

# Lynwood Charlton Centre



152<sup>nd</sup>  
ANNUAL REPORT  
2014-2015



**"Supporting children, youth and families to  
achieve better mental health"**



# BOARD OF DIRECTORS 2014-2015

## EXECUTIVE

Paul Lachance, President  
Carol Pacey, Vice-President  
Pheroze Jeejeebhoy, Treasurer  
Ruth Pickering, Secretary

## DIRECTORS

Glenn Agro  
Bonnie Easterbrook  
Heather Elbard  
Nancy Smith

## MANAGEMENT TEAM

### SENIOR MANAGERS

Alex Thomson, Executive Director

Vicki Downie, Director of Program Operations

Maggie Inrig, Director of Systems Operations

Gisell Bergen, Manager of Financial & Administrative Services

Lynn Vanderbrug, Manager of Community & School Based Services

Dr. Nicole Karki, Clinical Lead

### PROGRAM MANAGERS

Shari Burke, Manager Upper Paradise Residential Program

Colette Corman, Manager of Forest Avenue Residential Program

Sean Flaherty, Manager of Flamborough Residential Program

Lindsay Horvath, Manager of Community Based Programs

Sheri Terry, Manager of Charlton Hall Residential Program

# A MESSAGE FROM THE BOARD PRESIDENT AND EXECUTIVE DIRECTOR

Upon reflection for the year 2014-15 we are struck by the significant opportunities before our organization and our community partners serving children, youth and families in the community of Hamilton. In 2014 Lynwood Charlton Centre was designated as the Lead Agency for the Hamilton service area, and charged with providing leadership to the Ministry's policy direction, Moving on Mental Health.

The main objectives for Moving on Mental Health are to effect systemic change to ensure the province of Ontario has a mental health system for children, youth and families that has:

- o Clear access points and pathways to care
- o Core mental health services available in each service area


The opportunity for systemic change is significant, visionary, exciting and challenging all at the same time. It requires Lynwood Charlton Centre to provide leadership inside our organization, at the Board level and with our staff; in the community, with our community partners; and most importantly with children and youth and families in our community to effect systemic change.

The collaborative work with our service partners requires that we collectively better understand our existing capacity, better understand the needs of children, youth and families, and to be prepared to look beyond our own organizations to achieve better alignment of services and achieve better access to services for children, youth and families.

## CHANGE

"If we want to change the systems we are part of... we must also see and change ourselves."  
-Adam Kahane

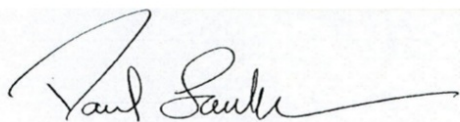




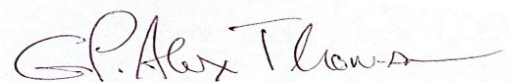
The work is not without its challenges. Boards and staff alike throughout our community array of services are required to continue to provide the excellent services to children, youth and families, while collaboratively engaging in a process of review, visioning and preparation for changes inside individual organizations and collectively as a system.

Our collective responsibility for the management of the system requires an openness to engaging with children, youth and families differently, more truly understanding their interests and need to improve the service system.

Lynwood Charlton Centre is committed to working collaboratively with children, youth and families, with our core service partners, and community partners in moving the bar thoughtfully and methodically, to truly effect change that will ensure better access to a more aligned service system for children, youth and families in the Hamilton community.

A handwritten signature of Paul Lachance in black ink.

Paul Lachance  
Board President

A handwritten signature of Alex Thomson in black ink.

Alex Thomson  
Executive Director

# Year in Review

Number of children and youth serviced in each program:



**Total: 474**

Charlton Hall Residence: 22

Flamborough Residence: 16

Compass Day Treatment: 37

Forest Residence: 18

Community Groups: 22

Upper Paradise Residence: 18

Flamborough Day Treatment: 16

Upper Paradise Day Treatment : 27

Community Based Programs  
(ICFS/IMMHSS/CCNP): 298



**ACCREDITATION**

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Sept 2014

Accreditation: The Centre recently completed its fifth cycle of the accreditation process in September of 2014.

This accreditation by an external review team was the Centre's first with the newly established Canadian Centre for Accreditation. The staff and Board had prepared for nearly a year prior to the review and were successful in receiving a four year accreditation certificate in the process.



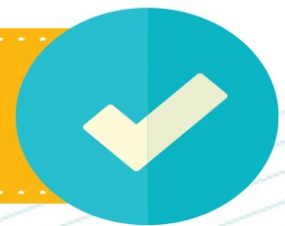


## *Charlton Hall Relocation*



After several years of planning, and defending the rights of the youth who reside in our Charlton Hall residence at the Ontario Municipal Board, we have successfully renovated our new residential site and relocated the program to our 121 Augusta site in October of 2014. The girls now have the benefit of a “funky loft like” residence which better meets their needs.

### EVIDENCE INFORMED PRACTICE

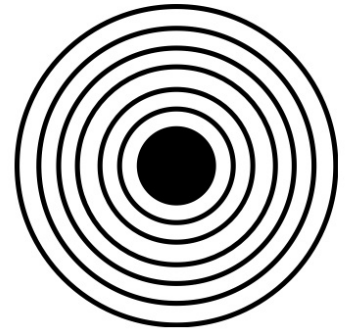


Centre staff have continually developed the capacity to provide evidence informed treatment for the children, youth and families who seek our services. Our work over the years with the Centre of Excellence in Ottawa has supported and enhanced our capacity to provide approaches to our work with children, youth and families in ways that will improve the quality of lives for these families. The staff and program teams continue to be dedicated to continuous improvement of our evidence informed work, meeting regularly to review, be informed by most current information, and revise our approaches.



# Transition to Independence Process

Transition to Independence Process (TIP): The Centre has been engaged through the past three years in work with our community partners in the Centre for Addictions & Mental Health's Service Collaborative to establish the TIP model in Hamilton. The TIP model prepares youth and young adults with mental health challenges for their movement into adult roles through an individualized process, engaging them in their own futures planning process, as well as providing developmentally-appropriate and appealing supports and services. The TIP model involves youth and young adults (ages 14-29) in a process that facilitates their movement towards greater self-sufficiency and successful achievement of their goals. The Centre has imbedded this approach in a number of our programs, including at our Compass Day Treatment Program where the staff have developed a group approach, which is gaining interest in the community and is being shared with other partner organizations.



Circles of Support

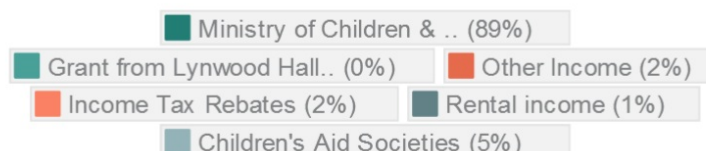
*Team*  
**UNBREAKABLE**

Lynwood Charlton Centre has been working collaboratively with the Hamilton Family Health Team to deliver a running group for youth. The group focuses on the benefits of exercise; an energizing approach to feeling less stressed, worried and down.



# FINANCIAL STATEMENTS

Revenue	Operating 2014-15	Operating 2013-14
Ministry for Children & Youth Services	6,318,849	6,026,055
Children's Aid Societies	337,700	497,436
Grant from Lynwood Hall		
Children's Foundation	32,056	34,439
Other Income	152,544	21,582
Income Tax Rebates	154,501	78,142
Rental income	85,200	111,200
<b>Total Revenue</b>	<b>\$7,080,850.00</b>	<b>\$6,768,854.00</b>
<b>Expenses</b>		
Salaries/Benefits/Travel/		
Training	6,026,037	5,659,483
Services - Facilities		
Managment	311,193	483,646
Communication/		
Promotion	63,013	57,401
Insurance	44,500	48,716
Professional Services	325,995	203,488
Supplies/Other Expenses	489,979	322,609
<b>Total Expenses</b>	<b>\$7,260,717.00</b>	<b>\$6,775,343.00</b>
<b>Variance (Deficit)</b>	<b>-\$179,867.00</b>	<b>-\$6,489.00</b>



## Sources of Revenue 2014-2015



## Expenses 2014-2015