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### Mission Statement

Vanier helps children to reach their full potential by working with the child and family's unique strengths, needs and culture to prevent or reduce serious emotional problems.

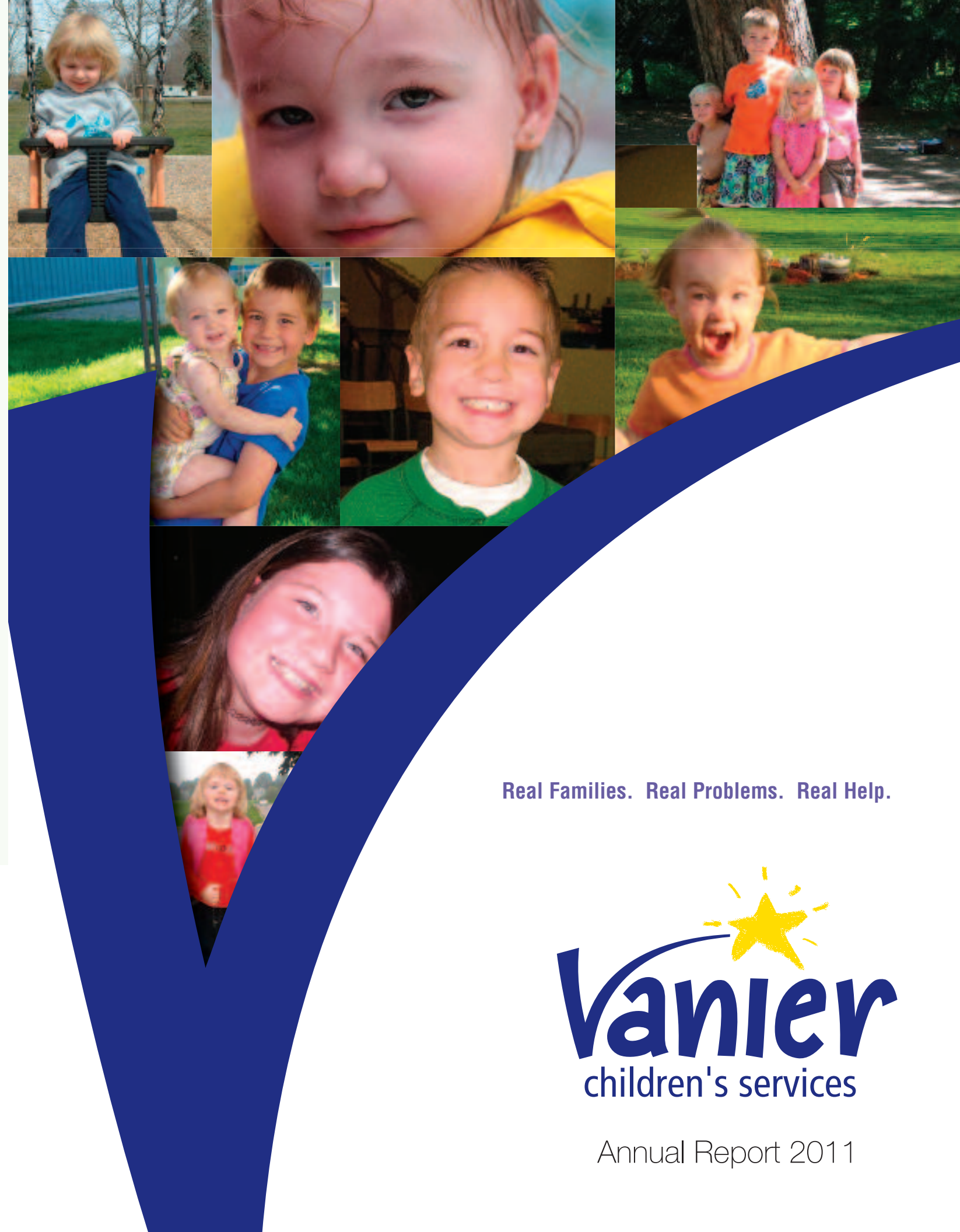
### Real Families. Real Problems. Real Help.

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Annual Report 2011



## BOARD OF DIRECTORS

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## BREAKFAST EVENT

On September 30, 2010 Vanier held its third Breakfast Event at the Four Points by Sheraton. We were delighted to have The Honourable Michael Wilson as our featured guest speaker. Following his early career as an investment executive on Bay Street, Mr. Wilson was elected to the House of Commons in 1979 as a Progressive Conservative Member of Parliament. He served in various portfolios, including Minister of Finance and Minister of International Trade, in the governments of Joe Clark and Brian Mulroney. After returning to the Royal Bank of Canada in the 1990s, he became Chairman and CEO of UBS Canada. In 2003 The Honourable Michael Wilson was appointed an officer of the Order of Canada. From 2006-2009, he served as Canadian Ambassador to the United States. Since the death of his son from depression and suicide, Mr. Wilson has been an advocate for Children's Mental Health. The event was attended by 225 people and the funds raised (\$13,060 ) have been used to support the "HOPE – Helping Other Parents Excel – Program" at Vanier. Vanier is excited to announce we will be hosting another Breakfast Event on September 28, 2011 with The Honourable Michael J.L. Kirby, Chair of the Mental Health Commission of Canada, as our guest speaker. His talk is entitled, "Child and Youth Mental Health: Successes Today Mean Brighter Futures".

## MESSAGE FROM OUR PRESIDENT & EXECUTIVE DIRECTOR

While there were many important developments at Vanier this year, the most celebrated was receiving a 99% score on our accreditation. We applaud all of our staff on this amazing accomplishment and wish, in particular, to recognize Joanne Sherin, Director of Clinical Services and Nancy Miller, Director of Intensive Services, for their outstanding leadership which brought about this achievement.

Reaching this milestone is particularly remarkable as it took place in the context of the largest change initiative for Vanier since its founding in 1965. At its meeting of September 2010, the Vanier Board of Directors agreed to move ahead with an amalgamation process involving Craigwood Youth Services, Oxford Elgin Child & Youth Centre and Western Area Youth Services which is intended to be concluded in April 2012. Our thanks to the many board members and staff who have given countless hours, energy, creativity and passion to this vital work of finding even better ways to serve children, youth and families dealing with mental health issues. Each of these organizations do good work on their own. We believe we can do even better work together. Vanier board and staff have contributed significantly to the amalgamation process through their engagement in the 17 integration teams. Our commitment to Vanier stakeholders is to work with our partner organizations to carry into the new organization clinical excellence, continued commitment to early years, and a focus on staff wellness. In addition to expressing our gratitude to board and staff, we thank the Ministry of Children & Youth Services and several other funders who have engaged with us in this initiative which is reshaping children and youth services in our community.

Another highlight of this year was becoming, for the first time in Vanier's history, a United Way funded agency. This funding of \$65,000, which we hope will become annualized, supports our Family Focussed Therapy and Internship Program.

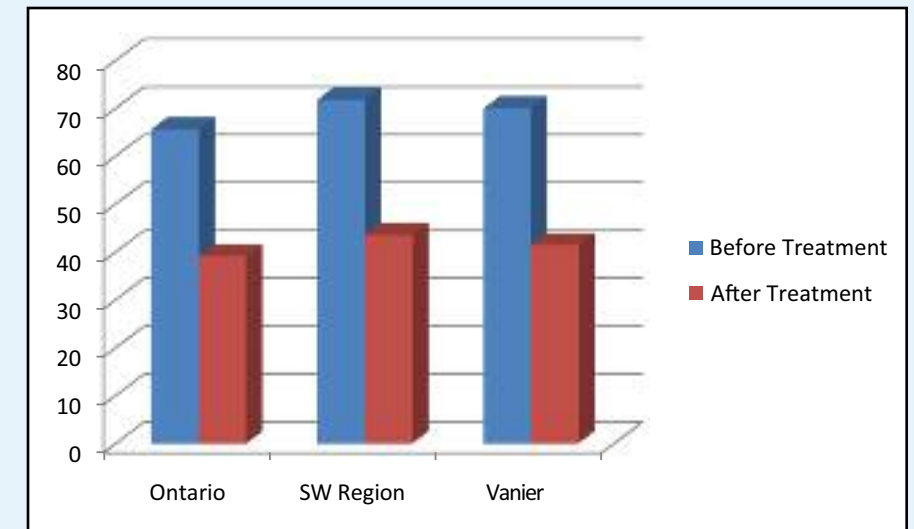
While so much energy and time went into accreditation, amalgamation and pitching to the United Way, our first obligation was to continue to provide only the best service day after day to the children and families who have come to us for support. There was no slippage. As you read the balance of this annual report, you will see evidence of the highest standard of service and continual pursuit of better ways to provide real help to real families with real problems.

Harry Van Bavel, President

Willy Van Klooster, Executive Director

## CAFAS

The Child and Adolescent Functional Assessment Scale is a staff-rated instrument used in all children's mental health organizations in Ontario because it has demonstrated good reliability, validity, clinical acceptability, and utility as an outcome measure. We are clearly showing that we serve more severely disturbed children than other centres, and they get better.

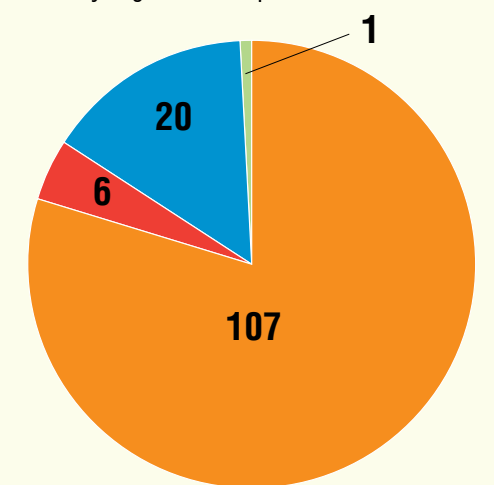


## MADAME VANIER CHILDREN'S SERVICES

### Comparative Consolidated Statement of Operations

	Audited March 31/11	Audited March 31/10
REVENUE	\$7,657,463	\$7,344,108
EXPENSES		
Salaries & Benefits	6,068,733	5,685,571
Occupancy Costs	375,735	443,665
Office Expense	168,696	159,879
Promotion & Publicity	20,749	31,348
Board Expense	21,544	19,530
Staff Travel / Professional Development	117,156	107,114
Membership Dues	18,491	18,307
Purchased Professional Services	323,894	275,957
Program Costs	527,518	437,314
Amortization	131,429	131,469
<b>TOTAL EXPENSES</b>	<b>7,773,945</b>	<b>7,310,154</b>
Surplus (Deficit)	(116,482)	\$33,954

Vanier Clients Discharged in Fiscal Year 2010-11 Showing a Clinically Significant Improvement on CAFAS\*



■ Pre Under Threshold  
■ Improved  
■ Got worse  
■ No Significant Change

\* Improved by 20 points or more

## 2011 Vanier Accreditation Results

Every 4 years, most Children's Mental Health agencies in Ontario participate in an Accreditation process to ensure they are in compliance with standards of governance, management and staffing and program practices, as set by Children's Mental Health Ontario (CMHO).

Vanier is proud to announce that we achieved this status again in April 2011. Our Staff and Board worked diligently over the past 4 years, to ensure that our result would be a positive one. We achieved 100% on the mandatory standards and 99% on the defining standards! The feedback from the Accreditation Site Review team (who spent 3 days at the agency) was very affirming and heartwarming, especially as we move away from being identified as "Vanier Children's Services" in April 2012. Here is a sample of what they said:

- "The Centre is very committed to clients. Staff put clients' needs first and foremost and look for approaches/intervention strategies that are strength-based, creative and meet the diversity of client needs."
- "The staff at Vanier work together and there is a strong atmosphere of caring for each other at all levels of the organization."
- "Vanier has some of the most innovative approaches to treatment that we have encountered. Program Evaluation & Research components have been clearly thought out and implemented. It speaks to the commitment of the centre to provide quality, evidence-based practice."

## 2011-12 United Way Funding – "Focused Family Therapy & Internship Training Program"

At the end of February 2011, we received confirmation from the United Way of London & Middlesex that Vanier would be 1 of 3 new organizations to receive program funding!! The United Way will be adding their support (\$65,000.00) to the "Focused Family Therapy & Internship Training Program" this year. Approximately 120 children age 7-14 yrs. and their families are served in this program annually, while at the same time providing in-depth clinical training for up to 12 interns & students in children's mental health interventions. This program has existed primarily on grant funding since its inception in 2006, so this funding will assist in further program development. Our CAFAS results & outcomes are clinically significant, as most children experience a reduction in their symptoms and families develop more resiliency and quality of life. More than 75% of our interns & students go on to employment, improved employment and/or further education in the field. Vanier thanks the United Way for their vote of confidence in this agency and their support for our community's well-being!

## AMALGAMATION: IT'S COMING TOGETHER

At this time a year ago, we reported that Vanier was 9 months into exploring a possible amalgamation. At its meeting of September 2010, the Vanier Board of Directors agreed to move ahead with an amalgamation process which is intended to be concluded in April

2012. All things being equal, we are now just 9 months away from becoming a new organization to serve children, youth and families with mental health needs.

Craigwood Youth Services (\$7M budget, 120 staff) was founded in Alisa Craig in 1954. They provide mental health and youth justice services to youth, primarily aged 13-18, in London and Middlesex. Oxford Elgin Child & Youth Centre (\$3M budget, 40 staff) resulted from an amalgamation of services in Oxford and Elgin in 2008 although each had provided mental health services for 20 years before that. They serve children & youth 0-21. The earliest programs of Western Area Youth Services (budget \$10M, 220 staff) were founded in 1967. In 1996, 3 organizations were amalgamated and, in 2005, WAYS purchased Community Homes. They now provide mental health and youth justice services in London, Middlesex, Chatham-Kent and Lambton counties primarily to youth aged 13-21; however, WAYS also provides foster services for young children.

Since the decision of our boards was taken in September, 17 Integration Teams, with board and staff representation from our 4 organizations, have been working hundreds of hours to create new, vital and sustainable infrastructure and programs to better serve our community. A sense of us being one has already begun to take hold as we share our common desire to build more accessible, streamlined and responsive services.

We are grateful to the Ministry of Children & Youth Services, the Ontario Trillium Foundation, the Sisters of St. Joseph (London), the Lorraine Ivey Shuttleworth Fund of the London Community Foundation and Joan Smith for their funding support. We appreciate the community support and engagement from other Children's Mental Health and Child Welfare services, the Child & Youth Network, the Student Support Leadership Initiative and other community partners as this new organization impacts service delivery in our communities.

The Phase Two Report will be released to our boards and the ministry in late June. By October, the members of the new board will be named, a new Executive Director hired and a new name for the organization revealed. As a result of the efforts of so many to dig deep and work together, this amalgamation will not end with small changes around the edges. The new organization will provide a vibrant, fresh and different approach to child and youth mental health in our community. Vanier has always been on the leading edge of change. It continues to be so.



## PROGRAMS AND SERVICES

### Early Years Team

The Early Years Team provides services to young children ages 0 to 6 and their families who may be experiencing serious difficulties including: attachment disorders, anxiety, emotion regulation issues, school failure adaptation, sleep issues, poor peer relationships, anxiety and uncontrolled aggression. The Early Years team provides comprehensive clinical assessments, multidisciplinary consultation, family therapy, parent-child therapy, in-home parent support, a day treatment school program for young children, psychological assessment, psychiatric consultation and assessment, parenting and social skills groups, public education workshops, occupational consultation, speech and language consultation, and case management. Services are provided in the environment best suited to each family: at Vanier, in the home, in the child's school or in the community including London-Middlesex, Sarnia-Lambton, Elgin and Oxford counties.

### Highlights for 2010/2011:

- We reduced our wait list from 6 months to less than 3 months in September 2010. We served 40 more children and families from the previous year. We continue to encourage our community partners to provide early identification referrals for best outcomes.
- We are involved in the Community Early Years Partnership in an effort to develop an organized plan to disseminate information about the 18 month Enhanced Well Baby Visit to physicians, community agencies and parents in London and Middlesex. The project aims to screen young children's development using the Nipissing District Developmental Screen (NDDS), and to communicate, share resources and plan events for families with young children.

### Cornerstone

Our Cornerstone residence has been open since January 27 2010. The update is good news for our community and the children and families we serve. We have had our 6 beds occupied since July 2010.

One main area that we have focused on over the past year and a half has been to establish a residential treatment team who could create and ensure a living environment that is predictable, consistent, non-punitive, safe, and structured. We have developed an approach to assess the family from a strengths perspective and bring these strengths together to create an individualized treatment plan for each child and their family. We work to create a therapeutic experience that helps the child work through the negative impact on them (that is, how they think, feel and behave) of their previous experiences. Cornerstone staff understand that every person is an individual and that it is their subjective "take" on what has happened to them that matters, and has influenced their development. Planning is done with this in mind, after a thorough examination of the client's background and life experience.

We are happy to report that the children are responding positively and working with the staff to make changes that support the goal of family reunification. Children are participating in community schools, visiting with family members, and community recreational activities.





## PROGRAMS AND SERVICES

### Children and Youth Crisis Intake (C-IT)

The Crisis and Intake team reduces stress and confusion while accessing Child and Youth Mental Health Services. Telephone crisis intervention is available 24 hours, seven days a week for youth and their parents/guardians living in the London and Middlesex counties. C-IT also provides a single point of intake service for all non-residential programs located at Vanier, Craigwood Youth Services and Western Area Youth Services, as well as support while waiting for services. Vanier offers bilingual crisis-intake service to the French-speaking community.

#### Highlights for 2010-2011:

- CIT served a high volume of clients and received over 4000 calls this past year.
- Outreach in activities such as supporting the Carling neighbourhood in developing a Neighbourhood Child and Family Center under the guidance of the Child and Youth Network.
- This past year C-IT worked together with intake departments of CPRI, Merrymount, Anago, and CSCN to develop a Common Intake Referral Form which may pave the way for more seamless access to services.
- C-IT staff are participating fully in amalgamation discussions and anticipating excellent outcomes for clients who are accessing services and for those who are in transition.

- RAPP services for children under 12 coming to the attention of fire and police authorities have now reached 78 families, and the outcomes have been presented at 3 conferences, one in Boston.

### Trauma Work has a Renewed Focus Thanks to Dr. Bruce Perry

Vanier hosted a very well attended conference in October 2010 featuring Dr. Bruce Perry, a noted Child Psychiatrist & Senior Fellow of The Child Trauma Academy based in Houston, Texas. Dr. Perry spoke with over 400 professionals from Southwestern Ontario about the impact of trauma on a child's neurobiology (body & brain development). His specialized experience in the treatment of children who have experienced significant trauma in their lives offered us a renewed sense of hope by providing us with a fresh framework to view even the most complex of situations. Dr. Perry also provided assessments of some real life case studies showing how the use of "brain mapping" can give us strategies and interventions to assist these children.

In partnership with the London Public Library, Vanier also organized an evening discussion by Dr. Perry with local parents and other caretakers of children in our community. It was very well received, as they were also able to hear his approaches to treatment in very parent-friendly language.

Dr. Perry's teachings have continued to live and breathe throughout the different teams in our agency. Staff are excited to have learned a new way of approaching therapy ("It has changed the way I approach therapy").

There are many ways the learning has remained alive. The children have been assisted in learning to cope both with calming and integration of emotions. The children also have the opportunity to participate in rhythmic, repetitive activities such as drumming and dancing. The purchase of a dance game for a game system has brought hours of not only fun but rhythmic motion without the kids even being aware of what they are doing!

The On Campus School team have also incorporated new tools to assist the children to manage their emotional and physical states within the classroom setting. Specific sensory equipment and resources help them to be more available for learning activities.

### Community Mental Health Services

Community Mental Health Services provides a range of time limited, goal focused treatment services to London and Middlesex families.

#### Highlights for 2010/2011:

- This year, the Clinical Internship Program provided focused family therapy training for 3 interns and 6 students. They worked with over 110 families. We thank them for their exemplary work.
- Francophone services reached 180 clients.
- Group Services - Dr. Bruce Perry's workshop led to games and activities being the medium for helping children learn cognitive, emotional, behavioural ideas.
- Two Middlesex staff served 125 families.

Increased use of music and physical activity throughout the day have contributed to the children feeling better about themselves and experiencing more success in school.

We are able to help parents start to understand the development of the brain and the impact of trauma. This allows them to approach their child differently and work as part of the team to make improvements in their children's lives.

This learning has brought a renewed enthusiasm and creativity to the staff team which in turn helps children and families feel hope and comfort!

The Therapeutic "Environment"- Bruce Perry

Kid's routines need to be:

- Relational (safe)
- Relevant (developmentally matched)
- Repetitive (patterned)
- Rewarding (pleasurable)
- Rhythmic (resonant with neural patterns)
- Respectful (in keeping with the child's family culture)

### H.O.P.E.

Project HOPE – Helping Other Parents Excel –began in 2000 and was the first program of its kind in Ontario. HOPE is run for parents, by parents, with a belief that they have unique insights and valuable experiences that complement the expertise of professionals. One of HOPE's primary goals is to empower and support parents to become effective advocates for their children with mental health challenges. We do this through a combination of one to one parent mentoring, group support, information sharing, self-education and advocacy on issues related to children in their homes, schools and communities. HOPE is funded through the generosity of the community, and is especially grateful to the May Court Club of London for their continued support over the years. Through our affiliation with school boards, provincial advocacy groups, local and provincial advisory committees and other parent groups, HOPE continues to support parents and children, promote positive parenting, raise awareness and promote positive change in addressing the issues surrounding children's mental health in London and throughout Ontario.

#### Highlights for 2010/2011

- Two of HOPE's parent mentors were recipients of the Provincial Volunteer Service Awards for 10 year's service with the program
- Parent mentor Wendi Rodic was invited to serve as a parent advisor on the Children's Mental Health Centre for Excellence Advisory Committee at Children's Hospital of Eastern Ontario in Ottawa
- HOPE participated in organizing the very successful Dr. Bruce Perry event for parents at the public library
- HOPE continues to represent Vanier Children's Services on the Thames Valley District School Board's Special Education Advisory

Committee and has been a strong advocate for the recently announced five year strategic plan on children's mental health in schools

- Bonnie's blog continues to receive the greatest number of hits on Vanier's website

### School and Community Intervention Partnership

SCIP's partnership grew and now includes Child and Adolescent Mental Health Care Program Children's Hospital/LHSC; Family and Children's Services of St. Thomas and Elgin; London District Catholic School Board; Merrymount Children's Centre; Oxford Elgin Child & Youth Centre; Thames Valley District School Board, and Vanier Children's Services

Family and Children's Services of St. Thomas and Elgin generously seconded a position to SCIP allowing SCIP to expand in Elgin County

SCIP currently provides service to 30 schools, has exceeded all benchmarks for client and school satisfaction, and demonstrated an average improvement for all SCIP clients active in fiscal year 2010-11 of 42.9 points (20 is considered significant).

### On Campus Day Treatment Program

The staff of the on-campus program work very hard to help children develop skills in the area of self-regulation, empathy, school readiness and relationship building. This is done through the minute-by-minute teachable moments that occur in class as well as through social skill training, compliment circles, and individual time spent one-on-one. Our goal is to help clients re-define school to be an enjoyable, safe and rewarding environment.

#### Highlights for 2010/2011

- The school organized and hosted an International Pot Luck Lunch
- Creatively reengaging the children in a positive learning environment by actively participating in "drumming", music, cooking, baking, gardening
- We have implemented a healthy relationship program which focuses on the strengths of each child in the class. We also provide the Values Influences and Peers program with the London Police Department
- The Day Treatment program has also encompassed the sensory work from Dr. Bruce Perry. The tactile, rhythmic techniques are implemented in each classroom through music, play and sensory objects that fit each child's needs for repetitive and soothing activities.

