



2021/2022

Annual Report



2021/2022 Board of Directors

Kate Farnell, Board Chair & Treasurer

Rick Dowdall Vice Chair

Tracey Norris, Secretary

Jeremiah Beggs

Doug Murphy

John Baldry

Deb Hagarty

Long-time Board member Allan Mountford retired from the Board after the AGM June 28, 2021. Allan and his wife moved to Nova Scotia, allowing them to be closer to their daughter and son-in-law. They are now also proud grandparents.

In September/October 2021, Steven Roffe (Board Chair), Debra Northey, and Roxanne Lepine left the Board of Directors.

How Did We Do?

668 total clients serviced through MOH-funded services, **86** were from Durham Region

74 Children/youth and their families were engaged with the Wintergreen respite program

238 Children/youth/families participated in counseling/therapy services

370 Children/youth/families received Brief services, up by **98** from last year

67 Families participated in the Family Skills Building and Support Program

39 Children/youth/families received Crisis Program support

18 Youth and their families participated in live-in treatment: **9** Sprucehill, **9** Balsam Lane

4 Durham Day Treatment Programs **30** students supported

2 CKL Day Treatment Programs (Adventure Quest) **21** students supported

10 Youth received support from the Youth Mental Health Court Worker Progra

Staff Recognition

Thank you to the following individuals who have achieved years of service milestones as of the end of June 2022

5 Years

Brandy Piels

10 Years

Kelly Vernon
Denton McConnell
Cheryl-Lynn Morgan

15 Years

Ashley Kulla

20 Years

Deb Schell

2021 Employee of the Year
All Direct Care Worker (LIT/Respite)
We couldn't just pick one!



Agency Directors' Report: A Year in Review

By Teresa and Shannon

Unfortunately, we continued operating for another year under abnormal conditions due to the COVID-19 pandemic. Despite the continued restrictions and measures in place, we have returned to normal operations for the most part. The number of new referrals for our services is remarkable, though not surprising, given the impact of the pandemic on everyone's mental health. While our staff have consistently stepped up to meet the needs of young people and continued to provide essential mental health services, we know many are tired and overwhelmed. We are grateful to you all for your dedication and perseverance.

As we move into the recovery stage of the pandemic and people start to take much-needed time off this summer, we shift out of survival mode to a state of thriving with a new strategic plan to guide us. We have many priorities to focus our attention on in the coming year; however, we must ensure that staff wellbeing is at the top of this list.

In the 2021/2022 fiscal year, the agency changed health benefit providers. The folks at Lennox Financial have been beyond responsive and attentive to us in our transfer to Community Services Benefits Trust, as administered by GroupHealth. We received welcoming news from the Ministry of Health that we would receive an annualized increase of 5% to our MOH base funding. We also received unexpected positive news that the Ministry of Children, Community, and Social Services would be providing a temporary wage enhancement to our frontline staff in the Wintergreen program, which then became a permanent bump in pay of \$3/hr as of April 1st, 2022.

Shannon and I would like to thank Board members Kate Farnell and Rick Dowdall for their continued support of us and the agency when the Board struggled with its membership numbers last fall. We want to thank Doug Murphy and John Baldry for returning to the Board in a time of need. As is the case most often in times of need, new opportunities arise, and we have fortunately had three enthusiastic new community members join our Board of Directors. We thank Deb Hagarty, Jeremiah Beggs, and Tracey Norris for jumping in and tackling some critical and integral operational tasks!

We want to acknowledge the management team for their continued leadership in the face of much adversity. The management team has been challenged this year for various reasons, but they continue to push through and support each other in times of need. We look forward to the addition of Lisa Yazdani as the Quality Assurance Manager to the management team and Ashley Kulla taking on the role of Operations Assistant.

We also want to take this opportunity to wish Rob Myers all the best in his retirement. Rob has been the teacher at the Sprucehill Live-In Treatment program since 2003; however, he will retire at the school year's end. Rob's focus on experiential learning within the natural environment and building mental toughness and confidence by stepping outside one's comfort zone has been foundational in the overall programming at Sprucehill. His contributions to making a difference in the lives of young people will be remembered for many years.