



Youthdale

Compassion, Innovation, and Hope.

Serving Ontario youth and
their families since 1969

2017/2018

ANNUAL REPORT

“I can tell you that Youthdale changed my life.”

Rick Brown
Proud father and husband, retired
sales executive, Youthdale graduate

Message from the Board Chair

This has been a watershed year for Youthdale, with senior leadership changes, and extraordinary social, economic, and political challenges. Youthdale continues to succeed due to the commitment, perseverance, and resilience of its dedicated staff.

The Board and staff were very excited to welcome Debbie Schatia as Youthdale's new President and CEO on November 1, 2017. Debbie has extensive child welfare and children's mental health experience, and provides solid leadership to the Board, staff, and children's mental health community.

Under Debbie's leadership, a new strategic plan is in development to guide the organization over the next five years. Staff, the Board, and external stakeholders are being consulted, and completion is anticipated in late summer 2018.

We have also expanded, strengthened, and further diversified the Youthdale Board with the addition of a number of new Board members, as we look to continue to support the Youthdale team.

We were very excited that Youthdale was accredited with an Exemplary Standing by Accreditation Canada this spring – another testimony to the exceptional work of the staff and Board.

Thank you to the children and families we serve, and thanks again to Youthdale's incredible staff for making our aspirations become reality.



Sincerely,

A blue ink handwritten signature of Thomas Macdonald.

Thomas Macdonald,
Board Chair

Message from the President and CEO

Thank you to the Board and staff for the warm welcome to Youthdale!

I continue to be impressed by the Youthdale staff. Their dedication, commitment, and spirit are evident in everything they do. I feel very fortunate to be a part of this team.

It is also a privilege to work with Youthdale's Board members, who were instrumental in helping Youthdale staff achieve the Exemplary Standing from Accreditation Canada.

Youthdale prides itself on involving clients and families in care decisions. Over the last year we further integrated client and family-centred care into our practices, as experience shows this delivers superior results. Thanks to the youth and parents whose input helps us improve our services.

We're indebted to the Toronto Central Local Health Integration Network (TC LHIN) and the Centre for Addiction and Mental Health (CAMH) for their support of Youthdale's transitional age psychiatric unit. We are excited that this unit will become an integral part of the service system, and an essential resource for transitional age youth.

Youthdale is pleased to officially become a member of Children's Mental Health Ontario. We will continue to collaborate with other member agencies to advocate for and provide the best services for children and families.

Thanks again to the entire Youthdale family. Building on the strong foundation, I look forward to our reaching even greater heights, as we head toward Youthdale's 50th anniversary in 2019!



Sincerely,

A blue ink handwritten signature of Debbie Schatia.

Debbie Schatia
President and CEO

Condensed Statement of Operations



	2017/18 (000s)	2016/17 (000s)
Revenues		
Ministry of Children and Youth Services	11,915	12,076
Per Diem	1,602	1,567
Ministry of Health and Long Term Care	5,505	5,463
Other	1,050	1,075
Total	20,072	20,181
Expenses		
Salaries and Benefits	13,270	12,396
Building Occupancy	3,891	4,192
Other	2,757	3,025
Total	19,918	19,613

These statements are excerpts from the Audited Financial Statements for Youthdale Treatment Centres. The above amounts are a consolidation of the following Financial Statements: Youthdale Treatment Centres – Toronto Region; Youthdale Treatment Centres – York Region; Youthdale Treatment Centres – Toronto Region Intensive Support & Supervision Program; and Youthdale Treatment Centres – Enhanced Psychiatric Services. These statements should not be considered complete without the notes to the Audited Financial Statements.

Youthdale Service Delivery 2017-18

	2017-18		2016-17	
	Clients Served*	Days of Care	Clients Served*	Days of Care
Psychiatric Crisis Service	10,806	–	9,595	–
Clinical Consultations and Assessments	735	–	648	–
Individual and Family Therapy	634	–	658	–
Day Treatment School	72	–	76	–
Intensive Support and Supervision Program	30	–	28	–
Preparation for Independence	119	–	112	–
Intensive Extended Day Program	24	–	17	–
Residential Treatment	67	13,570	74	14,058
Acute Support Unit	121	2,268	126	2,562
Transitional Psychiatric Unit	61	2,342	62	2,601
Transitional Age Psychiatric Unit	21	952	–	–

**Includes clients who received multiple services*

“Youthdale made me realize the world wasn’t out to kill me.”

Rick Brown arrived at Youthdale when it was still in its infancy. Rick credits Youthdale with helping him understand that the world wasn’t all abuse and fear.

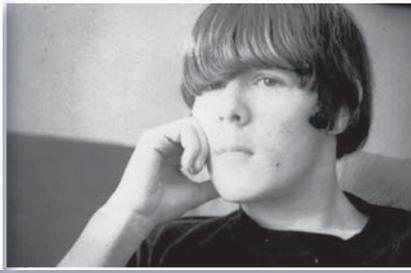
Rick recently returned to Youthdale’s Aurora House for the first time in 50 years, to speak with the kids about his experiences.

“It was strange. The house itself brought back so many memories. Outside the house was the same, but inside it had changed a lot. Although, when I walked into my old room, I could picture it.

“I came to talk to the kids, because I wanted them to know they had choices. I grew up on the streets, and managed to be successful.

“I wanted the kids to know that they matter. I spoke with all my heart. It was my way of saying thank you to Youthdale and its founder, Dan Hagler.”

Rick Brown explains how Youthdale changed the course of his life.



“I told them ‘every morning when you wake up, say ‘I love me.’ If you find a counsellor or a doctor you don’t like, get another. When you are facing a decision to go this way or that, take a moment and think about it. We all have choices.

“Youthdale saved me. When I was seven years old, I went into a foster home. My mother couldn’t cope, and my father had left us years earlier.

“The following years were even tougher. I was adopted privately after a year and a half, and it was hell. I was physically and mentally abused, punished by the withholding of food or being forced to wear strange things to school. I was awakened by being punched.

“A buddy at school suggested we run away, and we did. The police returned me, so the next month I ran away again. This time, I found myself dealing with the courts. I didn’t want to go back, and they didn’t know what to do with me. I didn’t know what a ‘detention centre’ was, but it sounded different, so I asked for that.

“I was offered a lawyer, and the courts and my lawyer worked out a new option, where I would go to a home for ‘emotionally challenged kids’ as they described it. There were so many kids there, it was overwhelming, and I ran away the first day.

“They caught me and returned me, restrained my arms and legs by holding them, and yelled at me. This is over 50 years ago, but I remember it like it was yesterday. The home supervisor said, ‘you know why you’re here? Your parents didn’t want you.’

“It was the most horrible two and a half years of my life. Thank goodness there were a few people there who were actually nice. In fact, one of the counsellors helped me find my way to Youthdale.

“I didn’t know what to expect at Youthdale. I was only 14, and I’d experienced so much abuse, ever since I could remember. I was expecting the worst. When three counsellors said they wanted to have a meeting with me alone, I thought they were going to beat me!

“They didn’t do that at all - they were great! I realized then that there was a different world. I wasn’t being beaten. Youthdale made me realize the world wasn’t out to kill me. I never had even one fight with a counsellor at Youthdale.

“Thank god for Youthdale. When I went to summer camp with Youthdale for the first time, I realized this was the way life was

supposed to be! After all I’d been through, here I was, in charge of a motor boat and having the best time of my life. It was incredible.

“When I first met Youthdale founder Dan Hagler, he listened to me, and really demonstrated he cared what happened to ME. Youthdale changed my life. Youthdale showed me what was possible. I came back to speak with the kids at Aurora House, because I wanted to say thank you to Dan and Youthdale.

“Many other people also showed me great kindness. When I got in trouble with a few of the guys from Aurora House one night, a Youthdale counsellor talked to the judge and got me released.

“When I was 17, I aged out of Youthdale. Children’s Aid gave me some money for rent, and I panhandled and managed to get by with my friends on the street. We ‘ran’ Yonge Street back then. I’m glad I was in Youthdale before I hit the streets. I had a better perspective, I had hope.

“Since then, I’ve enjoyed the support and friendship of many great people.

“After I began working steadily, I made new friends, and even met some high society types. A few fantastic people helped me a lot. I was ‘unofficially adopted’ by a kind and generous man, who taught me etiquette, took me to plays and, when I had my first real job interview, bought me my first suit. And so began my sales career.

“I spent the last nine years of my career with Mother Parkers, and I got to know Michael Higgins, co-CEO of the company. I told Michael my story and about Youthdale, and Mother Parkers donated to Youthdale in my honour. That meant a lot to me.

“And I wouldn’t be who I am today without my wife, Susan, of 27 years, and our daughter, Cayla, who is my hero. Roger Steele is a former boss from a previous employer, and I’ve been honoured to be his friend as well.

“Youthdale helped me see that the world wasn’t out to get me, and that there were people out there you could rely on.

“Thank you, Youthdale. Before I got to Youthdale, I’d seen more than any child should have to see. With Youthdale’s help, I was able to see what was possible. After almost 50 years, I can tell you that Youthdale changed my life, and that didn’t end when I went out the door.”

The sleep centre is increasing its capacity to help Youthdale kids.



Youthdale's Child and Adolescent Sleep Centre is respected for its work with children, and will soon have three paediatric respirologists and two paediatric neurologists to help meet growing demand for treatment. The sleep centre is also adding a social worker to counsel mothers on infant and mothers' sleep.

The sleep centre's recent lecture on the myths of insomnia to more than 2,000 general practitioners and nurse practitioners in Toronto also provided a lot of great paediatric information.

The sleep centre's important insights continue to contribute to the well-being of Youthdale clients.

Congratulations 2018 Youthdale Compassion Award nominees and winners!



The Compassion Awards recognize exceptional Youthdale employees who show compassion far above and beyond their job's requirements.

The awards are funded by donations from Dr. Brenda McDowell and Youthdale founder Dan Hagler.



2018 Compassion Award nominees and winners: (L-R) Nina Singh, Lee Kedar, Farley Helfant (Winner), Jason Stringer, Anna Quattrocchi (Winner), Ashley Piercey, and Susan Boyden. Not pictured: Diane Filman-Hebert (Winner), Rachelle Dulude, Lorraine Martin, Maiko Pascoal, Teresa Ricciuto, Jamie Wilson, and Anthony Wright.

Thanks again to these outstanding members of the Youthdale team. Their above and beyond efforts help make Youthdale the best it can be!

Acknowledging the dedication of team members with 20 and even 30 years of service to Youthdale kids!



Youthdale is truly blessed to have so many dedicated and experienced individuals celebrating huge career milestones as members of the Youthdale team.



20 years of service: Top Row: (L-R) Susan Boyden, Gail Smith, Dr. Never Perez, Allison Gray, Anna Quattrocchi, Claudette Forde. Bottom Row: Dr. Nathan Scharf, Chris Hayward. Not pictured: Dr. James Deutsch, Franca Saunders, Donnie Finlayson, Sharon Manych



30 years of service: (L-R) Fernando Baptista, Teresa Ferraz, Dita Talio-McGuinness, Lesley Edge, Pauline Williams, Paul Allen. Not pictured: Gillian Pringle Hendrie

Youthdale Treatment Centres Board of Directors

Tom MacDonald, *Chair*

Previously Barrister, Partner – Goodmans LLP, practiced in commercial real estate and property development, banking and secured lending, and environmental law

Ann Leese, *Vice Chair*

15 years of not-for-profit sector experience with the SickKids Foundation, Rose Park Public School, and The Canadian Women's Foundation, previously Heinz Canada Product Manager for Baby Food and Ketchup, and dietician for Extendicare Nursing Homes

Eli Palachi, *Treasurer*

Partner, Audit & Advisory - Crowe Sobermann LLP, formerly Vice-Chair, Youthdale Treatment Centres

Dan Dedic, *Secretary*

Partner – Goodmans LLP, practice focuses on domestic and cross-border financing, restructuring, and corporate transactions

Directors

Amar Amarnath

President of A.R. Consultants, and senior metallurgical consultant with over 40 years of hydrometallurgy experience

Gigi Dawe

Director, Corporate Oversight & Governance at the Chartered Professional Accountants of Canada, previously a consultant in Organizational Development/Training, Management, and Behaviour

Laura Jamer

Manager, Program Evaluation and Transfer Payment Unit, Culture Division, Ministry of Tourism, Culture & Sport

Keri Levinsky

VP, Canada Distribution, Metro-Goldwyn Mayer Studios, focused on content strategy and distribution across all broadcast and digital media platforms

Lori Messer

Managing Director, Head of Global Equity Business Management, RBC Capital Markets

Daniel Mortimer

Manager in EY's Financial Accounting Advisory practice, focusing on the media/technology, government, retail, and consumer products sectors

Jennifer Poh

Clinical Director, Pharmacy Services at Medbuy Corporation, Adjunct Lecturer, University of Toronto, part-time staff pharmacist at SickKids

Saran Siva

Nine years of not-for-profit sector experience, currently serving as the Employee Experience Transformation Lead at Manulife, founder, Keyboard Music Program, South Asian Autism Awareness Centre (SAAAC), mentor, Big Brothers Big Sisters Toronto

Tylar St. John

Accounting Associate at Cohen Hamilton Steger & Co., with extensive experience in financial analysis and investigation

Mitty van der Velden

Personal and Executive Coach, focused on leadership development, team building, and mental health, and Communications Consultant on strategic direction, communications, and event planning

Sal Vitiello

Principal Architect at Richmond Architects, previously the President Owner of AEC Information Services

Ex-Officio Members:

Debbie Schatia, *President and CEO*

Nathan Scharf, *Psychiatrist-in-Chief*

Brenda McDowell, *Youth Medical Director Emeritus*

We offer options, compassion, and hope.

Youthdale has helped tens of thousands of children and their families find their way when they needed it most.

Youthdale's services include crisis support, psychiatric and psychological assessment, medication and treatment evaluation, education, residential treatment, a child and youth sleep clinic, and even a summer camp.

World-class diagnosis, treatment, and research.

Youthdale is recognized across Canada and worldwide for its success treating children with the most complex mental health needs, and has been serving Ontario children and their families for almost 50 years.

The **Youthdale Treatment Centres Foundation** helps Youthdale fund important and innovative research, program enhancements, and new treatment initiatives. www.youthdalefoundation.com



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YOUTHDALE TREATMENT CENTRES

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