
- Jim Hamilton

Transformation Committee

- Franca Porcelli and Amin Roomani (*Co-Chairs*)
- Grace Jones
- Ranjit Kumar
- Jim Hamilton
- Brendan Lounsbury

Risk Management Committee

- Ingrid Hann (*Chair*)
- Jim Hamilton
- Basil Mwawasi
- Patti Skrypek

Executive Committee

- Jim Hamilton (*Chair*)
- Amin Roomani
- Patti Skrypek
- Larry Wigelius

Executive Director Performance Evaluation

- Jim Hamilton (*Chair*)
- Grace Jones
- Larry Wigelius
- Patti Skrypek
- Ingrid Hann
- Basil Mwawasi

Policy Review

- Brendan Lounsbury (*Chair*)
- Patti Skrypek
- Basil Mwawasi
- Simon Cheng
- Jim Hamilton

Foundation Board Liaison

- Franca Porcelli

Accreditation Board Liaison

- Larry Wigelius
- Simon Cheng



Blue Hills Staff

2013-2014

Executive Director

- Sylvia Pivko

Clinical Director

- Steffanie Pelleboer

Manager of Operations

- Joanne Pariseau

Finance & HR Manager

- Peter Mukundi

Managers of Integrated Clinical Services

- Mohammad Dehganpour
- Seagal Eben Ezra
- Genevieve Martins
- Paul McDowell
- Michal Shohat (*Aug/13*)
- Stacey MacNeil
- Ian Wine

Integrated Clinical Workers

- Lydia Bailey
- Natalie George
- Jill Hernandez
- Zara Kara
- Robin Lam
- Cindy Lau Chan (*Feb/14*)
- Erika MacNeil (*April/13*)
- Lauren McCabe
- Cynthia Marques
- Saily Maurer (*Mat leave*)

Birth to 6 Workers

- Sabrina LaTona
- Jennifer Shields
- Jessica Tigar (*July/13*)
- Natalie Vuksan
- Na Zhu

Intake Coordinators

- Sue Browne
- Kylee Goldman
- Marjorie Kortis
- Lisa Visinski
- Laura Dayal, *Supervisor*
- Luce Yole Amoussou
- Lisa Chotowetz
- MaryAnn Cole

Community Development

- Deborah Manion, *Coordinator*
- Uma Bhatt
- Sarah Fernandes – *Community Connects*

Child Minding Facilitators

- Deborah Manion
- Kristina Laviola
- Tracy Penley
- Jennifer Sullivan

Children's Treatment Network

- Kim Cross

York Region Children's Respite Service

- Sue Browne, *Coordinator*
- Matt Grainger
- Jennifer Sullivan

York Region Clinical Consultation And Assessment Services (YRCCAAS)

- Robyn Marshment, *Coordinator*
- Jocelyn Kadish
- Dr. Sylvia Kemenoff (*Oct/13*)
- Dr. Robin Mitchell
- Dr. Nathan Scharf
- Lesley Gorman

Children's Mental Health Professional

- Jackie Tjandra

HR Specialist

- Joanne Gaston

Therapeutic Group Program

- Debb Bertazon, *Coordinator*

Summer Program

- Amber Bagg
- Jenniffer Caudle
- David Hand
- Patricia Hussein
- Sandra King
- Jamie Sherman
- Fraser Sweet



Left to Right

Simon Cheng, Basil Mwawasi, Ranjit Kumar, Larry Wigelius, Patti Skrypek, Jim Hamilton, Ron Jones, Franca Porcelli, Michael Sy, Grace Jones, Amin Roomani

Absent:

Brendan Lounsbury, Ingrid Hann

Consultants

- Dr. Robin Alter
- Dr. Susan Bradley
- Geri Crisci
- Gail Glatt
- Donna Jansen
- Jocelyn Kadish
- Dr. Alina Lazor
- Nancy Mayer
- Dr. Robin Mitchell
- Karon West

Students

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

COMPASS

- Steven Bolton (Feb/14)
- Donicka Budd (July/13)
- Gina Degalas
- Jessica Kennedy (July/13)
- Antonella Lippis
- Robyn MacFarlane (July/13)
- Donna Lamanna, Supervisor
- Krista Mann (July/13)
- Sherri Miller, Supervisor
- Shilagh Ostrosser
- Lorraine Panabaker
- Jennifer Pinto (Mat leave)
- Ilicia Simmons (Mat leave)
- Renet Wong Gate (Leave)

Brief Services

- Diana DaConceicao (May/13)
- Ashiya DeSai
- Shirley Lai
- Cynthia Marques
- Nicole Myles
- Helen Sugar

Intensive Services

- Nia King-Hachey
- Riva Mylabathula
- Simone Si
- Keturah Wong
- Peter Kerényi (Oct/13)

Georgina Island

- Denise Toner (Dec/13)

Residential Program

- Onika Haywood, Supervisor
- Monika Parsons, Supervisor (Mat Leave)
- Emmanuel Aigbedion
- Vanessa Browne
- Stacey Carter (Dec/13)
- John Ciccone
- Travis Clements
- Lindsay DeLa Barrera
- Martin DeLeeuw
- Diana DiClemente
- Danny Do
- Matt Grainger (Sept/13)
- Melissa Hare
- Lisa Kalyan
- Johanna Leung
- Lizette London
- Leah McFedries
- Chris Meadows (Oct/13)
- Elona Nazaj (Feb/14)
- Bailey Richardson (Sept/13)
- Glenette Sands
- Misha Scoon (Feb/14)
- Jessica Sherwood
- Roospi Sohal
- Kelley Swaluk
- Taylor Tranter (Sept/13)
- Russ Weber

Integrated Consultation & Treatment (ICT)

- Tammy Baxter
- Jessalyn Ross

Administration

- Nathaline Budiman
- Ann Marie Cairns
- Helen Carmody
- Bryan Humenick, Maintenance
- Amanda Lewis
- Denise Tierney
- Qian Wang

IT Department

- Suyan Wang, Coordinator
- Ramin Mohebian

Play Therapy Program

- Janet MacQuarrie, Coordinator
- Valerie Jacob (July/13)
- Joseph Turpin
- Kylee Goldman

Children In Care Enrichment Services

- Janet Cullen
- Julie Gerrits

Collaborative Day Treatment

- Karen Leacock, Supervisor
- Lisa Kennedy
- Devin O'Connell
- Anne Hartley, Teacher ML
- Brad Smith, Teacher

Blue Hills/Interface Programs:**Day Treatment**

- Susan Blair-Drouin, Assistant Manager
- Karen Leacock, Coordinator
- Melissa Dillon, Coordinator
- Nadia O'Rourke, Coordinator
- Sonia Barrett
- Jeffrey Bellwood
- Stephanie Burdi

- Sarah Crocker
- Alesha Cudney
- Anne Madill
- Emily Testa
- Gabriela Zamorano
- Rocchi DeVuono, Teacher
- Jeff Forrest, Teacher
- Amber Bagg, Teacher
- Melissa Bancroft, Teacher
- Sharon Copeland, Teacher

IFSIP

- Alessandra Panico, Coordinator
- Robyn Zillmer

IFCR

- Janet Cullen, Coordinator

DEC

- Robyn Marshment, Coordinator
- Dr. Ellen Fantus
- Siren Busch
- Connie Taras-Gold
- Dr. Adam Enchin

Family Mediation & Information Services:

- Laura Dayal, Supervisor
- Greg Ambrozic, On Site
- MaryLou DiPaolo, IRC
- Tracy Penley, IRC
- Merv Rosenstein, On Site
- Krupa Shah, IRC
- Mina Vaish, On Site

Family Mediation Roster

- Greg Ambrozic
- Christine Glynn
- Alyson McNiece
- Merv Rosenstein
- Mina Vaish
- Vicky Visca, Supervisor/Consultant

Family Mediation Interns

- Valerie Brown
- Jennifer Lau

Mandatory Information Presenters

- Luce-Yole Amoussou
- Isreal Apter
- Nirmala Armstrong
- Jeffrey Benson
- Cathy Carey
- Lisa Chotowetz
- Sanja Curic
- Lauri Daitchman
- Laura Stevenson
- Stephanie Di Federico
- Patrick Gaffney
- Kylee Goldman
- Dilani Gunarajah
- Deborah Herriot Howes
- Joanne Hoffman
- Nazish Hussain
- Avi Joseph
- Dawn Kaufman-Frey
- Wayne Kitchen
- Nicole Kopping-Pavars
- Barbara Kristanic
- Jennifer Lau
- Ruby Leung
- Robyn MacFarlane
- Deborah Manion
- Victoria matushenko
- Frank Medicino
- Douglas Millstone
- Christopher Murphy
- Constance Nielsen
- Stephanie Ostreicher
- Tracy Penley
- Jared Persaud
- Anna Siciliano
- Su-Lin Siew
- Andrew Sudano
- Mina Vaish
- Paul Veugelers
- Ed White
- Cheryl Williams

Alternative Dispute Resolution:

- Amanda Lal, Administrative Coordinator
- Beckie Stewart, Coordinator
- Tracy Penley, Coordinator
- Michaela Brooks, Aboriginal Liaison Worker (Nov/13)

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

- 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)

Aboriginal Approach Roster

- Facilitators from Barrie Area Native Advisory Circle (BANAC) and Dnaagdawenmag Binnoojiiyag Child and Family Services (DBCFS)

Staff Recognition Awards

2013

5
year

Joe Turpin
Play Therapist

Matt Grainger
Residential Child & Youth Worker

Shilagh Ostrosser
COMPASS

Monika Parsons
Residential Supervisor

Cindy Lau Chan
Integrated Clinical Worker

Alessandra Panico
Integrated Clinical Worker & Day
Treatment Supervisor

15
year

Peter Kerenyi
Intensive Clinical Worker

20
year

Ann Cairns
Admin Coordinator

Karen Leacock
Day Treatment Supervisor

Laura Stevenson
Intake/Family Mediation &
Information Supervisor

25
year

Deborah Manion
Community Outreach/Volunteer
Coordinator/Supervisor

Debb Bertazzon
Group Services Coordinator/
Supervisor

30
year

Joanne Pariseau
Manager of Operations

List of Donors

Thank you to all of our donors without whom we would not be able to fully support our families.

Champions of Hope Campaign

- Allcare Maintenance Services
- James Bade
- Bell Canada – Michelle Welsh
- Tami Benayon
- Christopher Bozzer
- The Catholic Women's League of Nobleton
- CIBC, Yonge and Mulock Newmarket
- Linda Colivas
- Sandra Degan
- Dynamix
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- Dawne Hamilton
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- Rob Jack, Toronto Blue Jays
- Colin Jenkins
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- Alyson McNiece
- The Neilson Company
- Nima Rakhshafar
- Peter Rossborough
- Rufus Mederick
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- Scotia Bank Yonge and Murray Aurora
- Smith Sykes & Leeper Management
- Helen Wojcinski

Adopt A Family

- Enbridge Gas Distribution – Louise Patterson/Sherry Erskine
- Kylee Goldman
- Laureate Beta Omicron
- O'Malley's Catering – Newmarket
- Old Navy – Yorkdale
- Mina Vaish – York Mediation
- York Catholic District School Board



Our 2013/2014 financial report is available to the public.

Please contact Joanne Pariseau at bluehills@bluehillscentre.ca should you want a copy of the statement.



Our feathery friends return for another year

Helping Families Help Themselves

Celebrating over
45 YEARS
in York Region.



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
- 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

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