



Glengarda *Child & Family Services*

Accredited by Children's Mental Health Ontario

ANNUAL REPORT

2010/2011

Annual General Meeting
June 15th, 2011

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GLENGARDA CHILD & FAMILY SERVICES

2010/2011 BOARD OF DIRECTORS

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Mr. Paul Kale
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Mr. Phil Brennan
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Ms. Tina Goetz * *Resigned position*

COMMITTEES

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NOMINATING COMMITTEE:

Pat Taman
Phil Brennan

PUBLIC RELATIONS:

Tony Gualtieri

FINANCE COMMITTEE:

Paul Kale

2010/2011 AGENCY STAFF

MANAGEMENT TEAM

Ms. Beth Kuhn, M.S.W. – Executive Director * *Resigned position*
Mr. Alan Goyette, M.S.W. – Interim Executive Director
Mr. Garry McFadden - Supervisor of Child & Youth Work Services * *Resigned position*
Ms. Renée Gilliam, M.S.W. – Assistant ED, Director of Community Services
Ms. Carolyn Binder, B.S.W. - Supervisor of Supervised Access Program Windsor-Essex
Mr. Jeremy Zurfluh, B.A. - Supervisor of Supervised Access Program Chatham-Kent
Ms. Michelle DiNardo, M.S.W. – Supervisor Community Based Programs
Ms. Adelle Greco, M.S.W. – Manager of Day Treatment
Ms. Mary Kay Morand, M.S.W. – Supervisor of Social Work * *Resigned position*
Mr. Dave Simone – Principal - Greater Essex County District School Board **Transferred to community school*
Mike Wilcox, Principal - Greater Essex County District School Board
Ms. Paulette Strang – Vice Principal, Greater Essex County District School Board
Mr. Paul Lachance – Directeur, équipe-conseil de la réussite, Conseil scolaire de district des écoles catholiques du Sud-Ouest
Ms. Joanne Lachance – Coordonnatrice, Services à l'élève, Conseil scolaire de district des écoles catholiques du Sud-Ouest

ADMINISTRATIVE SUPPORT

Ms. Margaret Carter, CGA - Accountant
Ms. Melissa Veresuk – Executive Assistant
Ms. Jean Clary – Receptionist
Mr. Mark Donlon Jr. – Computer Technician * *Resigned position*
Mr. Brian Irvine – Computer Technician

CHILD & YOUTH WORKERS

Mr. Eric Brown **Term Certain*
Ms. Tammy Calic
Mr. Daniel Caron **Term Certain*
Mr. John Couture
Ms. Heidi Cox
Ms. Denise Desbien
Mr. Brendan Docherty
Ms. Dora Donlon
Ms. Dana Ellis
Ms. Shawna Fotheringham
Ms. Olivia Fraser
Ms. Rita Gignac
Mr. Ryan Jacques
Ms. Sandra Lebert
Ms. Jodi Lessard
Mr. James Lewis
Ms. Katie McCall

Mr. Todd Morin
Ms. Jennifer O'Sullivan
Ms. Leanne Pinkowski
Ms. Samantha Staffen
Ms. Emily Warlock
Ms. Clarissa Wheeler
Ms. Jennifer Wright

CLINICAL STAFF

Ms. Cassie Barber, M.S.W.
Ms. Brittany Boghean, M.S.W. **Term Certain*
Ms. Sarah Brennan, M.S.W.
Ms. Rita Burgoyne, B.S.W.
Ms. Margaret Fittler, M.S.W.
Ms. Karen Francis, M.S.W. **Resigned position*
Ms. Martha Forte, B.S.W. **Resigned position*
Ms. Angela MacKinnon, M.S.W.
Ms. Tonya Munro, MSW **Term Certain*
Ms. Stacey Slobodnick, B.S.W.
Ms. Michelle Sullivan, M.S.W.

ACADEMIC STAFF

Ms. Janet Balmer
Mr. Blair Browning
Ms. Jordan Butcher
Mr. Ken Dundas
Ms. Caroline Goode
Ms. Raquel Hurst
Mr. Gaetan Levesque
Ms. Shelley Lysay
Ms. Lisa MacEachran
Mr. Jack McGarry
Mr. Paul Paliani
Ms. Deborah Tehan

GRANDPARENT & VOLUNTEER PROGRAM

Ms. Mary Hoevenaars

HOUSEKEEPING

Ms. Bonnie Côté
Ms. Shawna Couch

SUPERVISED ACCESS PROGRAM STAFF

Windsor/Essex SAP

Ms. Elaine B.

Ms. Maria D.
Mr. Marco D.
Ms. Laurie G.
Mr. Matthew M.
Ms. Karin M.
Ms. Alison M.
Mr. George M. * *Resigned position*
Ms. Tara L.
Ms. Rae Anne R.
Ms. Sandra U.
Ms. Shalana W.
Ms. Carrie P. - Casual
Mr. Daniel B.- Casual
Ms. Deborah P.- Casual
Ms. Amy B.- Casual

Chatham/Kent SAP

Ms. Charlene R.
Ms. Carla R.
Ms. Andrea S.
Ms. Alison F.
Ms. Kyrach B.
Ms. Stacey K.
Ms. Trina M. - Casual
Ms. Sarah J.
Mr. Ian S.
Ms. Kara K. - Casual

CONSULTANTS

Dr. Yousha Kamal Mirza - Psychiatry Services Consultant
Dr. Doug MacDonald - Psychological Services Consultant
Ms. Kathy Regier, R.N.

DEMOGRAPHICS

Day Treatment

- 88% are males, 12% are females
- Average age at admission is 9.5 years
- 37% of families have an income between \$10,000 – 20,000
- 38% of families are single parents
- 31% of families are 2 parent working families and 29% are receiving government assistance
- Most common presenting problems are (1) behavioral problems at school, (2) aggression towards others, (3) behavioral problems at home, (4) ADHD.
- Most commonly reported child's strengths include (1) good at helping, (2) caring and considerate, (3) loves video games, (4) loves computers
- 38% of referrals come from parents

School Based Children's Intervention Program

- 88% are males, 12% are females
- Average age at admission is 9.3 years
- 29% of families have an income between \$10,000 – 20,000; 35% have an income over \$50,000
- 42.5% of families are single parents
- 26% of families are 2 parent working families and 18% are receiving government assistance
- Most common presenting problems are (1) behavioral problems at school, (2) aggressive towards others, (3) behavioral problems at home, (4) poor social skills.
- Most commonly reported child's strengths include (1) does well one to one, (2) loves video games, (3) affectionate child, (4) academics.
- 40.5% of referrals are from CSDECSO, 32.5% are from GECDSB and 27% are from WECDSB.

Individual and Family Support Services

- 36% are males, 64% are females
- Average age – 36 years
- Largest percentage of consumers were single parents (36%)
- 54% of consumers had an income between \$10,000 – 20,000
- 50% of consumers were receiving government assistance

Supervised Access Program *Inquiries*

Windsor

- 198 general inquiries
- 220 requests for service

Leamington

- 24 general inquiries
- 28 requests for service

Chatham

- 26 general inquiries
- 45 requests for service

Clients Served

Windsor

- 26% of non-custodial parents were female
- 74% of non-custodial parents were male
- 84% of custodial parents were female
- 16% of custodial parents were male
- 75% of children served are under the age of 10
- 25% of children are over the age of 10
- 398 grandparents are in service

Leamington

- 20% of non-custodial parents were female
- 80% of non-custodial parents were male
- 80% of custodial parents were female
- 20% of custodial parents were male
- 80% of children served are under the age of 10
- 20% of children are over the age of 10

Chatham

- 44% of non-custodial parents were female
- 56% of non-custodial parents were male
- 71% of custodial parents were female
- 29% of custodial parents were male
- 78% of children served are under the age of 10
- 22% of children are over the age of 10

Referral Information

Windsor

- 30% of clients are ordered/recommended by the court to visit SAP
- 16% of clients are referred by their lawyer
- 14% of clients are self-referred
- 3% of clients are referred by Office of the Children's Lawyer
- 36% other

Leamington

- 36% of clients are ordered/recommended by the court to visit SAP
- 18% of clients are referred by their lawyer
- 6% of clients are self-referred
- 41% other

Chatham

- 25% of clients are ordered/recommended by the court to visit SAP
- 6% of clients are referred by their lawyer
- 56% of clients are self-referred
- 13% other

Visits / Exchanges

Windsor

- There were 1546 visits held
- There were 1462 exchanges held

Leamington

- There were 322 visits held
- There were 241 exchanges held

Chatham

- There were 298 visits held
- There were 830 exchanges held

Reasons for Referral

Windsor

The three most common reasons for referral as reported by custodial parent:

- Concerns regarding parenting ability
- Non-custodial party (or other) has been absent from children for long time
- History of drug/alcohol abuse

Leamington

The three most common reasons for referral as reported by custodial parent:

- Concerns regarding physical, sexual, and/or emotional abuse of children
- Concerns regarding parenting ability
- Spousal assault

Chatham

The three most common reasons for referral as reported by custodial parent:

- History of drug/alcohol abuse
- Spousal assault
- Unresolved conflict between non-custodial and custodial parties

BOARD PRESIDENT'S REPORT

Mr. Tony Gualtieri

I think everyone would agree that if there is one thing we can count on, it is that there will always be *change*; and inherently with change there are challenges. This is nothing new for Glengarda.

Glengarda has evolved so much over the years that it is truly remarkable. Not that any of this evolution has come easy. It has all been possible by the positive embracing attitude by everyone involved – from front line staff to management to the Board to our funders and other community partners.

What really stands out for me while I have been associated with Glengarda, is the incredible level of resolve within this agency. No matter what comes Glengarda's way, resilience prevails and the outcomes are always energizing.

I truly believe that anyone associated with Glengarda, or children's needs in general, has a genuine interest in doing what is right for the benefit of those that are in need. I can assure you that this has definitely been, and continues to be, the guiding principle from your Board of Directors' perspective, with a twist. The twist is applying this principle with a great level of respect. Respect for all of you – the staff, the management team, and our community partners - including our funding partners, school boards, other organizations striving for the same end goal, and most importantly the needy children and families.

As I stated earlier – we can always count on change. There will no doubt be more challenges ahead. What these will be, we do not know; however, I believe we, collectively, have the wherewithal to rise to each challenge and share the proud feelings that come when accomplishments are achieved.

In closing, I would ask that we all continue to support each other and participate to our utmost ability to continue to provide the essential services that our community children and families need from us.

INTERIM EXECUTIVE DIRECTOR'S REPORT

Mr. Alan Goyette, MSW, RSW

“Without continual growth and progress, such words as improvement, achievement, and success have no meaning.”

Benjamin Franklin

“As human beings, our greatness lays not so much in being able to remake the world as in being able to remake ourselves.”

Mohandas K. Gandhi

This year's report is an odd one to submit, as the 2010-2011 year has been a remarkable year in the life of Glengarda Child & Family Services. It has been marked by the departure of many old friends and the welcoming of many new ones. It has been a year that some might view as one of turmoil and anxiety while others may view as a watershed year in the long and rich history of Glengarda. At times the year has been marked by upset, frustration and conflict, but it also was a year of revelation, understanding, growth, and creativity all held together by a staff population who demonstrated an amazing level of commitment and professionalism.

The 2010-2011 year will be remembered as the year that Glengarda Child & Family Services embraced the notion of change and began its charge towards a system of care that is designed to meet the growing needs of those who we serve.

As I write this report, I am with a young boy in my office and it causes me to reflect on the work that we have all decided to undertake. I had found him in a quiet area, pacing around a room like a caged lion, angry and frustrated because another child's behavioural issues had stripped him of the attention that he desired. Now he sits quietly doing his morning workbook. At my request he came to my office in order to find some quiet and solace from the noisy, day to day hustle and bustle of Glengarda's Day Treatment program. As we both sit quietly doing our work, I am reminded of why we do what we do. Why, in fact, Glengarda exists in the first place.

Our work isn't about the needs of our Ministry, or of our community partners, or of the community at large, or even about our staff, although there can be no doubt that all of these systems are of tantamount importance. Our work also isn't about money or politics or power. It is, in its essence, about a young boy being able to write four sentences in his day book successfully and to be able to find some peace within himself for even a few moments, perhaps learning a little something along the way which may help him as he moves through his childhood.

Glengarda is defined by the people who work here. Over the past year, we said goodbye to Beth Kuhn, Executive Director, Mary Kay Morand, Supervisor of Social Work, and Garry McFadden, Supervisor of Child & Youth Work. The history of these three is deeply entrenched in the fabric of Glengarda. Each provided leadership and commitment to the children and families of Windsor-Essex County and left an indelible mark on our organization. Mr. Dave Simone, the Agency School Principal also left his position to take over the reins of a community school. Ms. Gerri Wong and Ms. Tina Goetz both left their positions with our Board of Directors during the year after serving with distinction and wisdom. Karen Francis and Martha Forte, both highly talented and respected Social Workers with the agency have moved on from Glengarda as will Tonya Munro who had shared her talents for the past several months.

While the departure of these individuals has been keenly felt within the organization, we are grateful for their legacy of their expertise and what they have brought to our organization. All of us at Glengarda wish them all the best as they move on to new and exciting challenges in their own careers.

We are all very excited about the addition of Mr. Mike Wilcox as the Principal of our agency school. Mike brings with him a wealth of skills and talents combined with a wonderful sense of humor. He is a very welcome addition to our Senior Management Team and to the agency as a whole.

The 2010-2011 year will always be known as the year of the Clinical & Financial Review. It was this review that sparked the changes that we are now experiencing. We would be remiss if we did not thank all of our many community partners for their support and diligence as we move through our own change process at Glengarda. In particular, I would like to thank Ms. Connie Martin and her staff at Maryvale, Dr. Mary Broga and her staff at the Windsor Regional Children's Centre, Mr. Bill Bevan and his staff at the Windsor-Essex Children's Aid Society, Mr. Mark Donlon and his staff at Children First, Dr. Sharon Pyke and the Greater Essex County District School Board, Ms. Cathy Geml and the Windsor-Essex Catholic District School Board, Ms. Denyse Berecz, Conseil Scolaire de District du Center-Sud-Ouest, and Mr. Paul Levac and Mr. Paul Lachance and his staff at that Conseil Scolaire de District des Ecoles Catholiques. All of these individuals have shared their unique vision and support on behalf of the children and families of Windsor-Essex County and have demonstrated again and again, their commitment to social change on their behalf.

Our funding partners at the Greater Essex County District School Board, the United Way, the Ministry of the Attorney General, and the Ministry of Children & Youth Services also deserve to be mentioned as they have continued to guide us with gentle hands and support our vision for our children and families.

...and as we wind our way through this report and our thank you's, we come to the end whereby I find I must direct the reader's attention to the Board Members and Staff Members of Glengarda Child & Family Services. Their commitment and dedication to those who we serve is both unquestioned and somewhat overwhelming for they are from

top to bottom, fiercely passionate in their belief in the vision and mandate of Glengarda and repeatedly have demonstrated a desire to do what is best for our kids and families. It is these folks, individually and collectively, who understand and accept that we do what we do for that little boy who sits in my office as I type. 2010-2011 has unquestionably been a year of change but through it all, the constancy of the commitment of our staff has meant that the little boy in my office and every other boy and girl served, along with their families, have enjoyed the very best of Glengarda Child & Family Services.

To that, I say “***Thank You***”!

INDIVIDUAL & FAMILY SUPPORT SERVICES (IFSS)

The Individual & Family Support Services (IFSS), in its third year, offered services that included clinical counseling for individuals, couples, families, Learning About Divorce (LAD), and the Anger Management for Adults program. During this past year, United Way has taken a new direction that provides more focus and effort on community priorities. With the initiation of this direction, IFSS was met with funding cuts, and as a result programming and positions were lost during 2010-2011 fiscal year. IFSS will continue to offer LAD through the support of United Way and Anger Management for Adults will be offered on a fee for service basis. In the coming year, we will be participating in the community of practice to assist in building community capacity through United Way, and continue to ensure that evidence based and best practices are utilized within programming.

Evidenced Based Practices

Glengarda strives to be a provider of services that reflect the best of current practice, knowledge, and science available. In striving for the best of practice, Glengarda has made a commitment to ‘evidence based practices’. Through an evidence based practice mindset, we increase our confidence that the work we do actually makes a positive difference in the lives of children, youth, and families. We look forward to eventually reviewing all of Glengarda’s services, develop growth and sustainability plans for each service, regularly review and revise these plans, seek out new knowledge, measure effectiveness of our treatment methods, be a leader in the field of using the best of knowledge available, and contribute to the general body of knowledge through research and practice experience.

Treatment Framework

Glengarda Child and Family Services is committed to assist in improving services and enhancing community capacity to respond to the mental health needs of children and youth. Through the vision, mission, and values identified as part of the strategic framework, a commitment to a treatment framework would be necessary to further strengthen and support care provided to the children and youth of Windsor-Essex community. Early stages have begun for the development of a treatment framework or

treatment philosophy. This framework is the structure that contains the essential but most important elements that describe the way we understand and carry out our work with children and families. Fundamentally, this framework provides the backbone of our work and reflects the Vision, Mission, and Mandate of Glengarda Child & Family Services.

COMMUNITY BASED SERVICES

During the 2010-2011 fiscal year, the School Based Children's Intervention Program (SBCIP) was able to provide services to forty-four children and families in eighteen schools. Twenty-one of these children and families successfully completed services during treatment. The average length of service for these families was eight months. Additionally, three hundred and seventy-seven students in various schools also benefited from services, receiving either small group services or social skills programming in their community classrooms. All parents of SBCIP continue to receive the "Parenting Wisely" program to enhance their parenting confidence. As well, the SBCIP team continues to participate in the "Triple P" community initiative. Continuing to offer community based school services helps keep children and families connected to their communities.

This year, the Early Intervention Program (EIP) serviced six schools each of whom received the seven-week program. Approximately thirty classrooms and six hundred and five children received the social skills program. Parents at most schools were also invited to participate in the "Parenting Wisely" parent program.

It is also with great pleasure that we announce the expansion of the United Way funded Early Intervention Program (EIP) beginning April 1, 2011. Next year, the staff will more than double and allow us to offer services in both official languages in schools and in various community facilities. Implementation of new programming has already begun with our new partnerships with the YMCA and with the City of Windsor: Parks and Leisure Department. The EIP program now offers a Strong Kids Program: a free, therapeutic, supportive recreational program for youth between the ages of 6-12, as well as, the seven week social skills program in various afterschool programs. We are looking forward to continued expansion of services around the city and county. Ultimately, our hope is that the program facilitates capacity building within families and among service providers in their ability to support and better address the social, emotional, and behavioral needs of children in Windsor and Essex County.

DAY TREATMENT SERVICES

At the request of the Ministry & Children & Youth Services, and as a result of our process of change, much of the year was marked by a freeze on admissions. During the 2010-2011 year, the Day Treatment program serviced a total of 74 children. 22 children were admitted and 27 were discharged. The length of stay for the children who were discharged in 2010/11 varied from 9 months to 45 months with the average length of stay being almost 2 years. Of the 27 children who were discharged, approximately two thirds were able to successfully return to their community schools.

A great deal of change has already occurred in Day Treatment. We have begun a paradigm shift in which we will be adopting a 'Phased Treatment Approach' to treatment and staggered semestering. This will entail an increased focus on working with families and our community partners as children will generally be admitted for a six month period of time. As well, a great deal of emphasis has been placed on reviewing, revising, and evaluating our risk management processes.

The Parent Advisory Committee and Children's Advisory Committee have continued to meet throughout the year. Our thanks to all involved for their invaluable input.

Psychiatric and Psychological consultation services continue to be a high priority for our agency.

Student training remains a high priority at Glengarda. As such, we had a number of students from a variety of disciplines placed in the day treatment program. These included students in Social Work, Nursing, Child and Youth Work, Psychology, Music Therapy, Educational Assistants, and Disabilities Studies.

Glengarda continued to support community Triple P and community implementation of the Intergenerational Trauma Treatment Model. We participate in the BCFPI/CAFAS community of practice meetings for the Southwest Region.

This year, we continued our highly successful Professional Development programming. Dr. McKinley, a world-renowned psychiatrist from CPRI provided training to the staff on the Brake Shop and Emotional Response Therapy. As well, all staff received Cognitive Behavioural Therapy training.

We were successful in receiving funding to provide the children with fresh fruits and vegetables on a daily basis in order to support a nutritious snack program for our children.

CHATHAM-KENT SUPERVISED ACCESS PROGRAM (CKSAP)

Glengarda's Chatham-Kent Supervised Access Program has again experienced another year of increased growth, service provision for clients, and better public standing since it first received full funding in 2008.

Currently, the Program offers services at its Chatham site along with two satellite operations in Wallaceburg and Blenheim. The Wallaceburg service is provided in partnership with the Wallaceburg Chatham-Kent Childcare Learning Centre and with Growing Together Daycares in Blenheim.

The Chatham-Kent Service provides service to 21 families throughout the county and is looking forward to continued growth in this regard. For the year 2010/2011, 16 new

families were added to the Program with three leaving over this time period. The vast majority of referrals to the Program this year (9) were self-referrals and indicate a need for continued education and collaboration with the local Bar Association and the Judiciary.

For the year, CKSAP helped to facilitate 421 visits and 948 exchanges, helping to reduce family conflict and increased safety for families and children.

Public relations and education played another significant part of the Program's growth. The Program's manager, Mr. Jeremy Zurfluh, has joined the Chatham-Kent Domestic Violence Community Coordinating Committee as one of over 15 other members from various services, local police, the Women's Shelter, and many others who are dedicated to working together to reduce and alleviate the effects of Domestic Violence on children and families in Chatham-Kent.

Many more additional PR activities are planned for the upcoming year which include another Courthouse Lunch and Learn, a protocol and procedure with the local Children's Aid Society, and a presentation to the local Bar Association to help increase awareness of the Program and its goals and mandate.

The CKSAP Manager and staff look forward to 2011/2012 as another year of growth and better service and care for families in Chatham-Kent.

WINDSOR-ESSEX SUPERVISED ACCESS PROGRAM (WESAP)

WESAP is proud to have completed its' first full year of visit and exchange satellite service to the families of Leamington and surrounding communities. Our dollars are stretched to provide the maximum service to children and families that we can in the Windsor-Essex area. In Windsor, the wait list for Supervised Access visit service for children 0-13+ years at our main Glengarda site has continued to grow throughout the year. The Windsor staff arranged 1763 visits and 1680 exchanges for children while the Leamington staff arranged 322 visits and 241 exchanges.

VOLUNTEER SERVICES

Over the past year Glengarda has had over twenty volunteers share their time and talents with our staff and children. The volunteer program has been evolving and is now a program that has many volunteers who have been with us for a number of years. A few of our volunteers have been at Glengarda since the program's inception five years ago. Our volunteers come from the university and college; additionally some are retired professionals. We have a variety of talented volunteers who spend time with our children sharing in pet therapy, tutoring, art and painting lessons, mentoring and helping in the classroom. Their very generous sacrifice of time is greatly appreciated by Glengarda, as they offer some activities that otherwise our children could not experience.

Glengarda values the partnership we continue to share with the University of Windsor's Volunteer Internship Program and St. John Ambulance's Pet Therapy Program.

GRANDPARENT PROGRAM

As of January 2011, the clientele involved in the Grandparent Program has changed; previously we worked with long term care patients. Currently, Glengarda works collaboratively with the Adult Day Program offered at Windsor Regional Hospital, Malden Park location. Children from Glengarda visit weekly with clients of the Adult Day Program who have difficulty engaging in traditional social/recreational environments. Children and their senior partner spend approximately 45 minutes to an hour engaging in different activities such as baking, crafts, reading, walks, playing games and engaging in conversation. This interaction is very rewarding for both the senior clients and the children.

SERVICE AWARDS

25 YEARS

John Couture

15 YEARS

Rita Burgoyne
Leanne Pinkowski

10 YEARS

Jennifer Wright
Bonnie Cote

5 YEARS

Elaine Boucas

Sarah Brennan
Gaetan Levesque

Sandra Lebert