



Youthdale

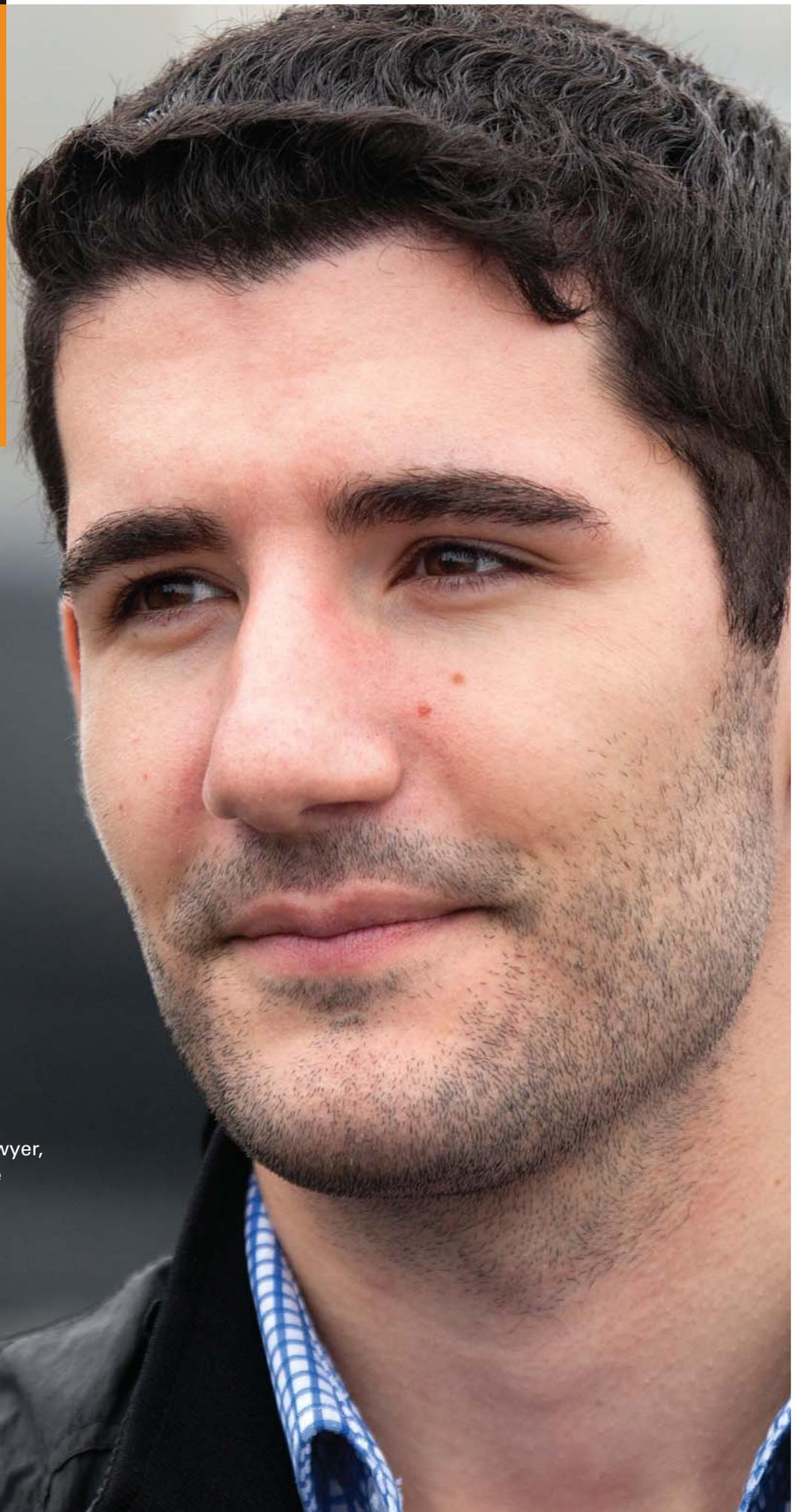
*Compassion, Innovation, and Hope.*

YOUTHDALE TREATMENT CENTRES

2015/2016  
Annual  
Report

*“Who knows  
where I’d  
be without  
Youthdale.”*

Ben Elgaza  
Paralegal student,  
future corporate lawyer,  
Youthdale graduate



# Message from the Board Chair and President and CEO



This year heralds the beginning of a new era at Youthdale. Key members of the management team – individuals who have guided the organization for many years – are about to retire. We sincerely thank them for their incredible contributions and many years of dedicated service.

Ontario is experiencing slow economic growth, and funds are spread thinly among the many services funded by the province. Children and youth mental health services aren't being spared in the cuts, and Youthdale must prepare to do its best with limited resources.

We will streamline some services, and pursue opportunities to share resources with other institutions. As always, quality of service delivered in an efficient manner remains a top priority.

Youthdale has continued with its expansion, and the gradual move of some programs from the Ministry of Children and Youth to the Ministry of Health and Long Term Care.

The Youthdale Board of Directors has also undergone changes this year. A number of longstanding members have retired after years of significant contribution. Again, we wish to thank our retiring Board members for their selfless contributions to Youthdale. We would also like to welcome the new, very committed, and talented people who have joined the Youthdale Board.

We still dream impossible dreams: Expanding services for those in need in the north; providing psychological, psychiatric, and other related services – services that are not available for many young and transitional youth; working with the Ministry of Health to augment the work of Youthdale's Acute Support Unit; and partnering with hospitals in ways that will better serve the community.

We're proud to acknowledge the work of our terrific staff, our multitude of partners, and our Board members. These people give their time to help Youthdale provide great service on a daily basis. The efforts of these individuals and organizations enable Youthdale to do much for even more Ontario children and their families.

Thank you all for your support of Youthdale, and thank you Ben Elgaza, for bravely sharing your story, so others can fully appreciate why Youthdale's services are essential.

A blue ink signature of Thomas M. MacDonald, consisting of a stylized 'T' followed by 'MacDonald'.

Thomas M. MacDonald  
Chair

A blue ink signature of Dan Hagler, consisting of a stylized 'D' followed by 'Hagler'.

Dan Hagler  
President and CEO



## Youthdale Treatment Centres



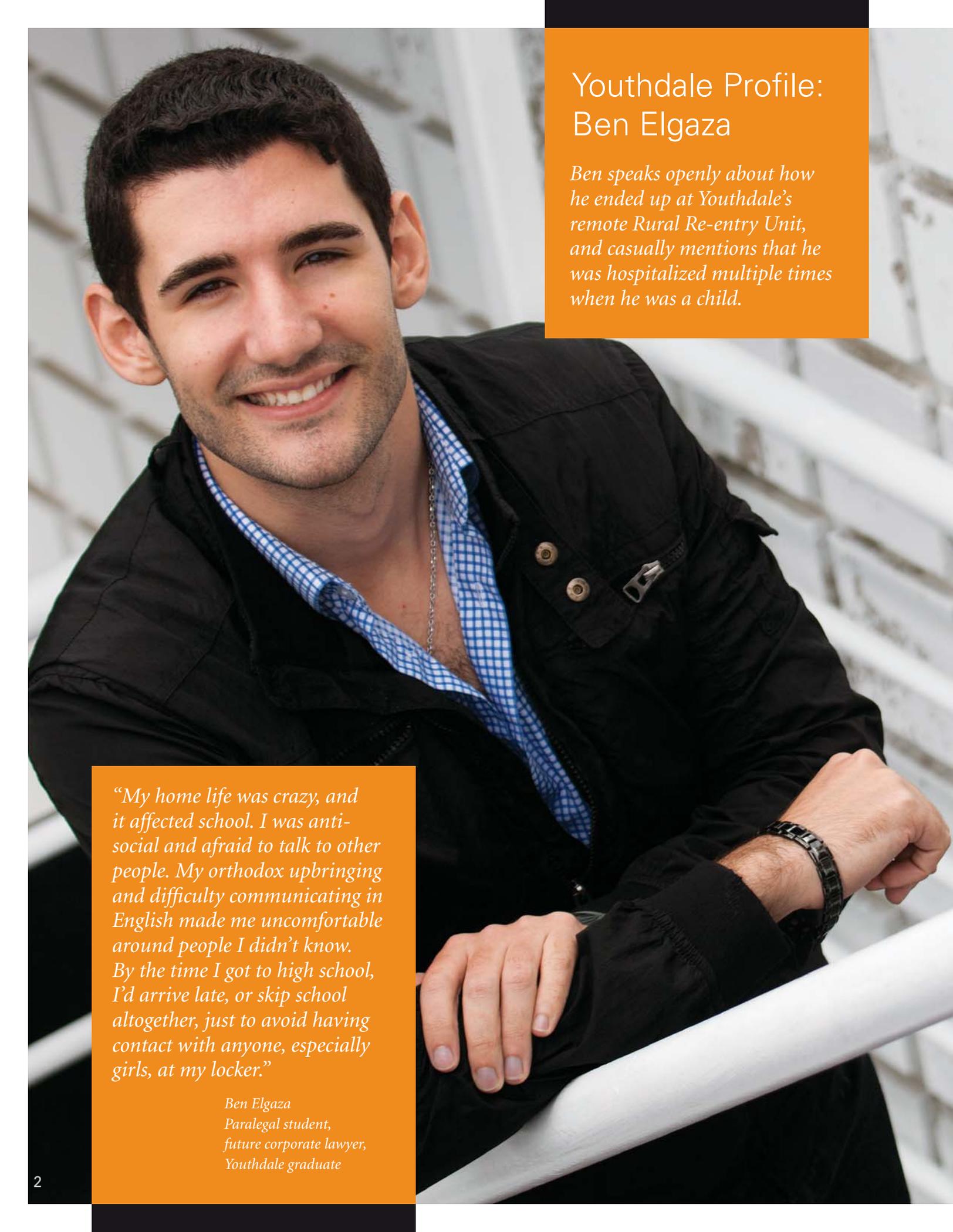
### Condensed Statement of Operations

	<b>2015/16</b> (000s)	<b>2014/15</b> (000s)
<b>Revenues</b>		
Ministry of Children & Youth Services	12,221	11,882
Per Diem	1,574	1,869
Ministry of Health and Long Term Care	3,712	1,778
Other	978	1,002
<b>Total</b>	<b>18,485</b>	<b>16,531</b>
<b>Expenses</b>		
Salaries & Benefits	11,767	11,026
Building Occupancy	3,710	3,297
Other	2,761	2,148
<b>Total</b>	<b>18,238</b>	<b>16,471</b>

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 2015/2016

	<b>2015-16</b>		<b>2014-15</b>	
	Clients Served	Days of Care	Clients Served	Days of Care
Psychiatric Crisis Service	8,486	–	9,121	–
Clinical Consultations and assessments	414	–	497	–
Individual and Family Therapy	642	–	708	–
Day Treatment School	80	–	85	–
Intensive Support and Supervision Program	23	–	18	–
Preparation for Independence	86	–	97	–
Intensive Extended Day Program	14	–	21	–
Residential Treatment	79	15,023	81	15,179
Acute Support Unit	130	2,639	120	2,827
Transitional Psychiatric Unit	56	3,037	65	2,781



## Youthdale Profile: Ben Elgaza

*Ben speaks openly about how he ended up at Youthdale's remote Rural Re-entry Unit, and casually mentions that he was hospitalized multiple times when he was a child.*

*"My home life was crazy, and it affected school. I was anti-social and afraid to talk to other people. My orthodox upbringing and difficulty communicating in English made me uncomfortable around people I didn't know. By the time I got to high school, I'd arrive late, or skip school altogether, just to avoid having contact with anyone, especially girls, at my locker."*

*Ben Elgaza  
Paralegal student,  
future corporate lawyer,  
Youthdale graduate*

Ben speaks openly about how he ended up at Youthdale's remote Rural Re-entry Unit, and casually mentions that he was hospitalized multiple times when he was a child.

Ben's greatest challenges began when he was ten, after his father decided the family would become ultra-orthodox. "All of a sudden, there's no more Halloween, no more TV, no more video games. Suddenly, it was wrong to have contact with girls. We couldn't use the car or the elevator in our apartment building on Saturday. That's a lot of change for a ten year-old.

"I was expected to have over 90% on every test in every subject. When I didn't, I was beaten. Often, I wouldn't go home, because I knew what was going to happen when a test mark or a report card wasn't good enough."

When he was 12, Ben was interviewed by the police during a hospitalization. "I was describing all the different injuries I had had, and how my little sister and I had been trained to protect ourselves and inflict damage on others.

"I explained how I was pushed down on the stairs of our apartment building, breaking my ribs and causing internal bleeding, because I patted a golden retriever on the way home from synagogue.

"I mentioned how I was intentionally backed into by the family car in another incident. Back then, I thought one of the officers had something wrong with her face. Later I realized that she just had a really hard time hearing all this coming from a 12 year-old kid.

"One night when I knew I was going to be in big trouble at home, I just started walking. It was winter, and I walked for many hours, eventually ending up near my grandmother's house.

"I knocked on her door, and when she opened it. I practically fainted I was so exhausted. It was then that she realized how bad things had become for me at home, and she helped me find my way to Youthdale.

"One of my counsellors countered my negativity with kindness. He treated me like a person, not a statistic. One time, we both knew I was wrong on an issue. He didn't judge, or even point out I was wrong. He said we should see how we can work it out.

"After a month or so, I started warming up to the system. I also began connecting with more of the staff, and they began seeing potential in me. At first I had no interest in gaining privileges, but before long I was striving to see how many privileges I could get. I was being encouraged in a positive way and it was working.

"That counsellor was like a second father in how he influenced my life, but in a positive way. The teachers were great. They taught us in the way that worked best for our unique abilities.

"Eventually I moved to a city house and school. The house staff was fantastic. They made us feel as if we belonged. Two counsellors in particular helped me a lot with school, and helped me learn how to function, succeed, and pursue what I wanted to do in life. They even connected me with a lawyer, because they knew I was interested in the law.

*"At first, I didn't want to be at Youthdale. I was a city kid, and here I was in the middle of nowhere. I fought 'the system' every chance I got. One thing I loved to do was debate, so I would purposely argue, even after I'd already figured out I was wrong."*

"When I went to Youthdale, I had nothing to lose. By the time I was leaving Youthdale, I thought, I've achieved all this. I don't want to lose all my hard work, so I continued to drive myself.

"Who knows where I'd be without Youthdale. I could be six feet under, or have no education and nothing to look forward to.

"Today, I'm in a paralegal program, and I've decided to go to law school and pursue a career in corporate law. I live with my grandmother, and she continues to be my lifesaver.

"I've changed so much, thanks to Youthdale, that I felt a duty to give back. So I'm telling my story, so others will know what Youthdale can do, and why it's so important to me, and countless others like me."



## Demand for Youthdale's day treatment program continues to grow!

*In just a few years, Youthdale's day treatment program has treated hundreds of youth 16-18, and the number of participants is still growing. It provides group, individual, and family counselling, and youth are encouraged to take classes and develop a plan for their future education needs.*

*Participation is voluntary and self-directed, so youth can choose the support they need, and take greater control of their treatment.*

*Day treatment is offered through a partnership between Covenant House, Canada's largest homeless youth agency, and Youthdale, Canada's largest mental health services provider for children and youth. This partnership enables the staff of each organization to share knowledge and learn from each other, while providing comprehensive and much-needed services to their clients.*

## Compassion award winners personify the best in children's mental health treatment.

The first *Compassion Awards* were presented in 2015, as a way to recognize exceptional Youthdale employees who show compassion far above and beyond their job's requirements. The awards were funded by donations from Dr. Brenda McDowell and Dan Hagler.

The selection committee chose **Sarah Clermont** and **Teresa Ferraz** as the 2015 winners, and the many other nominees were acknowledged for their important contributions: Anna Quattrocchi, Candace Bailie, Carley Williams, Courtney Wright, Doreen Cassells, Eugene Cuoto, Jade McMurray, Jenna Robson, Kadeen Hutchinson, Katria Coburn, Kayla McCarrel, Kelly Gilbert, Margarita Prazitelli, Phil Cameira, Ryan James, Sean MacDonald, and Susan Boyden.

**Allison Grey**, **Kelly Gilbert**, and **Sean MacDonald** were selected as the 2016 winners, and the other nominees were also heralded for their above and beyond efforts: Anthony Wright, Ashley Piercey, David Welsh, Dejan Pavlovic, Doreen Cassells, Eugene Cuoto, and Trish Hunter.

These outstanding members of the Youthdale staff exemplify the impact of individual effort in delivering superior service to patients and their families.



2016 Compassion Award winners Allison Grey, Sean MacDonald, and Kelly Gilbert.

## Waitlist management “is completely vital.”

Research shows that long wait times decrease client motivation and appointment attendance, increase families’ help-seeking for mental health services elsewhere, and contribute to hidden costs, such as dramatically worsening the client experience.

Developed with the support of the Ministry of Children and Youth Services, Youthdale’s new Waitlist Management Program was created to reduce the length and increase the efficiency of waitlists, ensure clients are waiting for the most appropriate service, and increase collaboration with other agencies to improve the quality of care.

This new program has already benefitted more than 200 children, youth, and families living with complex mental health issues.

Services include psychiatric assessment and consultation, psychological assessment, brief individual and family therapy, art therapy, speech and language assessment, and occupational therapy assessment. Clients also have access to Youthdale’s other services, including the mobile crisis team, crisis units, the Sleep Centre, and the medical consultation clinic.

One parent’s observations demonstrate the value of the waitlist program:

“We (searched) to see who could help her. My daughter said to me, ‘I’m not sure if I’m going to be around in a few months,’ and that was scary.

“Youthdale ended up saving her. Before Youthdale, we felt really stuck. She was not at the emergency level, but still needed help. This type of service is completely vital. It’s kind of like a weigh station, where you get help and then can be followed up elsewhere if need be... this needs to exist. I don’t think we would be this ahead and on track without this program.”



## The **NEW** transitional-age youth unit is coming this spring!

Youthdale’s transitional-age youth mental health unit will be opening in 2017! This is one of the largest initiatives in Youthdale’s history, and it’s poised to begin helping youth 16-19, a historically underserved population.

This unit was made possible by the support of the province, and the hard work and passion of many people. From years of planning and approvals, to moving offices to make space for the unit, to overseeing construction, many dedicated Youthdale people helped make the new unit a reality.



## Youthdale Board

### *Chair*

Thomas M. Macdonald

### *Vice Chair*

Ann Leese

### *Treasurer*

Eli Palachi

### *Secretary*

Brenda McDowell

Kevin Costante

*(retired July 2016)*

Richard Cummings

*(retired July 2016)*

Dan Dedic

Erika Hansen

Charles Harnick

*(retired July 2016)*

Paul Nightingale

*(retired 2016, advisor at large)*

Mitty van der Velden

### **New July 2016:**

Amar Amanath

Heather Clarke

Laura Jamer

Lori Messer

### **President & CEO**

Dan Hagler

### **Vice President, Clinical Services**

Paul Allen

## We offer options, compassion and hope.

Whether it's problems dealing with others, depression, a learning disorder, a sleep issue, or something altogether different, we can spot what others may miss. Our extensive child and youth experience also helps us manage the most difficult situations, and provide real hope to those we reach.

Youthdale's services include crisis support, psychiatric and psychological assessments, medication and treatment evaluations, education programs, residential treatment facilities, a child and youth sleep clinic, and even a summer camp. Each is focused on the well-being of children, youth, and their families.

Youthdale's helpline is open 24/7 at 416-363-9990. If you or someone you know could benefit from our services, please give us a call.

## Youthdale Treatment Centres Mission:

To provide children, adolescents and their care-givers access to the best available psychiatric care and support, restoring hope and helping individuals to reach their full potential.

## 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 over 45 years.

The Youthdale Treatment Centres Foundation helps Youthdale fund important and innovative research, program enhancements, and new treatment initiatives. [www.youthdalefoundation.com](http://www.youthdalefoundation.com)



***Compassion, Innovation, and Hope.***

**YOUTHDALE TREATMENT CENTRES**

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