

# It's about HOPE



P E E L

CHILDREN'S CENTRE

## ANNUAL REPORT 2018-2019





## Vision

Caring communities working together for children, youth and families

## Mission

Inspiring hope by leading in the delivery of high-quality mental health services

## 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

## Board of Directors

### Officers:

David Herzstein (President)  
Guneet Hansrani (Vice-President)  
Jessica Roselli (Secretary/Treasurer)  
Rudy Riske (Past President)

### Directors:

Karen Adams, Nainesh Kotak, Cathy Kwiatkoski,  
David Maylor<sup>†</sup>, Rory McNabb\*, Susan Mohos,  
Gopala Narayanan, Wendy Peyer, Sue Prouse

<sup>†</sup>Resigned, March 2019 \*Appointed, 2019

### Peel Children's Centre

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

### Charitable donation number:

11908 7807 RR0001

# Leading with Excellence and Inspiring Hope

Each year, Peel Children's Centre (PCC) continues to learn and grow in our capacity to lead with excellence and inspire hope. We are proud to share highlights from the last year with you in our annual report. While this report shines the light on past accomplishments, it does so within the context of our recently released 2019-2024 Strategic Plan. Looking back and looking forward, PCC is proud of the leadership role we play, provincially and locally, on behalf of the children, youth and families who look to us for help and hope.

At the core of our culture and the heart of our work is an unwavering commitment to delivering exceptional clinical services that positively impact client experience. This past year, together with our Core Service Delivery Partners, and in conjunction with families and youth, we simplified access to mental health services for children and youth in Peel through WhereToStart.ca; enhanced our capacity to collect and use data to measure and improve our impact; embraced opportunities to improve our services and augment clinical practice; and collaborated with partners in other sectors to improve mental health and addictions services across the lifespan.

PCC continues on our diversity journey to better meet the mental health needs of our community. Internally, we continue to implement strategies to support a culture of inclusivity and a staff of professionals who are increasingly culturally competent. We value caring with integrity and honouring dignity, and to that end we continue to expand our networks of trust to learn from and with our diverse community. On behalf of our Core Service Delivery Partners, PCC continues to prioritize developing family and youth engagement frameworks and processes. We are excited to be part of two important youth-serving initiatives in Peel Region.

As Lead Agency, PCC has continued to collaboratively implement initiatives at the local level to further the development of a strong mental health system. Concurrently, PCC has been an active member of the Lead Agency Consortium, and its Community of Practice, which is working together with the Ontario government to bring about a shared vision of a provincial system that works for children, youth and families who need our help.

To our funders and donors, thank you for making it possible for us to serve more than 4,300 children and youth this past year. Thanks also to our dedicated and caring staff, board members, volunteers and students – your work makes our Vision and Mission a reality. Finally, to the children, youth and families we serve, thank you for reaching out and trusting us to help you.



David Herzstein



Humphrey Mitchell

David Herzstein  
President

Humphrey Mitchell  
Chief Executive Officer





# Delivering Exceptional Client-Centred Services

Our commitment to delivering exceptional clinical services that positively impact client experience was at the core of our work in 2018-19.

Areas of focus included:

## Simplifying access, pathways and transitions

As the Lead Agency for child and youth mental health services (CYMH) in the Region of Peel, PCC worked alongside our fellow Core Service Delivery Providers (Associated Youth Services of Peel, Nexus Youth Services, Rapport Youth and Family Services, Trillium Health Partners and William Osler Health System) to launch the new brand and website for **WhereToStart.ca: Access to Mental Health Services for Children and Youth**. WhereToStart.ca's clear, memorable and youth-friendly brand and easy-to-navigate website are already making it easier for children, youth and families to find the help they need, when they need it. During Children's Mental Health Week, Peel Region's 130+ Tim Hortons restaurant owners promoted WhereToStart.ca on TimsTV.



Staff promoted WhereToStart.ca during Children's Mental Health Week.



A \$50,000 donation from RBC supported youth access and intake to mental health services.

## Improving service delivery

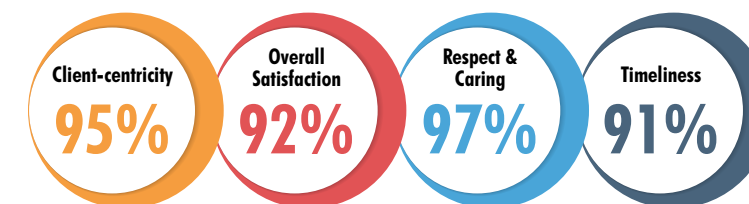
Implementation of the **Attachment, Regulation and Competency (ARC) Framework** in PCC's Intensive Services program continued, with a focus on sustaining staff learning and advancing clinical practices. Staff had an opportunity to learn from McGill University researchers about the ARC's implementation in Quebec, and PCC is looking forward to sharing our experience and resources with other organizations in Ontario who are committed to supporting the trauma and attachment needs of children, youth and their families.

The **Circle of Security® program**, an early intervention and prevention strategy focused on attachment, was introduced this year to support parents of children ages 0-6.

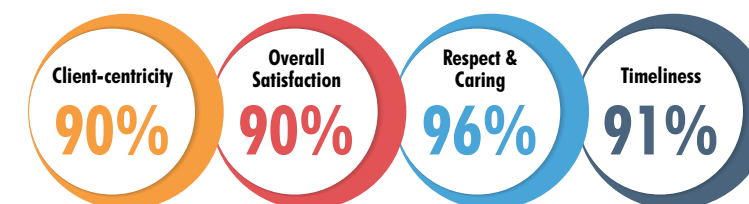
## Enhancing capacity to collect and analyze data

Peel's Core Service Delivery Providers expanded the **interRAI™ screening and assessment tools** to include the interRAI™ 0-3 for our youngest children, and continued to integrate the interRAI™ suite of tools into clinical practice. The **EMHware clinical information system** was enhanced to generate anonymized, client-level data for Ontario's Business Intelligence (BI) solution. The data will help us better understand how CYMH providers locally and across the province can work together to improve client experience.

### CAREGIVER FEEDBACK RATINGS



### YOUTH FEEDBACK RATINGS



## How are we doing?

Our staff want to make a difference in the lives of children, youth and families, and we are always trying to improve our services. As part of our **Quality Enhancement Strategy (QUEST®)**, when children, youth and families finish with our services, we ask them to tell us how well we did. Here are some of our Caregiver and Youth Feedback Ratings from 2018-19.



**Marlena Jankowski** The summer camp program is more than a camp for children. In some cases this is the only opportunity some children have to feel safe and to feel understood. Thank you to everyone who supports the summer camp program and the success and happiness it brings to children.



PCC's Summer Camp program is supported by fundraising and volunteers.





# Mobilizing Communities to Strengthen Children, Youth and Families

## Partnering with the 519

Building on years of excellent work done by PCC's Pride Committee, in 2018-19 we had the privilege of learning from the 519, a Toronto-based not-for-profit organization dedicated to inclusion, acceptance and awareness of the LGBTQ2S+ community. All staff completed a training program focused on understanding and affirming gender and sexual diversity in children, youth and families. As an example of the ways in which the training has elevated our capacity to serve LGBTQ2S+ children, youth and families, PCC has integrated 519 training into our staff orientation process.



*Thanks to the 519 for helping us continue to develop gender affirming practices and spaces.*

## Learning with our diverse community

The Diversity Committee (DC) is mandated to lead diversity education within PCC to increase our cultural competence and capacity to respond effectively to the needs of our diverse community. Working in partnership with Human Resources, the DC updated our Diversity and Inclusion Framework to guide our efforts. The Black Engagement Committee, Pride Committee, South Asian Diversity Committee and others organized learning opportunities about the different communities we serve throughout the year.



*Dr. Gursharan Virdee visited PCC to talk about the Roshni Project, an arts-based qualitative study looking at the unique psychological and emotional needs of young South Asian women.*

*During Pride Month we welcomed two youth to talk to staff about their experiences discovering and affirming their gender and sexual identities.*



## Engaging families and youth

Engaging families and youth in the development and delivery of mental health services is a provincial priority, supported locally by PCC and our fellow Peel Core Service Delivery Providers. We are committed to partnering with families and youth to improve how mental health services are delivered in our community. Initiatives in 2018-19 included:

- Families and youth developed Peel Region's family engagement (FE) and youth engagement (YE) frameworks to guide us in future collaboration, authentically and proactively.
- Families and youth also informed PCC's 2019-2024 Strategic Plan.
- The Peel YE Committee launched a chapter of The New Mentality, a provincial advocacy group for and by youth impacted by mental health, and developed a proposal for peer support that will be operationalized in 2019-20.

## Working with our partners to support youth

PCC and Canadian Mental Health Association – Peel-Dufferin successfully sponsored a community process to create a barrier-free, "one-stop" centre for youth mental health and addictions services at Malton Neighbourhood Services.

We continue to work with Trillium Health Partners and others to develop and implement a zero-percent suicide strategy for our community.



*The Disable the Label Conference creates opportunities for youth to connect and share ideas about improving mental health service delivery in Ontario.*



*Families working with PCC's Wraparound program enjoyed a fun day out together in July.*



*PCC's Black Engagement Committee attended the United Way Greater Toronto's annual Black History Month event.*



# Top Talent

PCC is committed to attracting, retaining and developing highly qualified staff. In 2018-19 we accelerated learning, fostered leadership opportunities, deepened our knowledge and advanced staff skills to better respond to the needs of our growing community.

## KAIROS Blanket Exercise

Staff participated in the KAIROS Blanket Exercise (KBE) program, a unique participatory history lesson developed in collaboration with Indigenous Elders, knowledge keepers and educators. Developed with the understanding that education about Canadian-Indigenous history is a key step to reconciliation, the KBE covers more than 500 years in a 90-minute experiential workshop that aims to foster understanding between Indigenous and non-Indigenous peoples. KBE facilitators use blankets, role-play and 'talking circles' to guide participants through the pre-contact, treaty-making, colonization and resistance experiences of First Nations, Inuit and Métis people. Staff who attended the workshop reported that the experience was "thought-provoking", "humbling" and "emotionally and intellectually impactful".

## Circle of Security® Parenting Program

Research shows that secure children have increased empathy and self-esteem, better relationships with parents and peers, enter school more ready to learn, and are better able to handle their emotions. As they grow older, secure children are less likely to live in poverty, have legal problems, or experience chronic emotional difficulties. PCC implemented the Circle of Security® (COS) parenting program to help parents and caregivers understand and respond to their child's emotional needs; enhance their child's self-esteem; and help their child learn how to trust the people they love. Since launching, COS has been well-received by clinicians and clients alike, and it has been embedded in our clinical practice for both individual clients and groups.



0-6 program staff are using the Circle of Security® program to help parents and children.



## Continuous Quality and Improvement Committee

To further institutionalize excellence at PCC, we established the Continuous Quality and Improvement (CQI) Committee. The Committee, which is supported by PCC's Performance Measurement and Improvement team, engages staff from across PCC to promote CQI activities and influence a culture of quality, innovation and learning. Staff received Process Management training provided by Excellence Canada and are completing CQI projects to increase efficiency and efficacy at PCC.

# A Stronger Mental Health System

As Lead Agency (LA) for child and youth mental health (CYMH) services in the Region of Peel, PCC has a responsibility to lead with excellence in the creation of a stronger mental health system for all.

Provincially, PCC continues to provide leadership as a member of the LA Consortium and its Community of Practice, working with government to influence policy and develop a CYMH system within the evolving context of mental health and addictions services across the lifespan.

At the 2018 Children's Mental Health Ontario Conference, PCC staff presented learning on introducing, implementing and evaluating innovations in CYMH service delivery.

Locally, we worked together with Peel's Core Service Delivery Providers to remap CYMH services in our community to better align with funding resources and service expectations.

Increased collaboration with our local partners in adult mental health and addictions helped to identify opportunities to improve crisis services in Peel Region, as well as mental health services for transitional-aged youth (18-24 years).

Work with William Osler Health System (WOHS) focused on improving patients' experiences after being discharged from WOHS' child and adolescent psychiatric beds into community-based services.

A research partnership with Dr. Maria Lieggio (York University) and Peel Regional Police has been exploring the lived experiences of youth (ages 12-24) living with mental health challenges who have had police encounters, as well as how the CYMH system uses police interventions.

We look forward to exploring additional opportunities to improve client experience through strategic collaborations in the coming year.



The Ontario College of Teachers invited PCC staff to participate in its Professional Advisory on Supporting Students' Mental Health.

## Core Services & Key Processes

Coordinated Access/Intake

Targeted Prevention

Brief Services

Counselling and Therapy Services

Family Capacity Building and Support

Specialized Consultation/Assessment

Crisis Support Services

Intensive Treatment Services – In-Home

Intensive Treatment Services – Day Treatment

Intensive Treatment Services – Out-of-Home

Case Management - Service Coordination



# Thanking Our Caring Community

We extend our sincere thanks to everyone who supported us in 2018-19! From our event sponsors and attendees, to our volunteers and donors, everyone in our caring community had a part in making the last year a success.

## 14th Annual Cosmic Bowl

- More than 250 participants – our biggest event yet!
- \$51,000 raised!



## 4th Annual Evening of Hope Gala

- 180 guests raised more than \$61,000!
- Bell presented a cheque for \$25,000 in support of PCC's Strongest Families program.
- Mother and son Ali and Max shared their story of how the Strongest Families program helped them.



## Peel Regional Police's 5th Annual Mother's Day Brunch

- Raised \$13,000 in May 2018.
- More than \$45,000 raised since 2014!



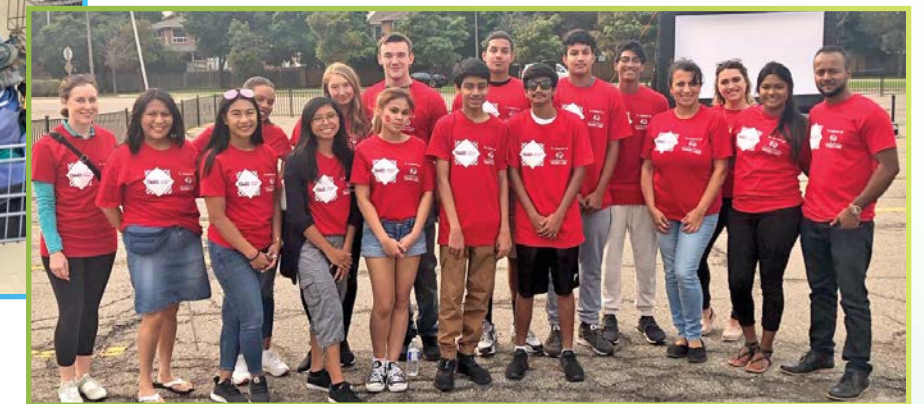
Carter's invited PCC families to join them for a special day of Christmas crafts, games, gifts and food!

Our capacity to serve children, youth and families is amplified by our partnerships with individual, community and corporate donors, including RBC Royal Bank, the Community Foundation of Mississauga, Bell, Scotiabank and Peel Elementary Teachers' Local. Thanks also to Air Canada, Peel Paramedics, Peel Regional Police and the Rotary Club of Bramalea for sponsoring 12 PCC children to attend the Dreams Take Flight 24-hour trip to Disney World.



## Staples Back-to-School Fundraiser

- Staples customers raised \$2,300 to help more than 100 children and youth start the school year on the right foot.



## Shoppers World Brampton Summer Picnic

- First-ever event raised \$1,020 for Peel Children's Centre!
- Guests enjoyed games, a BBQ and a screening of Disney's *The Lion King* under the stars.



Congratulations Stefano, Travon and Bhupinder!

Congratulations to Bhupinder Heer, who was honoured with the **Mary Neville Award** for her leadership on the award-winning Peel Inclusion Resource Services (PIRS) team and outreach work with Peel's South Asian community. Peel Regional Police officers Travon Richards-Williams and Stefano Peca were jointly presented with the **Ron Lenyk Volunteer of the Year Award** in recognition of their work as volunteer mentors.



# Financial Overview / Aperçu financier

# Thank You / Merci



Statement of Revenue and Expenses / État des revenus et dépenses  
Year ended March 31, 2019 / Exercice terminé le 31 mars 2019  
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
Brief Services / Services brefs	888,382	888,382	-
Counselling/Therapy Services / Services de conseils et de thérapie	2,569,891	2,569,891	-
Crisis Support Services / Services mobiles de soutien en cas de crise	907,588	907,588	-
Family Capacity Building and Support / Renforcement des capacités et du soutien pour la famille/le fournisseur de soins	705,288	705,288	-
Coordinated Access/Intake / Planification – Services d'accès/d'admission	610,481	626,053	(15,572)
Intensive Treatment Services / Services de traitement intensif	7,940,232	7,978,984	(38,752)
Case Management – Service Coordination / Processus de coordination des services	1,999,445	1,999,445	-
Specialized Consultation/Assessment / Services de consultation/d'évaluation spécialisés	1,100,322	1,100,322	-
Targeted Prevention / Prévention ciblée	369,469	369,469	-
System Management / Gestion des systèmes	882,051	882,051	-
Community Capacity Building / Renforcement de la capacité communautaire	62,222	62,222	-
Complex Special Needs – Individual Placements Funding / Besoins particuliers complexes – placements individuels	304,260	304,260	-
CYMH - Clinical Services / Services cliniques – SMEJ	180,518	180,654	(136)
Child Victim Witness / Enfant témoin	165,000	173,420	(8,420)
Medical/Psychological Reports / Rapports psychologiques/médicaux	247,037	261,497	(14,460)
Peel Inclusion Resource Services / Services de ressources d'inclusion de Peel	1,582,686	1,582,686	-
Complex Special Needs – Community Enhancement Funding / Besoins particuliers complexes – amélioration dans la communauté	208,186	208,186	-
Economic & Business Development* / Développement économique et des affaires*	2,375,309	1,599,781	775,528
Draw to/from Retained Surplus / Retrait à/de l'excédent non distribué	77,340		77,340
<b>NET POSITION / POSITION NETTE</b>	<b>23,175,707</b>	<b>22,400,179</b>	<b>775,528</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 \$112,000 at our two signature events. The following is a list of donors from April 1, 2018 to March 31, 2019.

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 112 000 \$ lors de nos deux événements phares. Voici la liste de nos donateurs du 1<sup>er</sup> avril 2018 au 31 mars 2019.

**Major Gifts /  
Dons importants**

**\$50,000 +**  
RBC Royal Bank of Canada

**\$30,000 +**  
Bell

**\$20,000 +**  
The Pendle Fund at the Community  
Foundation of Mississauga

**\$10,000 +**  
Jim Murray  
Mississauga Firefighters Association  
Benevolent Fund  
Spectrum Health Care Foundation  
Steve Gottdank  
Tim Hortons Peel Restaurant  
Owners

**\$7,000 +**  
Humphrey Mitchell  
John William Burgess  
Enterprises Inc.  
Toronto Star Fresh Air Fund

**\$5,000 +**  
Alectra Utilities  
Ascona Foods Group (Canada) Ltd.  
David Kingsland  
King Masonry Yard Ltd.  
Mississauga Central Lions Club  
Morguard Investments Limited  
Peel Elementary Teachers Local  
Scotiabank

**\$2,500 +**  
Ceri Harnden  
Metalogics  
Moore Brothers Transport  
Nainesh Kotak Professional  
Corporation Barrister & Solicitor  
Pioneer Hi-Bred Canada Company

**Sustaining Gifts /  
Dons de soutien**  
**\$1,000 +**  
Aventura Court Limited Partnership  
Carolyn Gordon  
Cotton Candy  
Dimension Data Canada Inc.  
Donna McIlroy  
Hasbro  
Husky Injection Molding Systems  
Irving Consumer Products  
Kathy Sdao-Jarvie  
Kenneth Foxcroft  
Loblaws Inc.  
Lori Galliera  
Meridian Credit Union  
NENA  
Pamela O'Hara  
Peel Regional Police  
PLASP Childcare Services  
R. Lessard Family Fund at the  
Community Foundation of  
Mississauga  
Rudy Riske  
Shaw Communications Inc.  
Sutton Group - Summit Realty Inc.  
Tammi Lisson  
TD Bank

The Newland Group  
The Regional Municipality of Peel  
Police Services Board  
Wendy Walker  
Zakkak Computerized Accounting  
Services

**Loyalty Gifts /  
Dons de fidélité**

**\$500 +**  
Amrit Khaper  
Colliers International  
Commsite Realty Corp  
Curl Up & Dye  
Dino's No Frills  
Equitable Life of Canada  
Glen Schnarr and Associates  
Habib Canadian Bank  
Industrial Alliance  
Jessica Roselli  
John Armstrong  
Knights of Columbus Heart Lake  
Council #9108  
Metroland Media Group Ltd.  
PACE Savings & Credit Union  
Patricia Grady  
Roman Boychuk  
St. Bartholomew's United Church  
Stephanie Barbosa  
Susan Prouse  
The Corporation of the  
Town of Caledon  
Thompson, MacColl & Stacy LLP  
Tianwen Xing  
Toronto Dominion Bank  
Victoria & Vince Berardi

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

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.