



It's about HOPE



**Peel Children's Centre**

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Mississauga, ON L5T 2Y6  
Ph.: (905) 795-3500  
Fax: (905) 696-0350  
www.peelcc.org

Charitable Donation No. 11908 7807 RR0001

**Nexus Youth Services**

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Mississauga, ON L5T 2Y6  
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www.peelcc.org/nexus-services

Charitable Donation No. 13039 7631 RR0001

ANNUAL REPORT - 2009/10



It's about HOPE



## Our Vision

A caring community working together for children.

## Our Missions

### Peel Children's Centre

To provide a range of high quality mental health services for children, youth and their families who are experiencing or may experience serious emotional difficulties.

### Nexus Youth Services

Nexus Youth Services creates opportunities for youth by providing high quality services that are inclusive and responsive to the needs and voices of youth.

## Our Values

Flexible	Accountable
Accessible	Efficient
Responsive	Respectful
Effective	Continuity of Service

### Peel Children's Centre/Nexus Youth Services Board of Directors - 2009/10

#### OFFICERS:

Ken Foxcroft (President), Roman Boychuk (Vice President),  
Brad Ebel (Secretary/Treasurer) and Valerie Stove (Past President)

#### DIRECTORS:

Michael Cantlon, Raquel da Cunha, Colin DeCunha, Patricia Grady,  
Kevin Greco, John Harkness, Tammi Lisson, Dennis Schembri

## A Caring Community Working Together for Children

Every day at Peel Children's Centre (PCC) and Nexus Youth Services (NYS), we are privileged to experience the synergy of a Caring Community working together for children, youth and their families who are experiencing mental health challenges.

In this Annual Report, you will hear first-hand from several members of this Caring Community.

Our report starts with inspiring stories from a few of the many children, youth and families who have had remarkable success in treatment with us. Their stories are true, but we have changed details to respect their privacy. Their courage awes us; their resiliency motivates us.

When our staff speak, we hear their passion about making life better for children, youth and families who are facing immense challenges. PCC and NYS are very fortunate to have them in our workforce.

Dozens of community agencies collaborate with us to meet our clients' needs. Together, we ensure that children, youth and families benefit from a coordinated system of high quality services.

Then there are our committed volunteers, who gain precious life experience while giving their time to help high-needs children, youth and families reach their treatment goals.

Of course, none of this would be possible without our principal funders and the hundreds of individuals, community groups, corporations and foundations that give so generously to support our missions.

To every one of you, thank you! We are humbled to work with you on behalf of children, youth and families.

**Ken Foxcroft**  
President, Board of Directors

**Humphrey Mitchell**  
Executive Director



Ken Foxcroft



Humphrey Mitchell

# We are CHILDREN AND FAMILIES

At PCC, we expect children and families to experience high levels of service quality. In 2009/10, parents gave PCC a Global Quality rating of 95%. This metric is an average of ratings across core programs and includes several dimensions: Acceptability, Appropriateness, Effectiveness, Timeliness, and Respect and Caring.

We are also committed to making a positive difference in our clients' lives. CAFAS® scores confirm that 80% of children and youth who completed treatment in a core program experienced clinically significant gains in functioning.



*I'm a 16-year-old girl and I am getting help from Peel Children's Centre (PCC).*

*The last two years of my life have been rough. It started when Mom got sick. Dad found it all too much. He got really depressed, then he lost his job.*

*Worrying about my parents made me super anxious about school. I was also sad all the time. Even though I'm good at academic stuff, when I got to high school, I couldn't handle it anymore. My anxiety got so bad I started to cut classes and come home. Then with my parents getting*

*sick, it was too much to handle. I quit school. Mom and Dad were so disappointed and were always on my case. At first I fought back, then we stopped talking. The tension got even worse.*

*A school guidance counsellor recommended PCC. That was when life started to look up. I met a great counsellor from the Intensive Child & Family program. She worked with me and my parents, and helped me learn to cope with my anxiety. I also got help for depression. Last summer my counsellor encouraged me to get together with an old friend. She also inspired me to write in my journal and play the guitar again.*

*I'm back at school now, in a specialized program with small classes. I was scared at first but it's good now. Life is better at home, too. I am getting along great with my parents. Mom's feeling better and back at work. Dad has been getting job interviews so hopefully he'll find a job soon.*

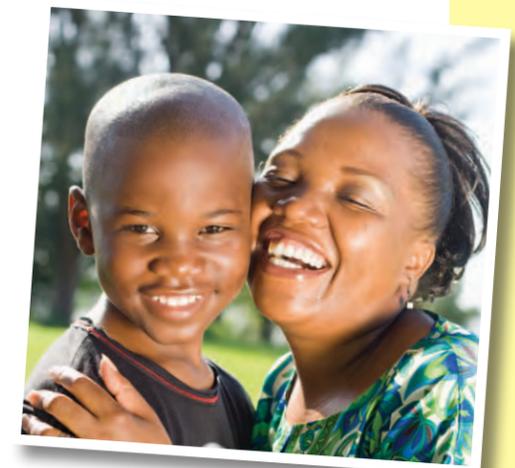
*Thanks, PCC. You helped me and my parents put our life back together. We have a way to go but we can do it. Words aren't enough to tell you how thankful I am.*

*It's really hard being a single parent, but my boyfriend was taking drugs and abusing me. I was afraid he would hurt our son too, so I had to move back with my mom to keep us both safe.*

*My little guy was four at the time and attending JK. He really wanted to make friends, but the other kids rejected him because he couldn't control his anger. He also got distracted easily and had a hard time following the teacher's instructions. At home, he just wouldn't listen to me.*

*When my son and I were visiting an Early Years Centre, we met with a Preschool Consultant from Peel Children's Centre (PCC). Thanks to the support we are receiving from PCC, we now know that my son struggles with developmental issues, a learning delay, and Attention Deficit Hyperactivity Disorder. He's not a bad kid. He just has special needs.*

*PCC not only helped us through their Preschool program, but they also connected us to other support services. Today, life is much brighter. My son is getting the help he needs, and I am thrilled with the progress we've made. Now I can focus on finding a better job so I can give my son a good life. PCC helped us turn our life around. Thanks so much, guys!*



# We are YOUTH

Nexus Youth Services: its Mission is to create opportunities for youth by providing high quality services that are inclusive and responsive to the needs and voices of youth. Its Methodology is one of youth engagement. Its effectiveness is a Measurement of metrics that include a 2009/10 Global Quality rating of 94% and a CAFAS® clinical Outcome rating of 95%.

While Nexus Youth Services is a small organization relative to Peel Children's Centre, the mutual benefits of a strategic alliance have stood the test of time.

This year NYS was successfully accredited by Children's Mental Health Ontario. The recently relocated Nexus Youth Centre is fully operational at the Mississauga City Library with a buzz and an energy that are absolutely contagious. Multiple outreach opportunities, such as training workshops and community events, have allowed Nexus to support community capacity-building, reaching an estimated 2,000 professionals and 2,500 youth – in addition to the 2,000+ youth who routinely benefit from NYS.

Here is but one story.

*My mental health and addiction problems started in Grade 11. Guys were bullying me and calling me "gay." I didn't know if I was gay, but I wondered. I started using marijuana and alcohol. When I was out on social occasions, I would need at least 10 drinks to cope. I got drunk every day that summer.*

*Up to Grade 10 my grades were great, mostly high 80s. I had lots of friends. But when the bullying and drug use started, my marks plunged. I lost touch with my friends. I spent a lot of time on the Internet trying to figure out what was wrong with me.*

*I tried to hide my feelings but in Grade 12, I started having panic attacks. The other students laughed at me. I stopped going to school. My mom was furious. She didn't understand. She thought that if I tried harder, everything would be okay.*



*Finally I found the courage to call Mental Health Services for Children and Youth (Intake), and they referred me to Nexus for counselling. By then I was desperate, lonely and scared. Through Nexus, I got a psychiatric assessment and was diagnosed with an anxiety disorder. The psychiatrist prescribed medication, which helped. I also met with my counsellor each week. We used Cognitive Behavioural Therapy, which has helped me change how I think and behave.*

*It took a while, but I got to the point where I could socialize in small groups without drugs or alcohol. I also returned to school in a specialized program. That first day back was hard, but I was proud that I remembered the skills I had learned to stop my panic attack!*

*By next semester, I should be back in a regular class. I'm working hard to get my marks up so I can go to university or college. My parents and I are getting along better and I'm back in touch with a few friends. I'm still not sure if I'm gay, but I talked with my counsellor a lot about my sexual orientation. She helped me realize that however I am, it's okay.*

*For now, I am finished with counselling. But I keep in touch with my counsellor. She says that if I feel like I can't cope, I should call again to get help.*

*I'm so glad I made that first phone call. Nexus really saved my life.*



# We are MENTAL HEALTH PROFESSIONALS

***"If we don't spend the vast majority of our time with people we love and respect, we cannot possibly have a great life. The people we interviewed from the good-to-great companies clearly loved what they did, largely because they loved who they did it with."***

Jim Collins,

*Good to Great: Why Some Companies Make the Leap ... and Others Don't*



We are committed to taking our organizations from good to great. As part of this quest, we committed in 2004 to routinely survey our employees to better understand how to make PCC and NYS a great workplace. For, as Jim Collins wrote, "the single biggest constraint on the success of [an] organization is the ability to get and to hang on to enough of the right people."

In our most recent Employee Feedback System survey, we made the leap from good to great in 24 of 28 areas surveyed, shattering existing benchmarks in the Metrics@Work EFS database, which is based on surveys conducted at a cross-section of public- and private-sector organizations.

What steps were taken to achieve these gains? To answer this critical question, we asked an investigative reporter to interview staff and to prepare a report. We learned the importance of:

## Responding

***"It was really clear that all the managers had a mandate to sit down with their teams and figure out how to get behind the numbers."***

*"After the first survey, there were a lot of very specific changes that took place. Senior managers were taking the feedback seriously."*

## Communicating

***"I feel like things are more of an open book."***

## Rewarding

***"There is more appreciation and more of a sense of teamwork."***



## Supporting

***"The work doesn't get easier, but having a good supervisor, you feel supported. Your perception changes from 'glass half empty' to 'glass half full'."***

## Engaging

***"We're working more collaboratively. We're not only supporting each other. We're strengthening our programs."***

## Striving for Excellence

***"When I describe PCC, they're leading edge. PCC is always about reaching for more."***

***"I was told that if you want the best, go to PCC."***



## Serving

***"I like the work. It is hard. But I have a belief we're doing something important – today or tomorrow or ten years from now. We can make things better for families."***

***"This is where I want to be. There is nothing more exciting than seeing kids make changes for the better."***

***"The agency is a powerful expression of what makes a great organization."***

John Yardley, Ph.D., President, Metrics@Work



# We are COMMUNITY PARTNERS



PCC is proud to celebrate our partnership with **Peel Regional Police (PRP)**. Our organizations share a passion for enhancing the safety and well-being of Peel residents. As such, a volunteer from PRP has served on PCC's Board of Directors since we first opened our doors in 1985.

PRP's collaboration with PCC services such as our Child Witness Program and 24/7 Crisis Response Service are examples of how this partnership adds value to our respective missions.

The partnership extends beyond services to planning and advocacy – for instance, the Peel Youth Justice Committee, Threat Risk Assessment Committee, and Fair Share for Peel Task Force.

This year an exciting new partnership opportunity arose when PRP connected four PCC clients to Dreams Take Flight, a charitable organization that provides the trip of a lifetime for children with physical, mental or social challenges.

That's how Christian, Matthew, Robert and Rosie had their dreams come true when they travelled to Disney's Magic Kingdom.



Dear Sponsor,

Thank you for a wonderful day, I had a really good time. My favourite part of the day was first going on the plane then my favourite ride was space mountain.

thank you  
Matthew

"The kids were bubbling with excitement when we gathered at the airport at 6 a.m. Christian, a huge fan of Breakfast TV, couldn't believe his eyes when he spotted the show's host, Jenn Valentyne, and rushed up to meet her. Before we knew it, the four kids were being featured on that morning's show.

"And then they were off for a seemingly endless day of fun – an entertaining flight to Orlando with their favourite Disney characters – the coolest rides imaginable – and an unbelievable fireworks display.

"The kids' good fortune was not limited to the trip. Prior to take-off, PRP spent a day with them and ensured that each child had some very memorable take-aways – a new bike, helmet, and sports clothes!"



As one of the kids said afterwards, "I am so lucky. I knew if I waited long enough, my luck would turn around." This sentiment is echoed by Roman Boychuk, Staff Superintendent, PRP, and incoming President of our Board of Directors. "That's the power of our Caring Community Working Together for Children."



# We are DONORS AND VOLUNTEERS

## LAURIE WILLIAMSON

For 25 years, Laurie Williamson, one of Mississauga's most successful and well-known business and community leaders, has been generously supporting PCC. Laurie, his wife Jane, and their family were amongst PCC's first clients in 1985.

"Anyone can have kids – but it's tough to be a parent. Sometimes you have to ask for help." Laurie credits PCC, particularly its Counselling Program, with helping his family through some tough challenges. "When Autism was a new diagnosis in the 1980s, PCC was there helping a family cope with special needs."

The founder and president of Laurie Williamson Motors Ltd., Laurie is also a noted community leader and volunteer. Regional Chair Emil Kolb recently noted, "He has an impressive record in volunteer work, devoting countless hours to numerous children's charities."

Laurie chaired PCC's Bear your Heart Campaign in the late 1990s and has supported PCC's Cosmic Bowl fundraising event every year. For 20 years, he and Jane have been leading supporters of PCC's annual Holiday Brunch and Auction at Rogues Restaurant.

Of his generous contributions to PCC, Laurie says, "Children are our future. Anytime you can give to the future you should do it – it's all about the kids."



"When I joined the PCC Board in September 2009, I learned that one of the agency's most significant challenges is bridging the gap between government funding and a constantly increasing need for children's mental health services. Adequate funding is critically important if PCC is to continue to provide the high quality services that children, youth and their families deserve.

"RBC is committed to advancing the care and treatment of children and youth struggling with mental health challenges in Canada. RBC Foundation has supported PCC annually for the last eight years, with contributions totalling more than \$150,000. Recently RBC made a leadership contribution in support of Group Services, which provide more than 350 clients with timely support and treatment on several topics in a supportive group format.

"In 2009 and for many years previously, RBC Foundation supported the Alternatives to Day Treatment Program, which helps children and youth who are dealing with serious and complex mental health issues that have put them at risk of losing their placement in school.

"RBC Foundation's support has allowed PCC to provide the treatment services that enable these young people and their families to succeed in their homes, schools and communities. My colleagues and I are proud to know that our partnership has helped PCC make a real difference in the lives of thousands of the most vulnerable children in our community."

*Tammi Lisson  
Regional Vice President, RBC Royal Bank  
Director, Peel Children's Centre*

## HINA WADOOD AND FATIMA NAWAZ

### 2009 Co-Winners, Ron Lenyk Volunteer of the Year Award

PCC is delighted to celebrate Hina and Fatima, the first mother/daughter team to receive our Ron Lenyk Volunteer of the Year Award. Hina and Fatima are dedicated to sharing their knowledge and experience of special-needs children with others in the community. They provide childcare while parents attend group programs and appointments at PCC.

"I feel very surprised and amazed to receive this award," Hina said at the award ceremony. Fatima added, "To be recognized with this award is so special."

PCC dedicated its volunteer award to Ron Lenyk, Torstar Corp. executive and former publisher of The Mississauga News, in recognition of his leadership as a volunteer, philanthropist and advocate.

Are you interested in volunteering at PCC? Each year we train and support more than 100 community volunteers as mentors, tutors, childcare providers, respite care providers, drivers and fundraisers. Members of our Board of Directors are also volunteers. For information, visit [peelcc.org/volunteer](http://peelcc.org/volunteer) or call 905-795-3500.



*Photo by Fred Loek,  
The Mississauga News*



# Financial OVERVIEW



## Peel Children's Centre/ Nexus Youth Services

Statement of Revenue and Expenses  
Year ended March 31, 2010



Program	Revenue	Expenses	Excess Revenue over Expenses
Children's Mental Health 0 - 6	912,657	913,367	(710)
Court Clinic	233,537	323,131	(89,594)
Intensive Child & Family	3,360,928	3,371,253	(10,325)
Mobile Crisis	907,504	913,806	(6,302)
Nexus Youth Services	505,180	523,376	(18,196)
Non - residential	1,866,392	1,878,784	(12,392)
Sexual Abuse Treatment Program	634,636	635,850	(1,214)
Pre School Services	759,531	728,766	30,765
Day Treatment	1,507,545	1,632,293	(124,748)
Respite	485,066	489,115	(4,049)
Child Witness	165,000	165,000	-
Residential	4,929,107	5,188,942	(259,835)
Economic & Business Development*	2,352,143	1,855,543	496,600
<b>Total</b>	<b>18,619,226</b>	<b>18,619,226</b>	<b>0</b>

\* Includes \$229,760 committed by the Board of Directors from internally restricted funds

Peel Children's Centre (PCC) and Nexus Youth Services (NYS) are separate not-for-profit corporations. Since 1996, PCC and NYS have operated within a mutually beneficial Strategic Alliance. Together, PCC and NYS provide continuity of service for youth as they make the transition from childhood to adulthood. Both agencies achieve cost savings by combining Board governance and administrative services, while NYS benefits from PCC's larger infrastructure, including centralized intake, multi-disciplinary consultations, program evaluation and professional training.

The financial statement above combines the program expenditures of both agencies, as reported to Ontario's Ministry of Children and Youth Services. Separate audited financial statements are available upon request.

## THANK YOU TO OUR SUPPORTERS

PCC and NYS are grateful to our funding partners, including provincial, regional and municipal governments. We are also indebted to the many individuals, community groups, corporations and foundations that support our work with children and families. As well, two special events, Cosmic Bowl and the Holiday Brunch and Auction, bring together many friends, donors and sponsors each year to raise funds for PCC. The following is a list of donors who contributed at the \$250+ level from April 1, 2009 to March 31, 2010.

### Principal Funders

#### \$100,000+

Ministry of Children and Youth Services  
Ministry of the Attorney General  
Regional Municipality of Peel  
The Ontario Trillium Foundation  
United Way of Peel (Nexus Youth Services only)

### Leadership Gifts

#### \$10,000+

Canadian Tire Jumpstart  
CIBC  
City of Mississauga  
Emil Kolb Hootenanny  
RBC Foundation

### Major Gifts

#### \$2,500+

CIBC Charitable Foundation  
DTZ Barnicke  
Linda and Ken Foxcroft  
David Katz  
Laurie Williamson Motors Ltd.  
Humphrey Mitchell  
Staples Business Depot  
Sutton Group - Summit Realty Inc.  
The Alice & Murray Maitland Foundation  
Toronto Star Fresh Air Fund

### Sustaining Gifts

#### \$1,000+

Anonymous  
Tim Barry  
Coty Canada  
Ceridian Canada Ltd.  
Brad Ebel  
EllisDon Corporation  
EnTechneVision Inc.

Fieldgate Development  
Ceri Harnden  
Keyser Mason Ball LLP, Barristers & Solicitors  
Amrit Khaper  
Metroland Printing Publishing & Distributing Ltd.  
Pallett Valo LLP  
Pearson Dunn Insurance Inc.  
RBC Royal Bank  
Rogues Restaurant  
Kathy Sdao-Jarvie  
Sherry Sklar  
Square One Shopping Centre  
Rich and Val Stove  
The Clorox Company of Canada Ltd.  
Fred and Wendy Walker

### Individual

#### \$500+

Anonymous  
John Armstrong  
Holly and Richard Benson  
Linda Berkowitz  
Bruce Ferguson  
Patricia Grady  
Emmanuel Gunaratnam  
David Kingsland  
Sheila Lavallee  
Mora Thompson

#### \$250+

Dorothy Bakos  
Madonna Benoit  
Stephen Bishop  
Michael Cantlon  
Colin DeCunha  
Colin Henderson  
Nick Johnson  
Andrew Kowalczewski

Cindy LeBlanc and Harry Tideman  
Dan McDonald  
Thomas Merfield  
Luigi Miceli  
Janet Parker  
Cathy Robertson  
Juan Romero  
Nancy Schmidt  
The Skinner Family  
Cindy Sudeyko  
Scott Sweatman  
Eugene Torcoletti  
Vicki Truman

### Corporations

#### \$500+

Ascona Foods Group (Canada) Ltd.  
Brampton Golf Club  
Dylanico Supplies Inc.  
Enersource Corporation  
Habib Canadian Bank  
Hectare GMAC Real Estate  
KIDDOONS Inc.  
Kings and Classics  
PricewaterhouseCoopers LLP  
Royal LePage Real Estate Services Ltd.  
Ryan ULC  
Spin Master Ltd.  
Square One Shopping Centre  
Thompson, Maccoll & Stacy  
Versent Corporation, ULC

#### \$250+

Active Mechanical Ltd.

Ben Machine Products Co. Ltd.  
Bodyworks Auto Collision Specialists  
Bramalea Fence Inc.  
Cruiseshipcentres - Mississauga  
Furrow Systems International Ltd.  
Irene's Celebrity Cakes  
Leon's Furniture  
Mary Kay Cosmetics Ltd.  
Mississauga Convention Centre  
New York Fries 675210 Ontario Inc.  
Old Country Scottish Bakery Inc.  
Panasonic Canada Inc.  
Pillitteri Estates Winery  
Russel Metals Inc.  
Smith Venditti Chartered Accountants LLP  
Spacefile International Corp.  
VED Printing Ltd.  
Victoria Janitorial Ltd.  
Warehouse Books, Inc.

### Community

#### \$1,000+

Chinguacousy Secondary School  
Meadowvale Music Theatre Group  
Mississauga Central Lions Club  
Mississauga Chinese Alliance Church  
Mississauga Firefighters Association  
Benevolent Fund

#### \$250+

Children's Aid Society of Peel  
City of Brampton  
Peel Regional Police  
St. Bartholomew's United Church

*"DTZ Barnicke is proud to be the gold sponsor of Cosmic Bowl again this year. Congratulations, PCC on another great event in support of such a worthy cause."*