

2020-2021

Annual Report



TABLE OF CONTENTS

VISION, MISSION, GUIDING PRINCIPLES _____	3
VALUES & STRATEGIC OBJECTIVES _____	4
PROGRAMS _____	5
REPORT FROM THE CHAIR _____	6
REPORT FROM THE CHIEF EXECUTIVE OFFICER _____	8
CONTINUOUS QUALITY IMPROVEMENT _____	11
STATEMENT OF OPERATIONS _____	12
STATEMENT OF FINANCIAL POSITION _____	13
COMMUNITY COLLABORATION _____	14
BOARD OF DIRECTORS _____	15
MANAGEMENT & SUPERVISORS TEAM _____	16
STAFF _____	17
STUDENTS & VOLUNTEERS _____	18
OUR SINCERE THANKS _____	19

VISION, MISSION, GUIDING PRINCIPLES

Vision

- A leader in building connected communities, fostering healthy relationships and resilience in people.

Mission

- A responsive, caring organization offering counselling and outreach support for all to achieve improved well-being and community connections.

Guiding Principles

We believe in family in all its diversity - as the smallest democracy at the heart of society (United Nations Year of the Family, 1994). We recognize family as consisting of the traditional nuclear family (2 parents and children), extended family, blended or re-combined family, childless family, sole-parent family, common-law marriage or cohabitating partners, same sex partners. As an agency we are committed to be a resource to families.

- We recognize that although people have common life needs, each person and family has unique needs. The agency will respond in a manner that recognizes that individuality.
- The development and the maintenance of personal relationships are important for individual well-being and our efforts will recognize and support this.
- We will encourage and support self-determination by honouring and respecting the family, couple, and individual's values, dignity and their ability and readiness to explore options, achieve their goals and exercise choices.
- All of our efforts and activities will promote dignity and respect for individuals.
- We support cooperative partnerships with other agencies, communities and government and will encourage purposeful working relationships.
- We recognize the diversity of the community in which we live and consequently we value the diversity of the individuals and families within our community and are responsive to those needs.

VALUES & STRATEGIC OBJECTIVES

Values

Respectful

- We respect the uniqueness and diversity of all individuals.

Responsive

- We respond proactively to the changing needs of our community.

Empowering

- We foster individuals' personal strength to effect positive change.

Inclusive

- We strive to provide equitable service access to diverse communities.

Collaboration

- We embrace collaboration as a means of strengthening the social safety net.

Strategic Objectives 2020-2025

- Value and Invest in an Engaged Work Culture
- Grow & Develop Responsive Programs & Services that Improve Well-Being
- Strengthen Organizational & Community Infrastructure
- Exemplary Financial Health



PROGRAMS



Individual, Couple & Family Therapy Program (ICF):

Delivered in English, Chinese (Mandarin & Cantonese), Farsi, Hindi, Punjabi, Spanish, Tamil and Urdu.

- Children's Mental Health - Children, Youth & Family Counselling
- Counselling for Women and Children Exposed to Domestic Violence
- Employee Assistance Counselling
- Individual & Couple Counselling (Adult Mental Health)
- Online, Telephone & Video Counselling
- Single Session Consultation/Therapy
- Victim Quick Response Counselling
- York Rainbow Support Counselling (2SLGBTQ+)

Group Counselling Services:

- Anger Management/Positive Living
- Children's Mental Health
- Cultural Outreach and Language Specific Groups
- Parenting Groups
- Self-Esteem/Mindfulness
- Triple P (Positive Parenting Program)

Community Cultural Support Services:

- Language Specific Counselling
- Parent Ambassador Program
- Triple P (Counselling & Group Services)
- Women's Support Groups

Families & Schools Together Program (F&ST):

- FASTWORKS

Court Mandated Counselling Services:

- Direct Accountability Program (DAP)

School-Based Counselling Services:

- COMPASS (Community Partners with Schools)

Youth Justice Programs:

- Adolescent Restorative Counselling (ARC)
- Attendance Centre (AC)
- Extrajudicial Sanctions Program (EJS)
- Healthy Intimacy for Adolescents (HIFA)
- Restorative Justice

Clinical Placement Program

York Rainbow Support:

- Counselling, Training, Consultation, Capacity Building

REPORT FROM THE CHAIR

FSYR has had an exceptionally successful year adapting and innovating to the myriad of pandemic challenges. The idea that crisis provides an opportunity and adversity makes us stronger has been demonstrated this past year through the remarkable resilience of our staff, volunteers, and students under the leadership of a very kind, sensitive and skilled management team. From the delivery of care packages, food, and hot meals to some of the most marginalized individuals, to the development and implementation of a virtual walk-in and “pop-up” groups, our staff have adapted and innovated to meet the challenges, without missing a beat.



The Board is very proud of the fact that during these turbulent times, FSYR took on a very intensive Anti-Oppression, Anti-Racism training that included our Board Members, exemplifying our organization’s commitment to Equity, Diversity, and Inclusivity in all that we strive to do. While there is a lot more work to be done in this area, the Board is highly confident in the leadership of our management and staff teams to pursue excellence in all that we do.

The Board is also very proud of the fact that the management team continued to place the Psychological Health and Safety of staff and volunteers as the priority, as a strong and healthy team culture is critical to responding to and addressing the hardships that our clients face. Our strategic objective of valuing and investing in an engaged and healthy team culture means that we recognize that our “Human Resources”, our people, are the most valuable, critical, and foundational element when it comes to being an exemplary service provider.

Our strategic objective of “Valuing and Investing” in staff was put to the test through a recent Guarding Minds at Work Survey. The results were remarkable, given the context of the pandemic as our staff reported that they have a high level of loyalty and motivation, are proud of the work that we do, are highly committed to the success of their teams, and to the success of our organization. The survey results also reported that staff from all backgrounds, and FSYR has a very diverse staff group, are treated fairly and treat each other with respect and consideration in our workplace. These survey results demonstrate that we have built a foundation for delivering exceptional outcomes for our clients. On behalf of the Board, I want members and staff to know that these are exactly the kind of results that any Governing body would be proud of.

The composition of the Board will be changing in the coming year as two of our Board members will be retiring. I would like to thank Eden Hansen and Pat Harper, for their dedication and support in strengthening our Governance, facilitating, and providing the leadership necessary

for FSyr to grow, and be the relevant successful organization that it is today. On a personal level, Eden and Pat have been wonderful mentors for me first as a Board Member and then now supporting me as I transitioned into the role of Board Chair. Thank you both for your wisdom and guidance, your presence at our meetings will be missed. We are also very pleased to add two new highly skilled Board Members to our slate this year: Debbie Kassirer is an Alternative Dispute Practitioner and is the Principal of Beyond Conflict, a consultancy dedicated to resolving and preventing conflict in the workplace. Dr. Karen Wang is an Adolescent Psychiatrist at Sunnybrook Health Sciences and an Assistant Professor of Psychiatry at the University of Toronto. We are very pleased to have you both on our Board.

Overall, FSyr has had another very successful year as we have continued to be a trusted organization in growing and delivering programs and services that foster community connection, healthy relationships and resilience in people. We are grateful for the support and confidence that our funders and stakeholders have placed in FSyr.

There is no doubt that FSyr's success today has been achieved through the dedicated efforts of our volunteers, staff and management under the leadership of our Chief Executive Officer, Elisha Laker. As we embark on a new year, we are confident that FSyr will continue to be an important and key service provider in the Region. Congratulations and thank you all for a job absolutely, wonderfully done.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'Vanessa Aguiar', with a stylized, cursive script.

Vanessa Aguiar, Chair

REPORT FROM THE CHIEF EXECUTIVE OFFICER



While this has been a very crazy year for all of us and most of the world, it has also been a very meaningful year for us as we continued to adapt to COVID and be as responsive as possible to those seeking help. In addition, we spent hours in Anti-Oppression, Anti-Racism training. In my 15-year history with FSyr, I don't believe we have ever done anything as meaningful as the AOAR training. Staff, students, volunteers and board members, laughed, cried and wept together through hours of intense emotional

conversations that I believe bonded us and brought us closer together in understanding each other and the painful histories that we have inherited.

The truths about Canadian history and the treatment of Indigenous communities, the brutal death of George Floyd, left us traumatized and overwhelmed with compassion fatigue, struggling with our privilege, a sense of helplessness, questioning collective guilt for the sins of the past and fighting off shame in not wanting to be part of a system and world that divides, abuses and dehumanizes.

We have a diverse staff group and many throughout the training spoke about our respective experiences, fears and anxieties that come with being people from minority groups, having accents or being people of colour, being Chinese, Black, Jewish, Muslim, Hispanic, South Asian, Vietnamese, Philippine, Tamil, or members of the 2SLGBTQ+ communities. My apologies if I've left a race, religion or group out, as almost every identity group, race, or religion has, at some time or another, been subject to the worst that humanity has to offer.

In hindsight, it's odd to think that we actually did this intense training while going through a pandemic, as if we weren't already stressed out enough. That said, our journey together and our shared vulnerability throughout this process demonstrated a lot of courage and resulted in considerable adaptation and resilience in finding ways to strengthen ourselves and better serve our communities.

Through the brilliance of our Outreach & FAST teams, our staff and volunteers served 100's of families living on the fringe with in-person distribution of care packages, cooked meals and monthly support drives that included, food, clothing and back to school supplies. We ran support and parenting groups in Tamil, Urdu, Hindi, Punjabi, Farsi, Spanish, Mandarin and Cantonese.

Through the kindness, sensitivity and skill of our staff and volunteers, our clients were empowered and mobilized with a "pay it forward" spirit to support each other, their neighbours, and co-participants, resulting in nothing short of community building. This "pay it forward" spirit

was identified by our clients, as many said that they now have more children than simply their own biological kids to support, as they are now helping to support their neighbours - exemplifying the “it takes a village concept”.

When we generate this kind of outcome, we are building a safety net - a protective factor that reduces the risks that contribute to isolation, mental health challenges, family violence and abuse to name but a few of the painful and costly life experiences that we see. This kind of outcome speaks to a very high social return on investment for every dollar spent.

The demand on our services has never been greater and we have done everything possible to maximize our potential and efficiency and continue to grow and develop the services delivered by our staff. Our dedicated staff are supported by a management team that goes above and beyond every single day, when it comes to nurturing, encouraging, coaching, and mentoring. Behind the scenes, our Service Access Team, Group Services Team and operational teams of Admin Support, Finance, HR and Data collection have strengthened the backbone of our organization. From our support staff who take that first call, to our Service Access Teams, who work relentlessly to ensure that our clients get to the right program or service as quickly as possible, to our Individual, Couple, Family and Group Services staff, there is a passion and dedication when it comes to ensuring a supportive and effective response. Our Senior Management Team never misses a step in attending to all that needs to happen to serve the thousands of people who come through our virtual doors to get the help that they need.

None of this would be possible without the exceptional support and flexibility of our funders and the collaborative efforts of our partners. Our Provincial Funders, United Way Greater Toronto, York Region and Ontario Trillium Foundation have been nothing less than exemplary in finding ways to help us do the work that our communities need. Our service partners and in particular, the Core Service Providers under the able leadership of Kinark, have helped to ensure that our collaborative efforts maximize our collective potential, as no one organization can do it alone.

Leadership starts at the top and our Board has created the kind of environment that yields exceptional results. I would like to thank the Board for their ongoing support and creativity in governing our organization. Our Board this year will be changing as two of our longstanding Board Members Pat Harper and Eden Hansen have both completed their terms on the Board. FSyr has greatly benefited from their leadership, wisdom, and dedication. Pat has been guardian-like in her role as a director, stalwart and rigorous in her attention to detail, one who can always be counted on to read every document that we send to her, ensuring that all of our I's are dotted and T's are crossed. Moreover, and most importantly, she has a big heart for our agency, and while your term is up on the board Pat, we are hoping that you will continue to volunteer on one of our Board Committees in the coming year.

Eden has held the position of Chair for 6 years and this year she remained on as Past Chair for a total of 7 years. The Board-CEO relationship is pivotal in determining how an organization runs and our organization has flourished thanks to the trust, creativity, wisdom and “out of the

box thinking” that you Eden have brought to the table. Eden, your caring leadership will be greatly missed. On behalf of everyone in our organization, thank you for all that you have done and please keep in mind that under our by-laws you are allowed to return to the Board after 1 year’s absence.

I would like to end this report by sharing with you a client testimonial that truly represents our work and our aspirations (slightly edited for client confidentiality):

“To just say “thank you” for all that you have done, seems so insufficient. You have played a huge supporting role in my daughter’s journey through life thus far. You are an amazing person, with so much empathy, patience, and understanding as well as providing a support system not only for our daughter but for myself. From the first time I met you I could tell you were an awesome individual---you were so patient and tolerant of my own ignorance and need for knowledge. My daughter has mentioned more than once that she is so lucky to have had you as a support in her journey. I just wanted you to know that you have made an impact in our lives and have helped us so much, myself included. Keep doing what you are doing and how you do it. You are a breath of fresh air in a system where things can get foggy quick. Many thanks.”

I picked out this testimonial because I feel that it represents the care and passion of our staff and volunteers and what we all aspire to. I am grateful to be a part of an organization that has this kind of impact, that day in and day out brings hope, compassion and healing into people’s lives. I am grateful that I am part of a team that works with passion, are diligent in maintaining the highest service standards and most importantly, laugh a lot, value each other and the work that we do together. My heartfelt thanks go out to everyone in our FSyr family. Thank you.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Elisha Laker". The signature is fluid and cursive, with the first name "Elisha" and last name "Laker" clearly distinguishable.

Elisha Laker, Chief Executive Officer, MSW, RSW

CONTINUOUS QUALITY IMPROVEMENT

To say this past year has been challenging would be an understatement. The impact of the COVID-19 pandemic has been far reaching, both on the communities we serve and staff alike. Despite the many challenges, FSyr's resilience in adapting to these unprecedented times has been extraordinary. Our staff and management never skipped a beat, focused on pivoting our programs and services to virtual platforms within days of transitioning to working remotely; and the wave of support from community partners, generous donors and reliable funders all provided us with the means to persevere through this difficult year and have a positive impact during the pandemic.

Some highlights from this year include:



Transitioned **100%** to virtual services and acquired OnCall Health and Zoom Health platforms and a VOIP telephone system.



Delivered virtual services in **11** different languages to over **4200** clients in York Region.



Booked **10,619** counselling sessions and provided **13,680** direct service hours to clients.



Delivered **40** outreach, parenting and emotional support groups to over **450** participants.



Packaged and hand delivered **2814** care packages containing food, gift cards, activity and essential items to families in need.



Delivered **9** cycles of FAST to **385** participants and **88** families, with **397** clients participating in the FASTWORKS follow up program.



Developed and implemented a Virtual Walk In, providing free and immediate counselling support to callers.



Had **26,000** visits to our website and **8460** phone calls were answered for people looking to access services.



3 students/volunteers were involved with FSyr and contributed over **1280** hours to the agency.



Provided **1147** check-ins and **1585+** hours of outreach support (translation, food/housing needs, etc.).



Delivered **18** presentations and workshops on parenting, coping with stress and supporting children's mental health to **875** participants.



Created an online application to improve access to services & completed **696** psycho-social needs assessments to navigate clients to appropriate service.

What Our Clients Like Best About Our Services:

"I really liked working with my therapist during my sessions. She helped me overcome so much and I really appreciate it. She made me feel so comfortable and safe and I was able to open up to her during my sessions."

"Group is doing great job in making community come together and helping each one who is undergoing difficult times. Continue your good work. I am happy to be part of it."

"Very good, get advice, information, entertainment and friendship. I appreciate this program. Gives me opportunity to talk and share with others."

"It was nice to get familiar with other parents and there is opportunity to make a relationship with them."

STATEMENT OF OPERATIONS

FAMILY SERVICES YORK REGION STATEMENT OF OPERATIONS FOR THE YEAR ENDED MARCH 31, 2021

	2021	2020
REVENUE		
Ministry of Children and Youth Services/YJS	\$ 2,221,968	\$ 2,009,968
United Way Greater Toronto	828,097	778,245
Other grants and funding (Note 13)	240,113	233,696
Ministry of Community and Social Services	223,010	175,523
Region of York	221,620	197,250
Counselling fees	186,088	221,644
Ministry of Health - Covid Funding (Note 14)	150,200	0
Ministry of Attorney General	55,000	55,000
Miscellaneous income	25,432	21,345
Donations and fundraising	5,302	6,980
	4,156,830	3,699,651
EXPENSES		
Salaries and benefits	3,205,676	2,921,301
Rent, utilities and taxes	336,920	364,593
Program supplies and operations	150,995	45,812
Covid expenses (Note 14)	150,200	0
Office and general	69,379	100,637
Telephone	47,206	52,516
Equipment lease and maintenance	35,073	42,424
Bank charges, service fees and interest	25,963	22,667
Staff supervision and development	16,988	12,220
Insurance	21,034	23,137
Office maintenance	20,525	27,380
Dues and fees	12,766	13,178
Bad debts	8,342	2,714
Travel	6,758	30,686
	4,107,825	3,659,265
Excess of revenue over expenses before other items	49,005	40,386
Amortization	(30,678)	(40,798)
Amortization of contributions towards capital assets	<u>5,826</u>	<u>8,893</u>
	(24,852)	(31,905)
EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR	\$ 24,153	\$ 8,481

The accompanying notes are an integral part of these financial statements.

STATEMENT OF FINANCIAL POSITION

FAMILY SERVICES YORK REGION
(Incorporated Under the Laws of Ontario Without Share Capital)
STATEMENT OF FINANCIAL POSITION
MARCH 31, 2021

	2021	2020
<u>ASSETS</u>		
CURRENT ASSETS		
Cash (Note 3)	\$ 385,855	\$ 165,850
Accounts receivable (Note 4)	333,451	179,670
Prepaid expenses	<u>61,842</u>	<u>46,290</u>
	781,148	391,810
Endowment fund investments (Note 5)	35,251	35,251
Capital assets (Note 6)	<u>73,988</u>	<u>97,551</u>
	\$ 890,387	\$ 524,612
<u>LIABILITIES</u>		
CURRENT LIABILITIES		
Accounts payable and accrued expenses (Note 7)	\$ 231,459	\$ 143,122
Leasehold loan - Current portion (Note 8)	0	4,387
Deferred revenue - Other (Note 9)	426,000	180,909
Deferred revenue - Compass (Note 10)	<u>44,513</u>	<u>0</u>
	701,972	328,418
Unamortized contributions towards capital assets (Note 11)	23,308	29,135
Leasehold loan (Note 8)	0	26,105
Deferred contributions - Endowment fund (Note 12)	<u>35,251</u>	<u>35,251</u>
	760,531	418,909
<u>NET ASSETS (NOTE 16)</u>		
Invested in capital assets	50,680	68,417
Unrestricted	<u>79,176</u>	<u>37,286</u>
	129,856	105,703
	\$ 890,387	\$ 524,612

Approved on Behalf of the Board,

Vanessa Aguiar, Chair.

Ira Teich, Treasurer.

The accompanying notes are an integral part of these financial statements.

COMMUNITY COLLABORATION

- 360° Kids
- Abuse Hurts
- Agincourt Community Services
- Ahmadiya Community
- Addiction Services York Region
- AIDS Committee of York Region
- Blue Door Shelter
- Canadian Mental Health Association
- Catholic Community Services of York Region
- Cedar Centre
- Centre Francophone de Toronto
- CICS Canada
- CMHO
- COMPASS
- Domestic Violence Court Advisory Committee
- Early ON Child and Family Centre
- Ebenezer United Church
- Family Service Canada
- Georgina Public Libraries
- Georgina Transit
- Girls Inc.
- Hospice - Richmond Hill
- Human Endeavour
- Humanity First
- Jericho Youth Services
- Jewish Family and Child Services
- John Howard Society of York Region
- Kinark Child and Family Services
- Linking Georgina
- Mackenzie Health
- Markham Stouffville Hospital
- PFLAG York Region
- Probation and Parole
- Project Benjamin
- Rose of Sharon
- Sandgate Women's Shelter
- Social Services Network
- Southlake Regional Health Centre
- Sutton Youth Shelter (Salvation Army)
- Vaughan Community Health Centre
- Victim Services York Region
- Welcome Centres (Markham North, Markham South, Richmond Hill & Vaughan)
- Women's Centre of York Region
- Women's Support Network
- Yellow Brick House
- York Hills Centre for Children Youth and Families
- York PrideFest
- York Region Centre for Community Safety
- York Region Children's Aid Society
- York Region Chinese Mental Health Initiative
- York Region Community and Health Services
- York Region Department of Public Health
- York Region District School Board
- York Catholic District School Board
- York Region Farsi Speaking Social Service Providers Network
- York Region Parks and Recreation
- York Region Planning Collaborative
- York Region Violence Against Women Coordinating Committee
- York Regional Police
- York Support Services Network
- Youth Justice Services

BOARD OF DIRECTORS



Vanessa Aguiar	Chair Former Vice Chair	Director, Occupational Health, Safety & Wellness, Lakeridge Health
Bonnie Glover	Member at Large	Retired Teacher, Simcoe County District School Board
Eden Hansen	Past Chair	Project Management Professional Past Project Director-IS, Manulife Financial
Pat Harper	Policy & Planning Past Vice Chair	Past Senior Human Resources Manager, IBM Canada Ltd
Debbie Kassirer	Member at Large	Alternative Dispute Resolution Practitioner, Principal of Beyond Conflict
Priya Khalsa	Vice Chair	JD/MSW Faculty of Law Graduate, Medical Student
Ghazaleh Salahi	Member at Large	Brain Injury and Rehabilitation Therapist
Initha Subramaniam	Secretary	Teacher/Liaison & Community Empowerment Advocate, YRDSB
Ira Teich	Treasurer Finance	Author, Marketing Consultant & Nation-Building Development/Strategist
Rachel Williams	Policy & Planning	Family Law Lawyer, Morrison, Williams Professional Corp.
John Ellis	Policy & Planning Volunteer	Retired Executive Director, Family Service Ontario

MANAGEMENT & SUPERVISORS TEAM

Elisha Laker, MSW, RSW

Chief Executive Officer

Mariana Benitez, M. Ed., R.P.

Director of Clinical Services

Susan Warren B.A., R.P.

Director of Inclusivity and Community Development

Michael Prencipe, B.A.

Director of Operations

Adelle Volpone, MSW, RSW

Manager of Clinical Services

Kerry Newman, R.P.

Clinical Supervisor

Melissa Tawadros, MPsy., R.P.

Clinical Supervisor

Reni Hunter

Financial Manager

Stephanie McKellar, B.A.

Executive & Senior Management Assistant

Varenya Kuhathaas, MSW, RSW

F&ST Program Manager



STAFF



- Aileen Yu, M.Div, RP
- Aisha Noor Ahmed, MA, MBA
- AJ Luo, BA
- Aleksei Panov, MPsy, RP
- Angie Tsianos
- Ann Wylie, BA, B.Ed.
- Anna Giacomini
- Barbara Urman, MSW, RSW
- Carlotta Lau, MSW, RSW
- Cassandra Crawford, MSW, RSW
- Chantal Gray, MSW, RSW
- Cynthia Salazar
- Dalyce Cloes, MSW, RSW
- Darby Crosby, MA, RMFT, RP
- Deanne Arada, MSW, RSW
- Deepshikha Swaroop, MCA
- Erica Fuentes-Gallo, SSW, RSSW
- Farzaneh Yazdani, PhD, RP
- Jacqueline Lau, MA, RP, CCC
- Jane Alway, MA (Psych), RP
- Janice Chan, B.A.Sc, M.Ed, RP
- Janice D'Amore-Cook, BA
- Jeanne Bell
- Jennise Fortner, OCT, MSW, RSW
- Jessica Pham, SSW, RSSW
- Julia Johnson, MA, RP
- Kathleen Latimer
- Laura Rogers, M.Ed., RP
- Leena Nayyar, MSW, RSW
- Linda Caron, BA
- Liway Coniega, BA
- Mahsa Ghayoumi, MA, RP
- Maxwell Denley, MSW, RSW
- Melissa Tolman, MA, RP
- Nazanin Abdollahzadeh, MA, RP
- Nishtiman Mokri
- Poopeh Aravandi
- Priscilla Joshi
- Richard Gomory, MA, RP
- Robyn MacFarlane, MSW, RSW
- Ruth Xie, MA, RP
- Sandra Moulds
- Sarah Saeed, MA, RP, CCC
- Sarah Simpson, MSW, RSW
- Sarah Tanel, MSW, RSW
- Shantelle Clustie
- Sharon Romm-Zur, MA (Psych)
- Sudha Coomarasamy, B.Ed., RP
- Teresa Riccitelli, MSW, RSW
- Vincenza De Maria
- Wendy Milwain
- Wendy Russell, MC, RP

STUDENTS & VOLUNTEERS



Students & Volunteers	Supervisors
Mariam Malik - Yorkville University	Adelle Volpone, MSW, RSW Richard Gomory, MA (Clinical Psych), RP
Raymond Lee - Volunteer	Darby Crosby, MA, RMFT, RP
Ron Burdo - University of Toronto	Adelle Volpone, MSW, RSW Richard Gomory, MA (Clinical Psych), RP
Varenja Kuhathaas - University of Windsor	Adelle Volpone, MSW, RSW

SINCERE APPRECIATION TO OUR INVESTORS



- Kaptyn Family Endowment Fund
- Ministry of Children Community and Social Services
- Ministry of Health and Long-Term Care
- MCYS Youth Justice Division
- Ministry of the Attorney General
- Ontario Trillium Foundation
- Regional Municipality of York
- United Way Greater Toronto

A HEARTFELT THANK YOU TO OUR DONORS



- Abuse Hurts
- Argo Lumber
- Bimbo Canada
- Designer Brands Canada
- First Books Canada
- Gisela Neitzert Memoriam
- John Wood Memoriam
- Kitchen 24
- Maple Leaf Sports & Entertainment
- Markham Food Bank
- Phillip Jang - Red Dot Project
- Robin Hood Army Canada
- Scholastic Canada Ltd
- Second Harvest
- St. Padre Pio Church of Kleinberg
- Unionville Presbyterian Church
- York Regional Police
- York Region Food Network