Lynwood Charlton Centre

151st Annual Meeting



Thursday, June 19th, 2014

Mission Statement

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

LYNWOOD CHARLTON CENTRE

ANNUAL MEETING

THURSDAY, JUNE 19th, 2014 – 6:00 P.M. Marriott Courtyard, 1224 Upper James Street

AGENDA:

1. Welcome Paul Lachance

2. Business Meeting

a) Approval of Minutes of Previous Annual Meeting:

Ruth Pickering

b) President's Remarks Paul Lachance

c) Election Of Directors John Nemeth

d) Treasurer's Report Rick Horodyski

e) Appointment of Auditors Rick Horodyski

f) Confirmation of Acts Heather Elbard

g) Adjournment of Business Meeting

Special Video Presentation by:

"Youth Engagement Working Group"

STAFF RECOGNITIONS

Alex Thomson - Paul Lachance

LYNWOOD CHARLTON CENTRE

Minutes of the Annual Meeting of the Corporation of Lynwood Charlton Centre, held on Thursday, June 13, 2013 at the Marriott Courtyard, commencing at 6:00 p.m..

Present: Paul Lachance, President

John Nemeth Rick Horodyski Marina Fensham Carol Pacey

Regrets: Glenn Agro Mike Curtis Heather Elbard Shawn Jeffrey

that LCC would continue to work hard towards the many challenges ahead.

Ruth Pickering Charlene Stephen

The Board President opened the meeting by extending a warm welcome to the Board, staff and visitors at tonight's 150th Annual Meeting of Lynwood Charlton Centre. He introduced Patti O'Shea, Program Supervisor from the Ministry of Children & Youth Services, who brought greetings from the Ministry offices. She acknowledged the good work that Lynwood Charlton Centre is doing and stated that there have been many changes. She further recognized the partnership, leadership and creativity that Management has shown and expressed her confidence

1) MINUTES OF THE PREVIOUS ANNUAL MEETING

It was **MOVED** by John Nemeth, **SECONDED** by Carol Pacey, **VOTED** and **CARRIED** that the Minutes of the last Annual Meeting of the Members of the Corporation of Lynwood Hall held June 14, 2012 be taken as read and approved.

2) PRESIDENT'S REMARKS

"150 Years of Service"

Members of the Board of Directors, members of the staff, invited guests, Ladies and Gentlemen. This year, 2013, marks a significant Milestone for Lynwood Charlton Centre. It is the year that we celebrate the 150th Anniversary of the Centre.

I think it's worth a brief walk through history to understand the forces of change that has influenced the Centre over time.

In 1863 a group of Hamilton women met in St Andrew's (now St Paul's) Sunday school to consider the needs of homeless children. Their vision was: "to gather in the destitute children, to bring them up under proper influence". An association was formed and in two semi-detached houses on Barton Street 26 girls and boys were housed under the guidance of one matron.

The next year The Children's Industrial School was incorporated and in its constitution was written "To provide a home for children of such parents who were unable to maintain their family. These children were to be trained in the habits of piety, industry and virtue".

In less than 10 years the school was bursting at the seams. It was then decided to separate the sexes and create a Girls Home on George Street and a Boys Home on Stinson Street. Fortuitously, a substantial bequest from a generous benefactor provided capital assistance for building the homes.

Soon the homes boasted of having close to 200 boys and girls.

For half a century the institutions were operated by spirited citizens for the benefit of children in need. The Board members operated the day to day administration, directed and advised on financial and legal matters. More importantly the Board members were charged with canvassing for funds to maintain the organizations. Gradually over years, small grants from Municipal and Provincial Governments were made towards the operating costs.

In the 1920's a new philosophy was developed through the passing of the Ontario Children's Protection Act. This new philosophy rejected "institutions" for homeless children. The recommended treatment was now "foster homes" for children who had to be removed from their homes. It was hoped that such settings would provide the needed affection and sense of belonging for the children.

In 1948, after a careful study was undertaken, it was agreed to close the Boy's Home and to amalgamate the two homes into one on George Street. The closure, however, was not completed until 1955.

This change brought into being a new corporation known as Lynwood Hall Children's Centre. Events had turned full circle, except for one very significant difference. The boys and girls at Lynwood Hall were ones who had personality problems sufficiently serious to preclude them from being placed into foster homes. A new era had begun, a psychiatrist was added to the visiting medical staff, and a psychologist replaced the traditional matron.

In 1959, significant safety concerns regarding the home on George Street forced the decision to relocate the Centre to the current location on Upper Paradise.

The Centre was now funded by the Ministry of Community and Social Services and guided by the Child and Family Services Act.

From this point on to avoid the development of "institutionalization", the Centre's treatment program was designed to provide as normal an environment as possible to the children. A treatment program that emphasizes a "Strength Based" approach was designed.

In the early 1990's the Centre expanded from being solely a Residential and Day Treatment program to provide broader community services. Intensive Child and Family Services were introduced. A Treatment Foster Care Program was established. The Centre grew through its acquisition of the Flamborough Residence and Day Treatment.

In 2005 the Centre further expanded its community based service capacity by extending its homed based service to children and youth with complex mental health and dual diagnosis needs.

In 2009 Forest Avenue residence was acquired which expanded the Centre's programming resource for youth with a dual diagnosis. The residence also provided for respite care to youth and supported their parent's capacity to maintain the youth living in their family homes.

In 2010, the process to merge Charlton Child and Family Centre was well underway and was completed in 2011.

All these changes were made possible because the approach to treatment designed and developed by the Centre. At its core the treatment program embraces the concept of providing a normal community living experience with a strong emphasis on family involvement in the process.

The Board has a vital role to play, all be it a role that has changed over time, in establishing a vision to guide the organization and to interpret to the community the service which Lynwood Charlton Centre is giving to children and their families. There are eight Core Principles that guide the Board of Directors in their deliberation with the organization.

They are: Leadership, Effectiveness, Integration, Partnership, Innovation, Social Change, Organization Wellness and Stewardship.

Why do I mention these? Because of the next Big Force of Change that will impact Lynwood Charlton Centre for the next foreseeable future. That is the Ministry of Children and Youth Services transformation of the child and youth mental health system.

These changes are imminent and will have far reaching effect throughout the system. These changes are not to be feared because for the past 150 years Lynwood Charlton Centre has not only weathered change but has embraced and guided changes to improve its capacity to respond to the needs of children, youth and families. Thanks in large part to the Staff who know exactly what to and when to do it. It is because of their leadership and continuing professional development that makes them so adaptable to change.

There aren't many organizations left in Canada that have the unique distinction of being 150 years old. Many have not adapted to change and have not survived.

Lynwood Charlton Centre is in the best possible position with its Evidence and Strength Based programming along with its Core Principles to see its way through and beyond these changes.

All the while, still providing the best possible assistance to the children and their families to realize their fullest potential for health and well-being.

Respectfully Submitted:

Paul Lachance, Board President

EXECUTIVE DIRECTOR'S REPORT

I am pleased to present my report for the year 2012-2013, completing the 150th year of service to children, youth and families in Hamilton.

I cannot continue in this report without the acknowledgement of the historic contribution of our ally, long time community colleagues, and our merger partner, Charlton Hall Child & Family Centre, who would have been celebrating its own 92nd year of service to young women in the City of Hamilton. Combined our merged organization, Lynwood Charlton Centre, has provided service for nearly 242 years.

What have we been working on?

Services:

First and foremost, we have continued to provide quality care and treatment to 623 children and youth, and their families through the various programs that we collectively offer.

We have completed the first full year of a merged organization and the first full year of the expanded services afforded the organization in the fall of 2011. Both these service opportunities have resulted in the combined and new service levels serving over 600 children, youth and their families.

Merger:

We have successfully completed the first full year of the merger of Charlton Hall Child & Family Centre and Lynwood Hall Child and Family Centre to form Lynwood Charlton Centre. The merger was the culmination of many hours of collaborative work by staff, management and the members of both Boards of Directors, and the long term return of the merging of the strengths of both organizations will pay dividends well into the future for children, youth and families in the City of Hamilton.

The Centre had determined to defer the strategic planning process for each organization until the merger was completed. I am happy to report that the Centre completed its strategic planning process setting the vision and direction for the agency for the next four years, including preparing the organization for the transformation of the children's mental health world as we currently know it.

Additionally, the Centre has undertaken a retrospective study of the merger process with the assistance of a grant from the Centre for Excellence. It is expected that the retrospective study will provide the Centre insight into what worked well, and what didn't work well. Ultimately, we hope to provide a set of tools and advice for other organizations who might be considering a merger in the future.

Partnerships:

I am pleased to report the continued success of those programs operated jointly with various community partners. These include our Day Treatment programs, located at three of our sites, operated in collaboration with the Hamilton Wentworth District School Board; our Treatment Foster Care Program operated jointly with the Catholic Children's Aid Society of Hamilton and the Haldimand-Norfolk Children's Aid Society; and finally our Children with Complex Needs Program, operated collaboratively with Rygiel Supports for Community Living.

I would also like to recognize the collaborative work of our community partner organizations and especially their leadership. Whether the collaborative work is at our front lines working with kids and their families or at a systems planning level these collaborative relationship have been invaluable and will continue to grow in value into the future.

Staff and Board:

I am also pleased to report a stupendous year with whole staff group through this year. They are to be commended for their great work with children and youth, in a year in which new and challenging directions have been introduced to the organization.

I would especially like to recognize the tremendous efforts of the Management team and the Program Evaluation Implementation teams throughout this year, in their continuing support to staff and the organization, and their continued commitment to the Evidenced Base training process.

In closing, I would like to thank the members of the Board of Directors for their personal and collective commitment to the provision of quality care to children, youth and families throughout this year, and for their wise guidance in the their determinations with a sense of vision, with a mind to the long term needs of the organization.

In particular, I wish to thank Paul Lachance, President of the Board, for his guidance and support throughout the year.

Respectfully Submitted:

G.P. Alex Thomson, Executive Director

3) **ELECTION OF DIRECTORS**

It was **MOVED** by John Nemeth, **SECONDED** by Carol Pacey, **VOTED** and **CARRIED** that the members, as named, be elected and/or re-elected to the Board of Directors of Lynwood Charlton Centre, effective immediately.

To continue in term ending in 2014:

Rick Horodyski John Nemeth

To be elected to a 3 year term ending in 2015:

Glenn Agro Ruth Pickering Carol Pacey Charlene Stephens

To continue in term ending in 2016:

Heather Elbard Paul Lachance

4) TREASURER'S REPORT

It was MOVED by Rick Horodyski, SECONDED by John Nemeth, VOTED and CARRIED that the Financial Statements of the Operating Accounts of the Corporation made up of the Statements of Operation and the Balance Sheet be taken as read as the same are hereby approved.

5) **APPOINTMENT OF AUDITORS**

It was **MOVED** by Rick Horodyski, **SECONDED** by Marina Fensham, **VOTED** and **CARRIED** that Grant Thornton be appointed auditors of the Corporation until the next Annual Meeting or until a successor is appointed at a remuneration to be fixed by the Directors, the Directors being authorized to fix such remuneration.

6) **CONFIRMATION OF ACTS**

It was **MOVED** by Marina Fensham, **SECONDED** by Rick Horodyski, **VOTED** and **CARRIED** that all Acts, Contracts, By-Laws, Proceedings, Appointments, Elections and Payments enacted, made, done and taken by the Directors and Officers of the Corporation since the last Annual Meeting be and the same are hereby ratified and confirmed.

7) VIDEO PRESENTATION

The Executive Director thanked Paul Lachance and Patti O'Shea for their kind words. He introduced a video presentation on behalf of Ian Manion from the Centre of Excellence for Children and Mental Health on the 10 Hot Topics in children's mental health.

8) ADJOURNMENT

It was **MOVED** by Carol Pacey, **SECONDED** by Marina Fensham, **VOTED** and **CARRIED** that the business portion of the Annual Meeting be adjourned.

BOARD OF DIRECTORS AND OFFICERS 2013 - 2014

Officers

President Paul Lachance
Past President John Nemeth
Vice President Carol Pacey
Treasurer Rick Horodyski
Secretary Ruth Pickering

Directors

Charlene Stephen Glenn Agro

Heather Elbard

Honourary Life Members

Dr H. R. Brillinger

Mrs. Margaret McMulkin

Dr C. Moyle

PRESIDENT'S REMARKS 2013-14

"Anticipation and Preparation"

Members of the Board of Directors, members of the Staff, invited guests, Ladies and Gentlemen Last year Lynwood Charlton Centre celebrated its 150th anniversary of service in the community. As this year draws to a close I wanted to speak to you about what has been taking place at the Board of Lynwood Charlton Centre.

I would characterize this year as the year of "Anticipation and Preparation". Anticipating and preparing for the transformation that is about to take place in the Child and Youth Mental Health service sector of Ontario.

The Board is responsible for the effective and proper governance of Lynwood Charlton Centre. In this capacity the Board has the role of; establishing policy, making significant and strategic decisions, and to oversee the organization's activities.

The Board fulfills these roles by maintaining the organization's financial health and well-being, determining Mission, Vision, Values and Strategic Direction. Ensuring quality of service provided, setting management expectations and monitoring performance. Improving and monitoring Board performance.

It is within the context of determining strategic direction and monitoring board performance that I would like to address you today.

In 2012, Lynwood Charlton Centre developed and revitalized its 4 year Strategic Plan. The Plan is divided into 2 areas. The first is the "Organizational Plan". The Executive Director, the Senior Clinical Team and the Program Managers are responsible and accountable for the development and execution of this piece. The second area is the "Board Governance Plan". The members of the Board, along with Executive Director, is responsible and accountable for this area.

Within the "Board Governance Plan" there are Strategic Priorities and Goals that are set out, reviewed and approved by the Board. All with time lines to be met.

The priorities and goals are a fundamental necessity for any form of organization to ensure its long-term sustainability and viability. It matters not if the organization is "For-Profit" or "Not-For-Profit".

As you may know Lynwood Charlton Centre has submitted a proposal to become a "Lead Agency" for the Hamilton area. The decision to designate Lead Agencies is yet to be determined.

I want to connect the dots between the system transformation, Lead Agency Model and the Strategic Direction of the Board of Lynwood Charlton Centre.

The shift to the "Lead Agency" model has a multitude of significant impacts on governance responsibilities as it relates to the roles of any Board, its structure, processes and outcomes. In addition it affects how the Board roles are fulfilled within the governance structure. As an example the Lead Agency model places significant emphasis on community based planning of CYHM services. Much greater focus is placed on the Lead Agency for accountability to government for developing and delivering on a community plan in collaboration with its service partners.

This challenges the existing Lynwood Charlton Centre governance model, as it will any Board who is given the Lead Agency designation. The responsibility now expands to cover a service area rather than solely the clients and community the Lead Agency traditionally serves. There is an expectation that Board membership and processes need to reflect the expanded role. Other service providers will be sub-contracted for those services to the Lead Agency. The Board of the Lead Agency will be accountable for those services. This will understandably have a significant impact on community relations, partnerships and continued collaborations.

The Board of the Lead Agency will need sophisticated skills and processes to manage theses relationships in this new environment.

The MCYS will expand the accountability requirements. These requirements will be more specific and measurable. The Board and its members will be required to meet this expectation of greater accountability and transparency. This will require expanded and enhanced skill sets.

Finally, the Board of the Lead Agency will be accountable for developing clearly defined roles and developing collaborative aligned service plans with Education, Health and Child Welfare sectors.

So what has the Board of Lynwood Charlton Centre done in anticipation of these changes? Our Strategic Plan addresses all of these impacts and outcomes.

We have committed to: "build Strategic Collaboration in the community through advocacy and enhanced community awareness.

Our stated goals are:

To enhance the knowledge about children's mental health and Lynwood Charlton Centre throughout the community. The key steps is by identifying opportunities to inform the community and by developing an advocacy communication strategy;

To engage and collaborate with other community Boards of Directors when opportunities arise to support the Centre and to achieve its goals. Consideration has been given to the development of a strategic alliance with Contact Hamilton.

We have a Fall 2014 time line to accomplish these goals.

We have committed to enhance the Board membership. Our stated goal is to ensure a Board membership that has the skills and experience to effectively govern the organization and reflect the perspective of the Hamilton community impacted by poverty, marginalization and diversity.

We have developed a Board recruitment strategy identifying the various skills and perspectives and a recruitment plan aimed at attracting people to the board with diverse skills and perspectives, experiences and backgrounds.

I am also pleased to say that we have initiated the process and have recruited 3 new members to the board, who are all here today.

Finally we have committed to ensure resources are available. Our stated goal is to ensure the resources are available to respond to the changing needs of the organization. We will work with the Executive Director to consider alternative funding sources.

So in closing I would like to say that I believe Lynwood Charlton Centre is, to the best of our ability, prepared and have anticipated the future changes about to take place in the new environment of Child and Youth Mental Health service sector in Hamilton, and we look forward to working collaboratively with our community partners.

Respectfully Submitted:

Paul Lachance, Board President

EXECUTIVE DIRECTOR'S REPORT

I am pleased to present my report for the year 2013-2014, completing the 151st year of service to children, youth and families in Hamilton.

I would like to begin my report by acknowledging the many contributions of staff, management and members of the Board of Directors in achieving our many accomplishments through this year, and for establishing foundational work for future opportunities. I would also like to acknowledge that some of the challenges in this year resulted in staff reductions which had significant impact on our staff group, but which was managed well by staff and management alike.

Our Services:

First and foremost, we have continued to provide quality care and treatment to 519 children and youth, and their families through the various programs that we offer. Our program teams have continued to foster the implementation of many evidence informed programs and practices.

Our Challenges and Opportunities:

Clinical Changes:

In the Spring of 2013 the organization was challenged with a significant change in our clinical leadership. This challenge created and opportunity for the organization to reevaluate its clinical resource and to re-use existing resource to create a clinical consultative model that provides a more accessible comprehensive clinical support system across all programs.

Service Loss;

Through 2013-14 we were also challenged as an organization with the significant loss of revenue as a result of Child Welfare funding reductions. This resulted in a need to reduce our residential capacity in our Upper Paradise residence, reducing the beds from 16 to 8, as well as the loss of our long standing Treatment Foster Care program which had been operated jointly by LCC and our Child Welfare partners. The impact of the loss of residential service capacity was managed through a collaborative process with our Ministry and Child Welfare partners, and Contact

Hamilton which resulted in a reduced residential capacity but with an increased community based service capacity through our Intensive Child & Family Services (ICFS) program.

Ontario Municipal Board:

Through the Spring of 2013 we were involved in a protracted OMB process that centered around our goal of transferring our Charlton residence to our Augusta site. We are pleased to report that our challenge was upheld in the Fall of 2013 which allowed the organization to proceed with plans to renovate our Augusta site and hopefully move the program in the Fall of 2014. The opportunity to create a revitalized therapeutic environment at our Augusta site for the young women who we serve is an exciting adventure for the organization and the staff at our Charlton residence.

Moving on Mental Health:

With the significant commitment by the Ministry to realign and change the service system through its "Moving on Mental Health" policy, LCC and our community partners have been offered an exciting opportunity to partner in significant change to the service system over the next few years. One of the significant opportunities has included participation in a community based "Service Collaborative" which has fostered a community wide implementation plan for an evidence informed service response for transitional aged youth. LCC has provided leadership and significant staff participation to this endevour.

Additionally, as a result of the significant policy direction and change, our organization has embraced the opportunity to apply for the role of a Lead Organization, a significant component of the "Moving on Mental Health" policy. The outcome of the application is unknown at this time, and no matter what the outcome might be, it will provide the service system with challenges and opportunities to collectively participate and contribute to a historic change to our community's capacity to provide mental health services to children, youth and families differently.

Our Partnerships:

I am also pleased to report the continued success of those programs operated jointly with various community partners. These include our Day Treatment programs, located at three of our sites, operated in collaboration with the Hamilton Wentworth District School Board, and our Children with Complex Needs Program (CCNP), operated collaboratively with Rygiel Supports for Community Living.

Staff and Board:

I am honoured to acknowledge our staff members for their significant contributions throughout the year. They are to be commended for their great work with children and youth, in a year in which new and challenging directions have been introduced to the organization.

I would especially like to recognize the tremendous efforts of the Management team and the Program Evaluation Implementation teams throughout this year, in their continuing support to staff and the organization, and their continued commitment to the Evidenced Informed Practice.

In closing, I would like to thank the members of the Board of Directors for their personal and collective commitment to the provision of quality care to children, youth and families throughout this year, and for their wise guidance in the their determinations with a sense of vision, with a mind to the long term needs of the community. In particular, I wish to thank Paul Lachance, President of the Board, for his guidance and support throughout the year.

Respectfully Submitted:

G.P. Alex Thomson, Executive Director

CLIENT & PROGRAM FACTS 2013-2014

Children/Youth Served: Number of youth served in the Charlton Residential Program:	Total 21
Number of youth served in the Flamborough Residential Program:	18
Number of youth served in the Forest Avenue Residential Program	15
Number of children served in Upper Paradise Residential Program: Number of children served in Respite at Upper Paradise Residential Program:	21 19
Number of youth served in the Day Treatment COMPASS Program:	29
Number of youth served in the Day Treatment Program (Flamborough site):	18
Number of children served in the Day Treatment Program (Upper Paradise site) Number of children served in the Day Treatment Outreach (Upper Paradise site):	26 7
Number of children/youth served in the Intensive Mental Health Student Services Program:	113
Number of children/youth served in the Intensive Child & Family Services Program:	139
Number of children/youth served in the Treatment Foster Care Program:	30
Number of children/youth served in the Children with Complex Needs Program (In-home):	23
Number of children service in Community Groups Program:	40
Total number of children/youth served in all programs:	519

All Clients / All Programs:

Age Range:

1.5-18+ years of age

Average Age:

13.38 years of age

Gender:

62% Male 38% Female

Discharge / All Programs:

Total number of clients discharged from all programs:

306

ATTESTATION TO THE **RECORD OF EMPLOYEES' 2013 SALARIES AND BENEFITS**

ATTESTATION RELATIVEMENT AU REGISTRE DES TRAITEMENTS ET AVANTAGES VERSÉS AUX **EMPLOYÉS EN 2013**

Lynwood Charlton Centre

(Name of Organization	/ nom de l'organisation)			
To the best of my broads due and ball of	the information we till be the Board of			
Employees' Calendar Year 2013 Salaries a in accordance with the <i>Public Sector Salar</i>	the information provided on the Record of nd Benefits is complete, accurate, reliable, is by Disclosure Act, 1996, and meets the filing by the Ministry of Finance.			
À ma connaissance, les renseignements figurant dans le Registre des traitements et avantages versés aux employés pour l'année civile 2013 sont complets, exacts, fiables et conformes à la <i>Loi de 1996 sur la divulgation des traitements dans le secteur public.</i> De plus, ils respectent les exigences en matière de présentation de documents fixées par le ministère des Finances.				
G. P. Alex Thomson	Executive Director			
Name / Nom (Highest Ranking Officer) (dirigeant / dirigeante de l'organisation qui occupe le rang le plus élevé)	Position Title / Poste			
-01.5	February 19, 2014			

Prepared under the Public Sector Salary Disclosure Act, 1996 Préparée en vertu de la Loi de 1996 sur la divulgation des traitements dans le secteur public

Date / Date

LYNWOOD CHARLTON CENTRE SUMMARY OF REVENUE & EXPENSES AS OF MARCH 31, 2014

REVENUE	2013-2014	
Ministry of Community & Social Services	\$	6,026,055
Fees & Other Income	\$	21,582
Specific Grants/Special Allowances	\$	34,439
Sales Tax Rebates	\$	78,142
Children's Aid Societies Fee for Service	\$	497,436
Rental Income	\$ \$ \$	111,200
Interest Income from LH Trust	\$	
	\$	6,768,854
<u>EXPENSES</u>		
Salaries	\$	4,602,965
Mandatory Benefits	\$ \$	390,306
Benefits - Other	\$	569,209
Travel	\$	75,264
Communication	\$	47,059
Services rent/mortage	\$	108,947
Utilities	\$ \$ \$	104,792
Staff Training	\$	21,739
Promotion and Publicity	\$	10,342
Services related to Repairs & Maintenance	\$	86,319
Professional Services - Non-Client Related	\$	51,795
Professional Services - IT	\$	33,287
Professional Services - Client	\$ \$	97,658
Insurance	\$	48,716
Other Services	\$	20,748
Supplies related to Repairs & Maintenance	\$ \$	183,588
IT Supplies & Equipment		11,173
Other Supplies & Expenses	\$ \$ \$	170,886
Other Expenses	\$	140,550
	\$	6,775,343
Variance (Deficit)	\$	(6,489)

^{*}Unaudited