



Youthdale
Compassion, Innovation, and Hope.

Celebrating
50 years
of service
to more than
100,000 children
and their
families.

Annual Report
2018/2019



Letter from the Board Chair and the President and CEO

Youthdale Treatment Centres is proud to mark its 50th year serving clients, families, and the community in 2019.

Over five decades, Youthdale has grown from a single residential program to an agency providing a unique continuum of inpatient, residential, day treatment, and counselling services for young people with complex mental health needs.

In 2018, Youthdale's Board and senior leadership worked with staff, community, clients and their families to develop a five-year strategic plan for 2018 to 2023.

We also revitalized our purpose statement: **Empowering young people with complex mental health needs to achieve a more hopeful future.**

Guided by our strategic priorities, we will focus on:

- Delivering the highest quality client-centred care
- Ensuring care is evidence-informed and outcome-driven
- Strengthening strategic partnerships
- Building our financial strength
- Being an employer of choice

The last year included significant changes and opportunities: The Ministry of Health and Long Term Care (MOH) is now Youthdale's primary funder, providing an exciting opportunity to expand services to clients beyond their 18th birthday.

We worked with the Toronto Central Local Health Integration Network (TCLHIN) in the past year to reimagine Youthdale's Schedule 1 facility, build on its strengths, and finalize a plan where Youthdale's services, including those for Transitional Age Youth, are integrated with and complementary to the broader health care system.

Youthdale continues its focus on reflecting the client and family voice throughout its services, and this was the theme of the annual Youthdale conference. Caralyn Quan of The New Mentality and Sarah Cannon of Parents for Children's Mental Health inspired us with youth and family engagement strategies. We were fortunate to also hear from former clients about their Youthdale experiences.

Youthdale has helped well over 100,000 children, youth and their families in the last 50 years.

Thanks to our dedicated staff and to our retiring staff, for their commitment to helping families achieve a more hopeful future.

Congratulations to Gail Smith, who received the Marg Campbell Integrity in Leadership Award, and Carley Osmond, who received the Krista Sepp Award. Both are significant individual achievements and a testament to Youthdale excellence.

We also extend our gratitude to Tom Macdonald, our outgoing Board Chair, for his significant leadership and guidance over the last ten years.

Change will continue in the year ahead, as the health care sector transforms, and Youthdale defines its place within Ontario Health Teams. We're also focusing on data integrity, continuous improvement, and integration of evidence-informed treatment.

The Board of Directors will continue to enhance its governance role, and its work with the senior leadership team, governments, and our partners and stakeholders.

Over 50 years, one thing hasn't changed – Youthdale's commitment to the mental health needs of Ontario children and youth. We understand the importance of our work, and will continue doing everything we can to help these young people achieve their full potential.



Sincerely,

A handwritten signature in blue ink that reads "Laura Jamer".

Laura Jamer,
Board Chair



Sincerely,

A handwritten signature in blue ink that reads "Debbie Schatia".

Debbie Schatia
President and CEO



Youthdale Service Delivery

	2018/19		2017/18	
	Clients Served*	Days of Care	Clients Served*	Days of Care
Psychiatric Crisis Service	10,585	–	10,806	–
Clinical Consultations and Assessments	770	–	735	–
Individual and Family Therapy	638	–	634	–
Day Treatment School	67	–	72	–
Intensive Support and Supervision Program	32	–	30	–
Preparation for Independence	117	–	119	–
Intensive Extended Day Program	26	–	24	–
Residential Treatment	65	12,985	67	13,570
Acute Support Unit	93	2,006	121	2,268
Transitional Psychiatric Unit	46	2,078	61	2,342

*Includes clients who received multiple services

Condensed Statement of Operations

	2018/19 (000s)	2017/18 (000s)
Revenues		
Ministry of Children and Youth Services	11,821	11,915
Per Diem	1,313	1,602
Ministry of Health and Long Term Care	5,154	5,505
Other	1,047	1,050
Total	19,335	20,072
Expenses		
Salaries and Benefits	13,285	13,270
Building Occupancy	4,182	3,891
Other	1,999	2,757
Total	19,466	19,918

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.



I found out what family is. At a Youthdale house, the people make it a home, a family.

Nathalie A.

Senior retail sales ambassador,
future medical professional,
Youthdale graduate

My parents separated when I was very young. My Mom's boyfriend sexually assaulted me when I was 10. I was so young I didn't know what to do.

He tried to assault me again a couple of years later. When I called out for my Mom, she didn't seem to believe me, and didn't do anything about it. Luckily, he disappeared for a few years shortly thereafter.

I was a good student, and school was a safe haven for me. But when my Mom's boyfriend started reappearing again, it really affected me.

I became withdrawn and, one day when I was crying a bit at school, my teacher asked me what was wrong. When I explained what was going on, my teacher told the police, and I had to make a statement.

The Children's Aid Society (CAS) was called in. Initially they met with me at my Mom's. When my CAS contact realized I wasn't speaking freely there, they suggested we meet at my school.

During this time, I learned I couldn't trust my Mom – she was a different person with everyone else than she was with me.

When I told her some of the problems I was having with depression and self-harm, she said "don't come to me with that crap."

Meeting with CAS at school helped me open up a bit. When I disclosed my depression and self-harm to CAS, I was admitted to hospital for a little while. After that I didn't want to go home, and I was placed in a foster home.

My depression and self-harm tendencies persisted, so I was admitted to Youthdale. I didn't want to be there, so I shut myself off from others. I was hostile to these unfamiliar people and surroundings. I just wanted to get out so I could end it all.



I calmed over time, but was still uncooperative when I arrived at “635” – the first Youthdale home I lived in. I had no privileges whatsoever, and I hated the regimentation, even though I needed it, and it ended up really helping me.

I was annoyed that I couldn’t go to my school. School had always been my safe haven, and here I was at a new school, and I wasn’t being challenged. I felt like I was slacking off. With the counsellors’ help, I was able to go back to my school the next year. That was a great step for me.

When I turned 16, I could now sign myself out of Youthdale. I didn’t want to though. I had earned privileges and felt independent again. I felt I was moving toward something.

This was new for me. In fact, when I was discussing what I wanted to do in college or university with one of my Youthdale counsellors, I admitted I had never thought about plans, because I never thought I was going to be around for the future anyway. In the back of my mind I thought I was going to kill myself before then.

But now I could actually see a future. It was like I wasn’t seeing everything before, but now I was wearing glasses. I had hope, and I could actually see a future.

Camp is one of the things I miss the most about Youthdale.

When I first arrived at camp, I didn’t want to be there. I wanted to be in the city to go to summer school or get a job. I dreaded it. It felt like I was in a fish bowl, and that I was pressing pause until I came back to the city, when I could press play again.

The staff helped me find stuff I wanted to do. I enjoyed art and painting, and I soon became the poster painter for the annual camp show. The time at camp made for a lot of good talks, and that was really helpful for me. I tried things I had never tried before. I didn’t know I could carry a canoe, or paddle a canoe or kayak all day.

In fact, I visited camp on my summer vacation when I was no longer in Youthdale, and ended up filling a position with the camp’s caterer, and working there for the rest of the summer!

After I left the St. George house and got out on my own, I’d still go back on visiting day every week to see the kids and the staff.

It was my Youthdale counsellor who prompted me to apply for the job I have now. It was two years ago, and I’ve been promoted to a more senior position.

The company offers high quality skin care and cosmetic products, and their social responsibility and environmental awareness appeal to me. They treat me well, and I enjoy helping people find what works for them. I’m good at it, because I know what it was like when I didn’t know what I needed and for what.

Youthdale renewed my lease on life. I have an interest in medicine, and my next step is to upgrade my sciences, and pursue a career as a nurse, and maybe someday a doctor.

Before Youthdale, I didn’t trust or believe adults. When I first got to Youthdale, I couldn’t believe that these adults were trying to help me. I didn’t realize life wasn’t supposed to be so hard, and that you’re not supposed to be alone when you’re so young.

I recently spoke at Youthdale’s conference about my experiences, as my way of saying thanks for everything Youthdale has done for me.

Now I have a whole different view of life, and my future. I found out what family is. At a Youthdale house, the people make it a home, a family.



Congratulations 2019 Compassion Award nominees and winners!

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

Susan Boyden and Shauna Mayers were the 2019 Compassion Award winners. Susan's and Shauna's fellow nominees for 2019 were Marium Yousuf, Kaitie Donahue, the Re-entry team, Lindsay Carson, Lorraine Martin, Vida Addison, Shannon Miller, and Laurie Blow.

These outstanding team members help make Youthdale exceptional! The awards are funded by donations from Dr. Brenda McDowell and Youthdale founder Dan Hagler.



Susan Boyden (right) receives her 2019 Compassion Award from Dr. Brenda McDowell



Shauna Mayers (left) receives her 2019 Compassion Award from Dr. Brenda McDowell



Recalling 50 years of Youthdale compassion,

Youthdale pioneers integrating treatment with families, school, and the community. New outpatient, family, and day treatment services introduced, creating a multidisciplinary focus

Youthdale begins clearing land for a new "re-entry" program. The youth help build the log cabins

Preparation for Independence program created. Youthdale wins the Gold Achievement Award from the American Psychiatric Association

1970

1973

1987

1969

1971

1982

1998

Youthdale opens as a single treatment group home in Thornhill, and is a founding member of Ontario's children's mental health movement

Youthdale kids attend Camp Magnetawan for the first time

Acute Support Unit opens to support the hospital system, and help children under 16 with emergency psychiatric treatment

Transitional Psychiatric Unit provides short-term stabilization, assessment, and treatment

Congratulations to our Krista Sepp and Marg Campbell Award winners!



Carley Osmond



Gail Smith

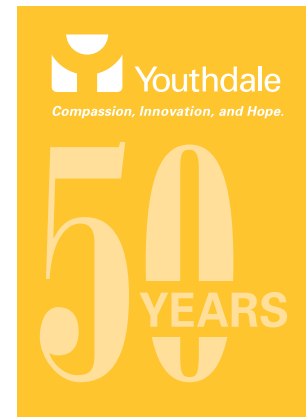
Youthdale's Carley Osmond received the **2018 Krista Sepp Memorial Horizon Award**. The **Krista Sepp Awards** recognize the dedication and commitment to excellence of direct service child and youth workers in Ontario.

Youthdale's Gail Smith received The **2018 Marg Campbell Integrity in Leadership Award**. "Gail strongly embodies the qualities of honesty, trustworthiness, mentorship, client centredness, openness, self-awareness, humility and humour that comprise integrity in leadership."

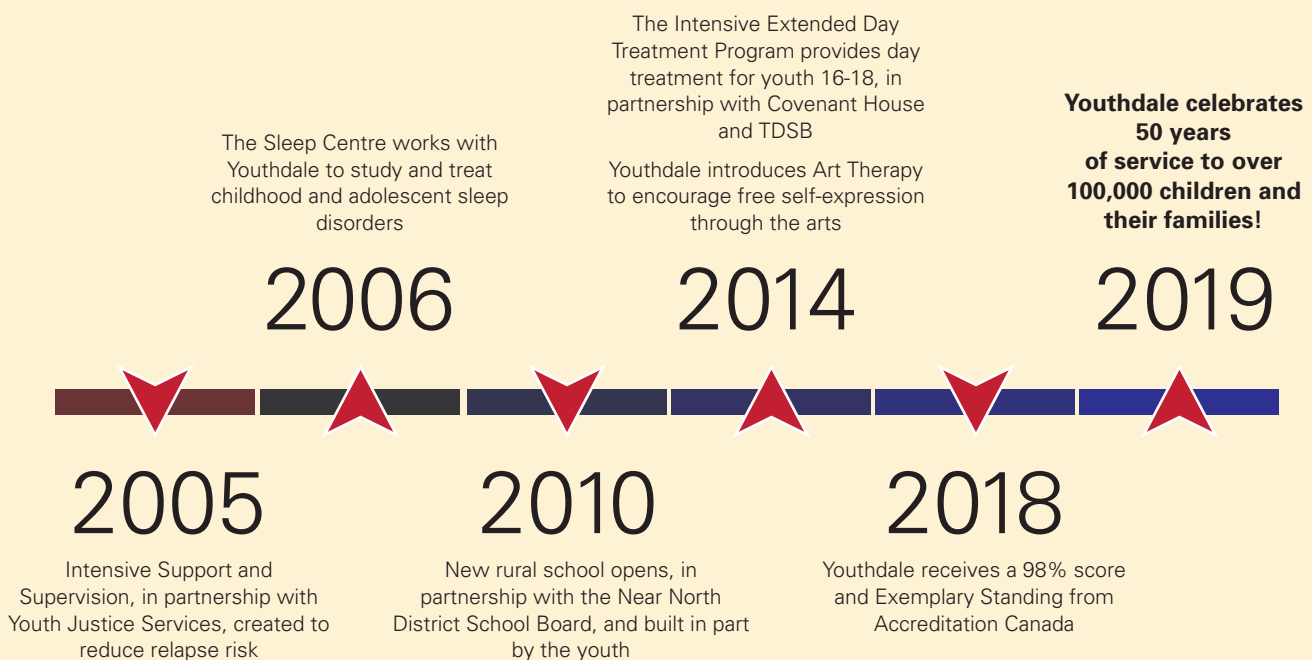
In our 50th, let's celebrate the career milestones of those who helped make Youthdale what it is today!

Thank you to our Youthdale retirees for their distinguished service.

- Dita Talio McGuinness, 35 years!
- James Deutsch, 30 years!
- Steve Gregory, 20 years!
- Paul Allen – 32 years of service
- Fernando Baptista – 30 years of service
- Doug Evans – 17 years of service
- Sylvia Kemenoff-Vitiello – 15 years of service.
- Paul Heung – 8 years of service



innovation, and hope.





Youthdale Treatment Centres Board of Directors

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Vice Chair

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Ex-Officio Members:

Debbie Schatia
President & CEO

Brenda McDowell
*Youth Medical
Director Emeritus*

Thomas M. Macdonald
(past-chair)

Thank you to our outgoing board members for their esteemed service:

Ann Leese
Eli Palachi
Saran Siva
Mitty van der Velden
Sal Vitiello

Youthdale empowers young people with complex mental health needs to achieve a more hopeful future.

Youthdale is recognized across Canada and worldwide for its success treating children with the most complex mental health needs.

Over the last 50 years, 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, and a child and youth sleep clinic.

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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