

It's about **HOPE**



P E E L

CHILDREN'S CENTRE

# ANNUAL REPORT 2015-2016





## Values

### Accountable

Being ethical, transparent, efficient and effective

### Respectful

Caring with integrity and honouring dignity

### Inclusive

Embracing diversity and cultural competence

### Responsive

Being flexible, accessible and adaptive

### Learning

Pursuing opportunities to know more and do better

### Innovative

Using information, initiative, and imagination

### Collaborative

Working together in partnership

## Vision

A caring community working together for children and youth

## Mission

To enrich the lives of children and youth who experience social, emotional and/or behavioural challenges by providing a continuum of high quality mental health services

## Board of Directors

### Officers:

Patricia Grady (President)  
Rudy Riske (Vice-President)  
Tammi Lisson (Secretary/Treasurer)  
Michael Cantlon (Past President)

### Directors:

Gail Anderson, Roman Boychuk,  
Mélisa Djebbari, Mark Figueiredo,  
Sharon Goodland, Guneet Hansrani,  
David Herzstein, Jessica Roselli

### Peel Children's Centre

85A Aventura Court  
Mississauga, ON L5T 2Y6  
(905) 795-3500  
[peelcc.org](http://peelcc.org)

### Charitable donation number:

11908 7807 RR001

# Celebrating Our 30th Year

2015-16 marked another exciting year for Peel Children's Centre, (PCC) and we look forward to sharing some of our highlights with you in our Annual Report.

The Ministry of Children and Youth Services' (MCYS) Moving on Mental Health (MOMH) strategy to transform the child and youth mental health (CYMH) system in Ontario continued to progress in 2015-16. As Peel's Lead Agency for CYMH services, PCC continued to work with our Core Service Delivery (CSD) partners to streamline intake and access processes via the transition to a coordinated intake network model; the adoption of collective screening/assessment and evaluation tools; a common clinical database; and the development of "made in Peel" Family Engagement, Youth Engagement and community planning mechanisms for CYMH. Last year also saw an increase in provincial funding, which added five Intensive Services positions in the Peel Service Area. All of this work was guided by the Core Service Delivery and Community Mental Health Plans.

As a service provider, we continued to learn and grow in both our clinical capacity and our responsiveness to the unique needs of children, youth and families in Peel. Formal and informal training in anxiety disorders, LGBTQ issues, and FASD were just a few examples. We continued to celebrate our cultural diversity and participate in CYMH research partnerships, and social media continued to play a key role in supporting CYMH advocacy and awareness. The Peel Inclusion Resource Services (PIRS) model, of which PCC is a partner, was nationally recognized for exemplifying innovation in government and community collaboration.

Fundraising continued to be an important part of the work we do, and a particular highlight of the year was our inaugural Evening of Hope Gala. Coinciding with PCC's 30th anniversary, the event welcomed more than 200 guests and raised more than \$66,000 in support of PCC's high quality CYMH services.

Many thanks to our funders and individual, community and corporate donors. With your generous support PCC was able to help more than 4,200 children and youth with mental health challenges this past year. We would also like to thank our dedicated, compassionate and competent staff, board members, volunteers and students. You are the heart of our organization and you make a difference. Finally, we extend our gratitude to the children, youth and families we serve. Thank you for trusting us to help you and for inspiring us to work together as a caring community.



Patricia Grady



Humphrey Mitchell

Patricia Grady  
President

Humphrey Mitchell  
Chief Executive Officer



# Excellent Clinical Services & Pathways To Care

## Increasing Our Clinical Capacity

In support of Moving on Mental Health (MOMH) system transformation, 2015/16 saw the Ministry of Children and Youth Services (MCYS) increase provincial funding for child and youth mental health (CYMH) services by \$6 million, of which Peel's annual allocation was \$490,100. Within the context of service needs and gaps, PCC worked with our Core Service Delivery (CSD) partners and four school boards to develop a recommendation for approval by MCYS. By consensus, the decision was made to invest in children and youth with complex needs who require intensive services. Consequently, Associated Youth Services of Peel received two additional positions to support Transitional-Aged Youth Outreach and Dialectical Behavioural Therapy, while PCC added three positions in Intensive Child & Family Services, one of which will be dedicated to expanding our capacity to support French-speaking families.

Internally, PCC focused on the development of clinical training plans based on the needs of the children and youth we serve. A fulsome process identified complex trauma as a key emerging area for investment. Within an Implementation Science framework, a working group was established to assess available evidence-based models and to make recommendations. A second working group was tasked with developing workshops that focused on prioritized clinical intervention topics. By example, building on previous training on Cognitive Behavioural Therapy, PCC continued to build capacity in Counselling/Therapy and Intensive Services through an evidence-informed online training program facilitated by Dr. Aureen Pinto Wagner (Dalhousie University) for Obsessive Compulsive Disorder (OCD).



2015 Peel Youth Leaders Conference



**Coach Adrian Pouris**  
@Coach\_AdrianP

If you're in need of support @PeelCC offers a 24/7 #MentalHealth #crisis line for #Peel #Youth: 416-410-8615 #BellLetsTalk #EndTheStigma

**Tracy MacCharles**  
@TracyMacCharles

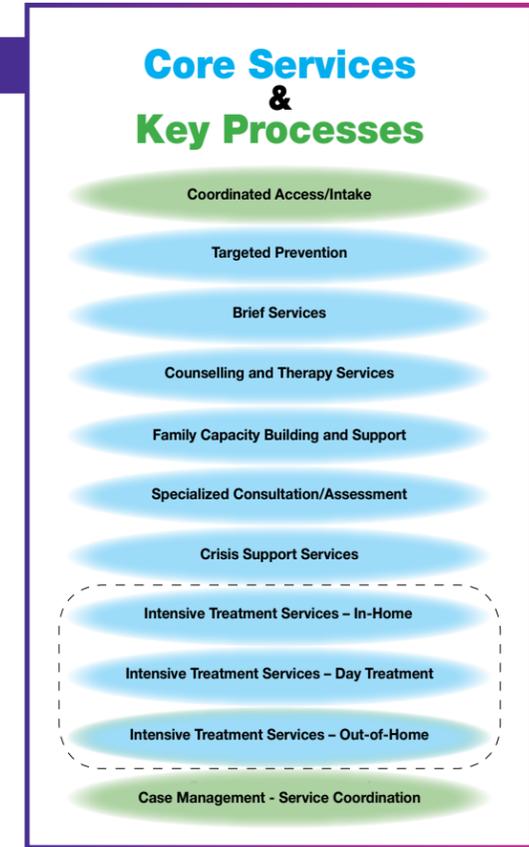
Appreciated the warm welcome from @PeelCC this afternoon. We had a great discussion on #CYMH in the region.



## Working Together as a System

PCC continued to work with our CSD partners to transition the existing centralized intake mechanism, referred to as Mental Health Services for Children and Youth, to a coordinated intake network model (Peel Coordinated Intake Network, or PCIN) that aligns with the provincial MOMH mandate to clarify and simplify the ways in which children, youth, families and referring professionals access mental health services in Peel. Associated work included the collective adoption of the interRAI™ suite of standardized, evidence-based evaluation tools in support of collecting standardized client profile and outcome measurement data. An implementation plan was developed and, with the support of the CPRI training team, staff across the six CSD partners successfully completed training and competency testing on the interRAI™ Screener (for access/intake) and ChYMH (for assessment and clinical outcomes).

Significant effort was spent reviewing web-based clinical data systems to support Peel's CSD partners. Late in fiscal 2015/16, a decision was made to move all four community-based CSD partners and PCIN to EMHware. Additional discussions with the two hospital clinics will continue so that PCC, as Lead Agency, has capacity to report on clinical data at both the agency and Service Area levels. In addition the intake form was aligned with the interRAI™ Screener and the content revised to be more inclusive of diversity considerations. In response to community feedback, a community referral process was piloted and a referral package is being developed to support referrals to the CYMH service system.



## CORE SERVICE DELIVERY PARTNERS



# Building A Strong Community

## Collaborative PIRS Service Model Nationally Recognized

Co-created by six community partners, the Peel Inclusion Resource Services (PIRS) model builds capacity for special needs resourcing in licensed childcare by helping to identify children who need support, and streamlining the referral process for parents and childcare providers. PCC enhances the capacity of the PIRS resource consultants and childcare staff to meet the needs of children with emerging mental health needs through training, consultations, mentoring and support to the PIRS Community of Practice. We are proud to have been the recipient of the IPAC/Deloitte Public Sector Leadership Bronze Award, exemplifying innovation in public service and how government and community partners can work together to make a monumental difference for children with special needs, their families and childcare providers.



## PEEL INCLUSION RESOURCE SERVICES PARTNERS



PCC staff wearing purple for Child Abuse Awareness & Prevention Month



2015 United Way Black Leadership & Community Gala

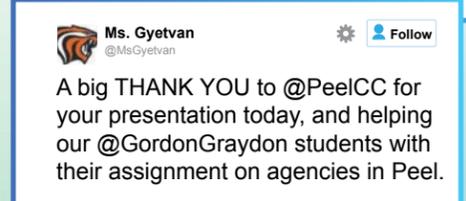
## Engaging Our System and Community Partners

At the broader community level, the work of Peel's MOMH Action Plan is captured in our Community Mental Health Plan (CMHP), a living document that complements and expands upon the work of the CSD partners. As we move forward, our commitment to working collaboratively with our partners to support the mental health of children, youth and their families remains strong. How we approach this work, however, is evolving as we seek to understand, as a system, the CYMH services available in our community. Completing a fulsome inventory of CYMH services offered through both system and community partners remains a priority.

The second area of focus was on the development of a CYMH community planning mechanism for the Peel Service Area. Following an inventory of existing planning tables in 2014/15, an assessment of their respective mandates against MCYS requirements for a CYMH planning mechanism concluded that none was aligned. PCC contracted with Jane Fitzgerald to conduct a series of targeted consultations with our sector partners this past winter/spring. This outreach to our diverse community will inform the creation of Peel's CYMH planning mechanism. Next steps include a presentation of findings to the broader community in June.

## Online Advocacy and Awareness

PCC continued to engage with CYMH stakeholders across Canada and around the world via social media. 2015-16 saw the execution of several successful awareness campaigns related to mental health in the classroom, mindfulness, bullying and more. PCC also partnered with Peel Children's Aid to raise awareness about child abuse awareness and prevention and with Bell Canada on Bell Let's Talk Day. Social media also supported our fundraising efforts on Giving Tuesday. PCC's social media presence continued to be a platform for advocacy, awareness and support for children and youth with mental health challenges and the caring adults in their lives.



# Efficient, Effective, & Innovative

## Engaging Families and Youth in Peel

Developing and implementing system-wide mechanisms for Youth Engagement (YE) and Family Engagement (FE) were priorities identified in the Core Service Delivery Plan. With support from the Centre of Excellence for Child & Youth Mental Health, PCC continued to work with our CSD partners and broader sectoral partners to acquire knowledge about YE and FE best practices within the CYMH sector and partner sectors at the local, provincial and national levels. PCC looks forward to working with our CSD partners to support the evolution of YE and FE as best practices in delivering mental health services to children and youth in Peel.



Psychology Month



## Engaging and Celebrating Our Staff

Staff-led initiatives promoted health/wellness and health and safety. We celebrated our multidisciplinary approach to helping children, youth and families through Social Work Week, Child & Youth Worker Week, and Psychology Month. Of note, PCC's psychology team leveraged social media to engage our broader community in a Twitter chat about child and youth mental health. We also recognized our staff at Celebration Day. Special thanks to the Social Committee for organizing an outstanding summer BBQ and memorable holiday party!

PROGRAM	NUMBER OF CHILDREN & YOUTH SERVED
Brief Services	1,175
Counselling/Therapy Services	458
Mobile Crisis Services	610
Family/Caregiver Skills Building and Support	494
Access Intake Service Planning	3,781
Intensive Treatment Services	212
Service Coordination Process	565
Specialized Consultation/Assessment Services	208
Targeted Prevention	1,273
Community Capacity Building	15
Complex Special Needs - Individual Placements	5
Child Witness	188
Court Clinic	47
PIRS	236
Complex Special Needs - Community Enhancement	53
Other Services	652

## Increasing Our Capacity to be Inclusive and Responsive

PCC continued to enhance our capacity to understand and respond to the needs of Peel's diverse population.

Internally, highlights included:

- Our 12th celebration of Pride Week, which included training and a series of events focused on the lives and experiences of transgender people in Canada and globally.
- Celebration of our ethno-cultural diversity which included special events honouring Italian, Afro-Caribbean, Chinese, and South Asian heritages.
  - Chinese New Year and a Taste of Italy celebrated the rich history and unique cuisine of these communities.
  - Information sharing about important religious observances and "Chat & Chai" reflections on practice continued to support staff's understanding of Peel's large South Asian community.
  - Building on "The Black Experience Project: A Greater Toronto Area Study Capturing the Lived Experience of a Diverse Community", the Black History Month Committee examined present concerns within the black community.



Celebrating Chinese New Year

Externally, highlights included:

- Continued involvement with the Regional Diversity Roundtable of Peel, supporting cultural competency and equity within organizations through training, learning exchanges and other resources.
- Targeted outreach in Peel's South Asian community, including partnerships with schools, settlement workers and community health agencies.

From a learning perspective, 2015/16 highlights included:

- A partnership with the Centre for Addiction and Mental Health (CAMH) and the University of Toronto, Psychiatry Department that published "Implementation and Evaluation of an Evidence-Based Treatment of Disruptive Behaviour within a Children's Mental Health Program" in *The Canadian Journal of Program Evaluation*.
- A collaboration with Peel Regional Police and York University, Faculty of Social Work focusing on the lived experiences of youth with mental health challenges and their encounters with police.
- Ongoing research with University of Toronto doctoral candidate Renée Sloos that is examining the outcomes of PCC's use of Trauma Focused Cognitive Behavioural Therapy in the treatment of child and youth victims of sexual abuse.
- A staff-led Fetal Alcohol Spectrum Disorders (FASD) Awareness Day that included a special presentation by a young man and his parents about their lived experience with FASD.



FASD Committee

# Thanking Our Caring Community

## Evening of Hope Gala

In November 2015 PCC celebrated our 30th anniversary with an Evening of Hope Gala, which raised more than \$66,000. The sold-out, 1930s-themed event welcomed over 200 guests and included live and silent auctions, live musical entertainment, and a much loved Charlie Chaplin impersonator. CTV's Tom Brown, the event's celebrity MC, was another crowd favourite. The most moving moment of the evening was when a former PCC client shared his experience working with our Child Witness program and how PCC's caring and compassionate staff helped him and his family overcome a difficult period in their lives. Thanks to our generous event sponsors; to everyone who donated auction items, purchased tickets and bid on the auctions; and to the volunteers who helped to organize and run the event.



Marell Tomeh with Volunteer Coordinator Linda Buchanan

## 2015 Volunteer of the Year

The 2015 recipient of the Ron Lenyk Volunteer of the Year Award was Marell Tomeh. After being diagnosed with cancer at age 19, Marell became a volunteer in PCC's mentor program, mentoring a young girl with medical challenges of her own. In giving back and becoming a role model to others despite her own challenges, Marell truly exemplifies PCC's motto, "It's About Hope." This year's award was presented in honour of its namesake, the late Ron Lenyk, in the presence of Ron's family.

We extend our heartfelt thanks to the more than 100 volunteers who help us support children, youth and their families. You make a difference!

## Thanking Our Generous Supporters

PCC is very thankful for the generous support received from many individual, community and corporate supporters. All PCC services are subsidized by fundraised dollars and several programs depend on large donations, for instance: RBC supported Group Services; Community Foundation of Mississauga supported PCC's summer camp and Connect programs; CIBC supported Intensive Child and Family Services; and the Toronto Fresh Air Fund supported Day treatment summer camps.

Our 11th Annual Cosmic Bowl helped us strike out stigma by raising \$43,500, bringing the total amount raised over 11 years to nearly \$400,000. Hydro One Brampton donated \$15,000 from the proceeds of its annual golf tournament. Peel Regional Police supported a Mother's Day Brunch which raised \$11,500 in support of PCC services.



PCC clients benefited from in-kind support:

- The Dreams Take Flight partnership of Air Canada, Peel Paramedics, Peel Regional Police and Rotary Club of Bramalea, which made the dream of a lifetime – a trip to Disney World – come true for 12 of PCC's high-needs children.
- Staples Business Depot, Argentea Road, which raised \$5,900 through its 10th annual Back to School Campaign, ensuring that over 100 high-needs children and youth returned to school with everything they needed for another successful school year.
- More than a dozen organizations held holiday season toy and diaper drives for needy PCC families.



# Financial Overview / Aperçu financier

# Thank You / Merci



## Statement of Revenue and Expenses / État des revenus et dépenses

Year ended March 31, 2016 / Exercice terminé le 31 mars 2016

Based on Ministry reporting requirements /

Conformément aux exigences du ministère en matière de production de rapports

Service or Process / Service ou processus	Revenue / Revenus	Expenses / Dépenses	Excess /Excédent Revenue over Expenses Revenus sur les dépenses
CYMH Brief Services / Services brefs SMEJ	888,382	891,382	(3,000)
CYMH Counselling/Therapy Services / Services de conseils et de thérapie SMEJ	2,288,198	2,293,246	(5,048)
Mobile Crisis Services / Services mobiles de soutien en cas de crise	865,200	866,941	(1,741)
Family/Caregiver Skills Building and Support / Renforcement des capacités et du soutien pour la famille/le fournisseur de soins	615,790	617,557	(1,767)
Access Intake Service Planning / Planification - Services d'accès/d'admission	503,717	505,007	(1,290)
Intensive Treatment Services / Services de traitement intensif	6,375,944	6,443,457	(67,513)
Service Coordination Process / Processus de coordination des services	2,336,221	2,348,716	(12,495)
Specialized Consultation/Assessment Services / Services de consultation/d'évaluation spécialisés	1,168,812	1,170,773	(1,961)
Targeted Prevention / Prévention ciblée	483,029	485,624	(2,595)
Lead Agency Transition Support / Appui à la transition - Organismes responsables	942,057	954,743	(12,686)
Community Capacity Building / Renforcement de la capacité communautaire	62,222	74,143	(11,921)
Complex Special Needs - Individual Placements / Besoins particuliers complexes - placements individuels	184,488	181,451	3,037
MCYS - Other / MSEJ - Autres catégories	61,260	109,006	(47,746)
Child Witness / Enfant témoin	165,000	175,663	(10,663)
Court Clinic / Clinique d'aide judiciaire	233,537	244,178	(10,641)
Peel Inclusion Resource Services / Services de ressources d'inclusion de Peel	1,385,936	1,422,682	(36,746)
Complex Special Needs - Community Enhancement / Besoins particuliers complexes - amélioration dans la communauté	208,186	212,919	(4,733)
Economic & Business Development* / Développement économique et des affaires*	2,722,775	2,591,435	131,340
Draw from Retained Surplus / Retrait de l'excédent non distribué	98,169	-	98,169
<b>Total</b>	<b>21,588,923</b>	<b>21,588,923</b>	<b>-</b>

PCC is proud to celebrate 100% giving from our Board and senior team. We are also thankful to the many staff who make PCC their charity of choice. To our funding partners, generous individual donors, and the community groups, corporations and foundations who support us, thank you for being part of our caring community working together for children and youth. We also extend our gratitude to those whose in-kind donations helped us raise \$110,000 at our two signature events. The following is a list of donors from April 1, 2015 to March 31, 2016.

Le PCC est fier de célébrer le fait que nous avons reçu des dons de tous les membres de notre Conseil d'administration et de notre équipe de dirigeants. Nous remercions aussi les nombreux employés qui ont choisi le PCC comme organisme de bienfaisance privilégié. À nos partenaires financiers, aux donateurs individuels généreux et aux groupes communautaires, aux entreprises et aux fondations qui nous appuient, nous vous remercions de faire partie de notre collectivité bienveillante qui œuvre ensemble pour le mieux-être des enfants et des jeunes. Nous souhaitons également exprimer notre gratitude à tous ceux dont les dons en nature nous ont aidé à recueillir 110 000 \$ lors de nos deux événements phares. Voici la liste de nos donateurs du 1<sup>er</sup> avril 2015 au 31 mars 2016.

### Leadership Gifts / Dons de leadership

**\$20,000+**

Community Foundation  
of Mississauga

Mississauga Firefighters Benevolent  
Fund

Valero Energy Foundation of  
Canada

### Loyalty Gifts / Dons de fidélité

**\$500+**

Amrit Khaper  
Brookfield Homes (Ontario)  
Residential

### Major Gifts / Dons importants

**\$15,000+**

Hydro One Brampton  
Networks Inc.

### Sustaining Gifts / Dons de soutien

**\$1,000+**

Ascona Foods Group (Canada) Ltd.

Aventura Court Limited Partnership

Ceri Harnden

City of Brampton

Donna McLlory

Equitable Life of Canada

Husky Injection Molding Systems

Investors Group

J.A. Tony Manastersky

Jerry's No Frills

Kathy Sdao-Jarvie

Linda Berkowitz

Lori Galliera

Meridian Credit Union

Metroland Media

Nainesh Kotak Professional  
Corporation

Purdy's Chocolate

RBC Corporation

Sutton Group - Summit Realty

**\$10,000+**

CIBC

JCS Canada Charity Fund

**\$5,000+**

Bell Canada

Enersource Corporation

Humphrey Mitchell

Scotiabank

Toronto StarFresh Air Fund

**\$3,000+**

Kenneth Foxcroft

King Masonry Yard Ltd.

Mississauga Central Lions Club

**\$2,500+**

Cushman & Wakefield Ltd.  
Brokerage

Cotton Candy

David Kingsland

Dilys Watanabe

Habib Canada

Kidsports Indoor Playground

Kim Alexander

Mary McDonald

Medtronic

Mississauga Convention Centre

Pricewaterhouse Coopers LLP

Rudy Riske

Teri Gordon

The Newland Group

Thompson MacCollll & Stacy LLP

**\$250+**

Anna Butler

Broadridge Investory  
Communications Corporation

Dylanico Supplies

FSI Landscape

Glen Schnarr & Associates

Healthletica Hot Yoga & Wellness

Jennifer Clark, Soup Girl

Jessica Roselli

We strive for accuracy. In case of discrepancy, please contact the Development Office at 905-795-3500, ext. 2298.

Nous faisons tout notre possible pour fournir des renseignements exacts. Veuillez contacter notre Service du développement au 905-795-3500, poste 2298, pour signaler toute erreur.

\*Includes Fundraising and Development activities / Comprend les activités de collecte de fonds et de développement