



Youville Centre

An innovative centre that **motivates**,
educates and **nurtures** young mothers
and their children to become self-sufficient,
contributing members of society.



Shauna and Mahlaiyah – Class of 2014
Photo by Valberg Imaging

2013–14 Annual Report



(L to R): Class of 2014 Valedictorian Amber Cray and her friend and fellow graduate Sarah Tunstall

“Youville has truly been the experience of a lifetime. I’ve grown into the person I’ve only ever dreamed of being. I’ve learned to be strong, not only for my daughter, but for myself, to love myself for who I am, to develop positive parenting skills, and to reach toward the stars knowing that anything is possible as long as you’re willing to give it your all.”

Valedictorian Amber Cray, Class of 2014

Our Mission

Youville Centre is an innovative centre that **motivates, educates and nurtures** young mothers and their children to become self-sufficient, contributing members of society.

Youville Centre

Located in Ottawa, Youville Centre is a non-profit, registered charity that serves adolescent mothers and their children. Youville's trauma-informed, holistic programs and services include: crisis intervention, intensive mental health therapy and treatment, addiction counselling, collaborative problem solving, a licensed child development program with a focus on infant mental health, attachment-based parenting programs with intervention and treatment, and a fully accredited secondary school. For more than a quarter century, Youville Centre has been an innovative centre that motivates, educates and nurtures young mothers and their children to become self-sufficient, contributing members of society.

At Youville Centre, we believe that every child and youth has the ability to learn and grow, and that every young mother deserves to have a dream that anything is possible. Our myriad of programs and services help our young moms to work towards personal, academic and parenting goals in order to create a brighter future for themselves and their children.

In this report:

- **You will learn about** the programs and services we provide that help us to educate, motivate and nurture our young mothers and their children.
- **You will be provided with** key information and highlights from our 2013-2014 year.
- **You will identify** ways that you can get involved to help Youville's young mothers and their children.

“At Youville Centre, I knew that my child was safe and happy, and I felt for the first time as if I mattered.”
— Katie, Class of 2014

Our History

Founded in 1985 and granted charitable status in 1987, Youville Centre was the brainchild of Sister Betty Ann Kinsella, a member of the Congregation of Grey Sisters and a former teacher at Immaculata High School and Our Lady's High School in Pembroke. Sister Betty Ann's vision was to create a centre that would give young mothers and their babies a chance for a brighter future through education, social support and parenting instruction. Named in honour of Sister Marie-Marguerite d'Youville, founder of the Sisters of Charity (now known as the Grey Sisters), Youville Centre continues to carry on Sister Marie-Marguerite's legacy of helping those in need, particularly women and children. What began as a small centre in Hintonburg serving 12 young mothers and their children now provides innovative programs and services for up to 100 young mothers and their children each year.



Photo by Geoff Clyne Photography

At the outset, Youville Centre programming focused on providing young mothers with education, housing support, counselling, childcare and parenting instruction and it still addresses these needs today. During its Hintonburg years, the Centre's programs and services, under Sister Betty Ann's leadership, grew and developed. As Youville Centre grew, in addition to its emphasis on education and housing, important services such as legal aid, a public health nurse, parenting and life skills, nutrition, and enhanced crisis support counselling were added to its programming. In the Spring of 2000, Youville Centre moved to its current location on Mann

Avenue. After a very successful Capital Campaign, spearheaded by Sister Betty Ann, important renovations were made to Youville's current building in order to respond to the expanding population base of its clients and the evolving needs of the young mothers and their children.

Many program changes have occurred over the past quarter century; however, the spirit of Youville Centre remains the same. Making a difference with two generations, breaking cycles and providing a hand up to young mothers still remains Youville Centre's priority.

Sister Betty Ann Kinsella, Founder of Youville Centre, received the Order of Ontario in 2011.

Executive Director's Message



Witnessing moments of simple joy is the best part of being the Executive Director at Youville Centre. Moments when babies take their first step during our parenting classes, moments when students obtain their first credit or read their first book, and the powerful moments when our young

Her Excellency Sharon Johnston assisted our young moms in making her unique family recipe of cinnamon buns, and shared tea. An added bonus was meeting His Excellency the Right Honourable David Johnston, Governor General of Canada, whose words of wisdom left a lasting impression on our teen moms. Our moms, who struggle daily with mental health issues and the challenges of everyday living, were overwhelmed that the Governor General of Canada and Mrs. Johnston would take the time from their busy schedule to compliment them on their work at Youville Centre, and to reassure them that their dreams are possible with hard work and tenacity.

I continue to be deeply moved by the compassion and generosity of the donors, partners and volunteers that we work with in the Ottawa community, whose

become an Accredited Child and Youth Mental Health Centre. We take on this quest as we strive to continually improve our services to our clients, our young moms and their children, as we affect change with two generations.

My sincere gratitude is extended to our Volunteer Board of Directors, particularly Megan Wallace, our President and Chair, who constantly give us the gift of their time and continually support our staff in the important work we do.

Finally, my deep admiration goes to the young mothers of Youville Centre who remind me daily that "courage doesn't always roar, sometimes courage is the quiet voice at the end of the day saying, I will try again tomorrow". – Mary Anne Radmacher

Cindy Simpson, B.A., M. Ed.

"...courage doesn't always roar, sometimes courage is the quiet voice at the end of the day saying, I will try again tomorrow" – Mary Anne Radmacher

women realize that they can overcome their mental health challenges and live as independent capable parents, due to the wrap around support provided by Youville Centre staff. These are the moments that make coming to work such a pleasure, and reinforce why most consider Youville Centre as a community where "magic can happen".

As I fill my memory book with many unforgettable moments from this year, I would have to mention as a highlight our visit to Rideau Hall, where

contributions enable the capable staff of Youville Centre to motivate, educate and nurture our adolescent mothers as they strive to overcome seemingly insurmountable challenges and barriers to build a brighter future for their children and themselves.

As Youville Centre moves into another year, we look to the future to evaluate where we have been, where we wish to be, and determine how to get there. This year our journey includes preparing to



Executive Director Cindy Simpson with Youville Centre student Julia and her son Landon

Photos by Dwayne Brown Studio

Youville Centre Volunteer Board of Directors 2013-2014

President's Message

At our graduation ceremony last June I shared with Youville Centre's graduates a little piece of data that is often cited around the world – that the success of children can be linked to the education level of their mothers. I shared this information to confirm to our students what they know to be true instinctively: that by pursuing their education at Youville they are bettering not only their own lives, but making a positive choice that will make a profound difference in the lives of their children.

It has been my privilege to be a part of the 2013 - 2014 year at Youville Centre. This year our students worked towards: achieving their high school education, improving their parenting skills, and pursuing personal goals of physical and mental health and wellness. It has been inspiring to witness the progress Youville's young mothers have been capable of making in just one year.

In addition to the above, this year our students had some incredible opportunities: from baking cinnamon buns with Her Excellency Sharon Johnston and meeting with His Excellency the Right Honourable David Johnston to being exposed to global social justice issues and volunteerism at National We Day, and building a relationship with, and supporting the educational journeys of young mothers at Pader Girls' Academy in Uganda. It would be hard to find better lessons in civics, geography and international affairs!

This year our Board of Directors made the decision to pursue mental health accreditation for Youville Centre. Accreditation will enhance the services we offer, as we have been engaged in the provision of mental health services since our inception. Accreditation is quickly becoming the new standard for organizations such as ours and we feel that it is an important step to take to preserve these services for the future.

Youville Centre's continued endeavours would not be possible without our generous donor community, as well as our outstanding, hardworking staff and volunteers, under the extraordinary

leadership of our Executive Director, Cindy Simpson. On behalf of the Board of Directors, I would like to thank Cindy, the staff and volunteers, and all of Youville Centre's donors and community partners for making a commitment to helping our young mothers and their children. You truly have made a difference in the lives of Youville Centre's clients. By helping our students and their children, you help to motivate, educate and nurture two generations.

Megan D. Wallace

Megan Wallace (L) with Cindy Simpson, Her Excellency Sharon Johnston and His Excellency the Right Honourable David Johnston.



Youville Centre Volunteer Board of Directors 2013-2014



“I believe in Youville because it provides a sense of social and emotional safety with an excellent, stable educational opportunity for both mom and baby.”

– Mary Gallagher

“I believe in Youville Centre because with education, a young woman can do anything, for herself and her child.”

– Tara Newman

Megan D. Wallace – President

Lawyer, Perley-Robertson, Hills & McDougall LLP

Tara E. Newman – Vice-President

Senior Legal Counsel, Canada Deposit Insurance Corporation

Laura Muldoon – Vice-President

Family Physician, Somerset Community Health Centre

Mary Young – Treasurer

Director of Finance, The Glebe Centre Inc.

Mary Gallagher – Secretary

Chief Social Worker, Ottawa Catholic School Board

Chrystal Desilets – Director

Student, Research Assistant, Ottawa Hospital Research Institute

Sarah Feldberg – Director

Supervisor, Volunteer Resources, Manitoba, North Eastern Ontario & Nunavut, Canadian Blood Services

Angela Lariviere – Director

Manager, Creative Services, Halogen Software

Mike Lundy – Director

President (Retired), M.P. Lundy Construction Ltd.

Laurie Tucker – Director

Lawyer, Doucet McBride LLP

Shelagh Jane Woods – Director

Director General (Retired), First Nations and Inuit Health, Health Canada

Highlights of 2013–2014

AUGUST 2013

- With Dr. John Lyons, created a custom CANS-PPY screening tool for pregnant and parenting youth

SEPTEMBER 2013

- Igniting the Spark fitness program featured on CBC Radio
- United Way Seeing is Believing tours conducted in the centre
- Started “Doing Grant” from the Centre of Excellence in collaboration with St. Mary’s Home and Rideauwood Addiction and Family Services

OCTOBER 2013

- Youville Centre alumnae featured on CTV News at Noon
- Shepherd’s Fashion Show and Auction in support of Youville Centre at the Ottawa Conference & Event Centre
- Students participated in the In Love and In Danger Conference and shared personal stories with other high school peers
- Youville alumna Taylor’s story featured at the United Way Ottawa Campaign Breakfast
- Mentorship Program launches with first Lunch & Learn
- Interdisciplinary staff start a book club to study and discuss “Trauma Matters”, a text that will inform our journey to becoming more trauma-informed.

NOVEMBER 2013

- Students perform “Roar” dance routine at Eva’s Initiatives Event held at the Wabano Centre for Aboriginal Health, where Youville Centre was granted the

Eva’s Award along with project step partners: Operation Come Home, the Wabano Centre for Aboriginal Health, and You Turn Youth Support Services.

- Student Council begins social justice project to help young mothers in Uganda at the Pader Academy for Girls

DECEMBER 2013

- Local entrepreneur Steven Martel donates to EMBRACE Your Future program
- Youville Centre celebrates Community Action Day with Volunteer Ottawa, United Way Ottawa, and Hydro Ottawa
- Their Excellencies the Right Honourable David Johnston, Governor General of Canada, and Mrs. Sharon Johnston visit Youville Centre for International Volunteer Day
- Parenting Program Toy and Book Lending Library is launched with support from Walton and United Way Ottawa
- Students perform a vigil in honour of the victims of the Montreal Massacre

JANUARY 2014

- Students hold a media festival for community partners and volunteers

FEBRUARY 2014

- Visit to Rideau Hall
- Youville Centre hosts United Way All Staff Meeting
- Youville Centre staff member Rita is honoured at the Amazing People Gala

MARCH 2014

- As recipient of the United Way



Community Builder Award, Youville Centre’s name is posted on the Scotiabank Wall of Inspiration at Jean Pigott Hall at Ottawa City Hall.

APRIL 2014

- Open-mic style fundraiser “Grownups Read Things They Wrote As Kids” raises funds and friends for Youville Centre
- Students attend National We Day thanks to the generosity of TELUS

MAY 2014

- Annual Mother’s Day Campaign
- TELUS employees volunteer on their “Day of Giving”
- Lunch & Learn series comes to a close with “What’s Next?” Day

JUNE 2014

- Graduation Ceremony
- Youville Centre participates in Doors Open Ottawa
- Youville Centre introduces new Child-Parent Counsellor
- Presented CANS-PPY to ONTCHILD/ YPRO Network in Toronto
- Youville Centre hosts Infant Mental Health Promotion Day to partners across Ottawa

Intensive Treatment Support Program (Day Treatment Program)

Each Youville Centre adolescent mother is unique, therefore, an emphasis is placed on providing differentiated programming to meet each of their special needs.

Intake and Discharge

Young mothers between the ages of 15 and 21 years may enroll at Youville Centre either by self-referral or with referral from school guidance counsellors, clergy, family physicians, community health centres or other community agencies, or on the recommendation of friends, family or alumnae. Our intake process involves intake interviews with Child Development staff, Intensive Treatment Support staff, and Section 23 teachers from our education partner, M.F. McHugh Education Centre. During the intake process, clients are apprised of the benefits and risks of participating in treatment at Youville Centre and attending a Section 23 site. During an in depth interview with Intensive Treatment Support staff, each young mother's life circumstances are discussed as well as personal goals she has for herself and her child. New clients are informed of the wrap

around mental health, addiction, and social services Youville Centre offers as well as mandatory "Youville Curriculum" that is delivered by Intensive Treatment Support staff in conjunction with Child Development staff and M.F. McHugh Education teaching staff. Child Development staff conducts a thorough interview with our clients to gather pertinent information about their child, then a childcare integration schedule is established. M.F. McHugh teachers review each student's academic transcript and collaboratively chart an academic path.

As the Ministry of Education funds students until age 21 years, Youville Centre students either graduate with their Ontario Secondary School Diploma, transfer to Adult High School, complete Independent Learning Courses through a Youville Centre Learning Coach located at The Salvation Army Bethany Hope Centre, or enter the world of work prior to their 21st birthday. Youville Centre Intensive Treatment Support staff, in conjunction with M.F. McHugh Education Centre teaching staff, and Youville Centre Child Development Program staff prepare our clients for a smooth transition to the next phase of their life journey. They connect students to external community agencies, help students transfer to alternate adult secondary schools or navigate to

their chosen post-secondary school, assisting with registration, financial assistance, entrance requirements, employment choices; and helping to ensure that an appropriate childcare is secured. Youville Centre does provide transitional mental health and addiction support to alumnae which enables continuity of service for clients and also supports the transition process to alternative mental health services in the community or at their new educational institution.

Intensive Treatment

"Trauma can be seen as both an overwhelmingly negative event and as the impact of that event on a woman" (Covington, S. 2002, in Trauma Matters, March 2013, The Jean Tweed Centre, Toronto, Ontario)

Youville Centre and its Intensive Treatment Support Program utilizes trauma-informed, research based, and evidenced informed practices in its day to day work with clients. *"Trauma-informed practices take into account an understanding of the prevalence and impact of trauma and integrate that understanding into all components of an organization"* (Trauma Matters, March 2013, The Jean Tweed Centre, Toronto, Ontario.) Youville Centre's mental health and addiction counsellors also offer programs and services that are

trauma-specific designed to focus directly on the impact of trauma and facilitate trauma recovery.

The Intensive Treatment Support Program (Section 23 / Day Treatment) staff is multi-layered; first, with front line staff providing support to clients to navigate our myriad of programs and services including: child development/infant mental health; the M.F. McHugh Ontario Secondary School program; psychological, emotional, behavioural, and social support using collaborative problem solving; and providing assistance to clients in accessing appropriate community social services. Second, trauma-specific programs and services are delivered by our mental health and addiction counsellors in both group and one-on-one therapeutic settings.

Intensive Treatment Support staff employs various assessment tools (CANS-PPY, GAIN-SS, Parent Stress Index, Thinking Skills Inventory, Beck Depression Index, Drug Taking History) in the development of Individual Treatment Plans of Care for each client. Treatment Plans are developed collaboratively with our clients in multi-disciplinary meetings (YouView Days) which include Intensive Treatment Support staff, M.F.

McHugh teachers, and Registered Early Childhood Educators. These integrated plans of care, which include treatment goals as well as educational, infant mental health, and child development goals (attachment, socio-emotional, behavioural, parenting) are monitored closely by Intensive Treatment Support staff and reviewed consistently at weekly multi-disciplinary meetings.

Front line staff is trained and utilizes Collaborative Problem Solving (CPS) in their interactions with clients to support problem solving and goal setting. Thinking skills inventories are completed for clients and used to guide all clinical interventions. The premise of Collaborative Problem Solving “Kids do well if they can ... and if they can’t we need to figure out what’s getting in their way so we can help” is the mantra and philosophy

endorsed by all Youville Centre staff when working with our clients and their children. This optimistic view of intervention is shared with clients, and clients also receive instruction on implementing collaborative problem solving with their children by a staff member trained in CPS for parents. Youville Centre Intensive Treatment Support staff belong to the Ottawa CPS Community of Practice that meets three times a month to review client cases and best practices.



Zainab and Lamar, Class of 2014

Photo by Dwayne Brown Studio



Photo by Samantha Danis Photography

Front line Intensive Treatment Support staff provides support and guidance for students to navigate their way through psychological, emotional, behavioural, social,

educational and everyday living concerns in a trauma-informed environment. Support is provided to access community services and provide a “circle of support” and may include (but is not limited to) the following areas; housing, basic needs, child subsidy, The Children’s Aid Society, Ontario Works, Child Tax benefits and Canada Revenue Agency, post-secondary applications including OSAP, and support accessing community bursaries for post secondary support. Referrals are made to agencies such as The Family Information Centre, Ottawa Rape Crisis Centre, Mental Health Mobile Crisis Unit, Crossroads Children Centre, Ottawa Public Health and other community supports including women’s and family shelters.

Front line Intensive Treatment Support staff, in conjunction with mental health and addiction counsellors provides vital, timely assistance to students in managing critical and/or life-threatening situations. Counselling statistics indicate that our clients are challenged with; depression, anxiety, post-traumatic stress disorder (PTSD), alcohol and drug dependency, eating disorders, low self-esteem, domestic violence, physical, sexual and emotional abuse, grief and loss, fractured relationships with partners and family, anger and stress management and other trauma-related issues. Individual, group and couples’ counselling is provided for our clients to help them heal past traumas and rebuild their lives to enable them to provide a healthy, stable environment for themselves and their children. Mental health and addiction counsellors at Youville Centre use an eclectic approach to treatment tailored to meet the individual needs of each client. Approaches used include; motivational interviewing, solution focused therapy, cognitive behaviour therapy, guided self-change, commitment acceptance therapy, and schema therapy.

Did you know that...Youville Centre supports the philosophy central to the premise of Collaborative Problem Solving, that, “Kids can do well if they can...and if they can’t, we need to figure out what’s getting in their way so we can help” (Think:Kids, Massachussetts General Hospital).

Parent-Child Attachment Counselling

New to Youville Centre this year is the availability of one-on-one parent-child attachment counselling with a professional trained in an evidence informed program based on attachment enhancing play therapy.

Working Paper 8 entitled **Maternal Depression Can Undermine the Development of Young Children** published from the Centre of Child Development at Harvard University, 2009, stated that, “enhanced treatment programs of mental health problems in parents need to address adult behaviour

“intensive intervention efforts that focus specifically on mother-child intervention have shown promising results, both in the cognitive development in the child and the treatment of the mother’s depression.”

towards young children”, and that, “intensive intervention efforts that focus specifically on mother-child intervention have shown promising results, both in the cognitive development in the child and the treatment of the mother’s depression.” In response to the positive outcomes these intervention studies have demonstrated, and in acknowledgement of the central importance of the mother-child dyad to Youville Centre programs, Youville Centre hired an attachment counsellor to meet the needs of our young moms and children. The therapeutic attachment program aims to increase parental sensitivity in caregivers and to promote secure attachment in the child. The counselling is play-based and provides our young mothers with

skills to respond to their child’s cues and sustain strong, positive parent-child interactions. The program also provides caregivers with information on child development, positive parenting and behavioural strategies.

Our attachment counsellor works closely with our addictions and mental health counsellors to ensure that both members of the mother-child dyad’s mental health needs are monitored and served.

Infant Mental Health Promotion

Infant mental health promotion refers to the social, emotional and cognitive well-being of infants and young children. Through extensive research and a strong professional knowledge base, at Youville Centre, we recognize the importance of providing opportunities for the overall optimal outcomes of the families and children we serve. Supporting infant mental health means that we:

- Work collaboratively with children, parents and community partners to prevent difficulties
- Intervene early when children are identified as being “at risk”
- Encourage a sense of security, safety and the ability to establish and maintain satisfying and healthy relationships
- Promote the ability for parents and young children to cope with and solve problems within their environment
- Strive to promote stable, supportive families and communities



Tamara and Mason, Class of 2014

Photo by Dwayne Brown Studio

A child's development in the early years is crucial; this is a period of time where the relationships children form build the foundation for their perception of their own self-worth and abilities, as well as that of their caregivers and of the world around them. We believe that parent education is vital and that when parents are armed with information regarding their child's development in regards to their social-emotional and cognitive needs, they are better prepared to understand how best to respond to their child appropriately.

We continue to offer the Me, My Baby, Our World (MMBOW) attachment and parenting program to our mothers when they enter Youville Centre. This

program is meant to increase the parent's awareness of their baby's attachment system as well as to empower them to become more confident in their parenting role. A second parenting course focused more on the toddler stage of development is our Positive Parenting program. This program is viewed as a continuation of MMBOW and focuses on the changing dynamics of the parent-child relationship as the toddler becomes more independent and parents require new and evolving skills and strategies to help guide them in their parenting journey.

Stress in the parenting system directly affects a parent's sense of self in their parenting role, and especially contributes

By targeting our interventions early, and directly working within the parent-child dyad, we are providing the most effective form of infant mental health treatment.

to the perception they have of their child. By targeting our interventions early, and directly working within the parent-child dyad, we are providing the most effective form of infant mental health treatment.

Youville Centre's Child-Parent Counsellor meets with our adolescent mothers and their children on a consistent basis to provide intensive, one on one, practical support through education, modelling, and opportunities to practice new skills in a safe and supportive environment.

Our Child Development and Infant Mental Health team look forward to becoming trained in administering, scoring and interpreting the Ages and Stages Questionnaire (ASQ-3 and ASQ:SE); an assessment tool that will compliment the work we are currently undertaking. The ASQ is valid, reliable and accurate in detecting red flags in children's development from 1 month to 5 1/2 years of age. The screen also uniquely screens for concerns within a child's social and emotional development, an area directly related to their overall mental health and well-being.

Samantha and Sophia, Class of 2014



Although each Youville Centre mom is unique, they all share a common motivation to achieve their personal and academic goals. This number one motivation which inspires them to come to our centre each day and work toward a brighter future, is their child. With this in mind, Youville Centre and M.F. McHugh staff strive to deliver holistic programming that will help each young mother succeed, while always keeping their child's best interest as a focus.



YouView Days

YouView Days occur at the beginning of each semester and they involve collaborative meetings between students, teachers, the Intensive Treatment Support team, mental health and addiction counsellors, and Registered Early Childhood Educators. In a YouView meeting, students are guided and supported to set their own personal, parenting and academic goals. Realistic goals which are tied to individual treatment and education plans are set, and staff continues to check in with students to track progress and set new goals as the school year progresses.

YouStore and YouBucks

An incentive program, the YouStore hosts brand new donations of clothing, toys, hygiene products and household items we receive from the community. As students display positive school spirit and personal growth, show punctuality, help other students or demonstrate other acts of kindness, they can earn YouBucks (faux dollars) to purchase these new items. This system works well to motivate students each day, as well as to provide them with items they may not be able to afford. During the Christmas season, the YouStore expands to allow our young moms to provide a special Christmas for their children.

Felicia and Bryant, Class of 2014

Photo by Dwayne Brown Studio

M.F. McHugh Student Council

As in many other high schools, Youville Centre students have formed a student council. The council plans on-site, student-initiated events, such as The International Day of Pink celebration and the vigil in support of the National Day to End Violence Against Women. This year the council decided to support the Pader Girls' Academy in Uganda, a program for young women who were victims of the Lord's Resistance Army, and their children. They saw the natural link between the reasons they attend Youville Centre and the mothers attending the Pader Girls' Academy. Through this M.F. McHugh initiative, students began by raising money through small, on-site bake sales and then realized that they could reach more people if they shared the story of Pader Girls' Academy with Ottawa area high schools and businesses. The student council shared their message with different groups, and in response to their efforts, other local high schools and some local businesses raised over \$7,000 to be sent to Uganda. The student council demonstrated compassion and excellent leadership skills with this initiative. The student council is open to all students, and the members are eager to share their leadership and organizational skills with new students this year.

Spirit of the Week

Youville's 'Spirit of the Week' program helps to build self-confidence in our young moms. One student is chosen each week by our multi-disciplinary team for demonstrating positive personal growth. The chosen student's photo is posted in the hall and they are celebrated by students and staff alike.

Mentorship Program

Sponsored by TELUS with support from other valued donors, Youville Centre's Mentorship Program launched officially during this 2013-2014 year. Group mentoring was its primary focus, and the Mentorship Task Force worked collaboratively with Youville Centre staff to plan four Lunch 'n Learn events. A special group of women from the community took turns visiting Youville Centre to present to our students at themed Lunch 'n Learns, sharing inspirational stories about life and career, and strategies for balancing parenting with other life goals. A final, "What's Next?" Day with special guests and information sessions about post-secondary education, budgeting and resumé writing wrapped up the programming for the year. Plans have been set in place and work is being done to launch the One-to-One Mentorship Program, in the



Youville Centre students Felicia and Tamara with Mentorship Program volunteers (L to R): Melissa Courchesne, Heidi Roberts, and Marlene Floyd

2014-2015 year, in which students will be matched with carefully selected mentors. Mentors and mentees will meet once a month for lunch so that mentors may provide support and encouragement to our young moms.

The Mentorship Task Force was comprised of:

- Megan Wallace, President, Youville Centre Board of Directors
- Sarah Feldberg, Director, Youville Centre Board of Directors
- Shannon Gorman, National Director, Community Affairs at TELUS
- Jennifer Clark, Youville Centre Alumna
- Michelle Torunski, Youville Centre Alumna

"To know that they were in our position and came out on top and are successful gives us hope and keeps us motivated to do the unthinkable for ourselves."

– Amber, age 21

"It was so great to hear from them about what it was like to be the child of a single mom, and to see single moms who are role models. It makes me realize I can be a good role model too."

– Kayla, age 17



M.F. McHugh Education Centre

The M.F. McHugh Education Centre provides English-language educational programming for students in the Ottawa-Carleton region who are in government-approved care and treatment programs where M.F. McHugh teachers are placed. At Youville Centre, clinical and educational staff continue the tradition of a strong and effective partnership. Working from a multi-disciplinary and highly collaborative approach, a caring and supportive environment has been established for young mothers and their children.

Educationally, an Individual Education Plan (IEP) is designed for each of our students. The goal is to encourage each student to reach her full educational potential and to help each student choose her appropriate pathway through secondary school. This includes courses designed to ensure that students who may not be working at grade level develop the knowledge, skills and attitudes necessary for personal success, as well as courses designed to meet the unique mental health, parenting and life skills needs of our student population. Our staff is continually developing and differentiating curriculum materials, and teaching strategies to meet the diverse learning needs of our students. Students have the opportunity to participate in hands-on-learning through our Youville Centre Lifestyle Courses.



Head Teacher Amanda Brown with students.



Principal's Message

The M.F. McHugh Education Centre is proud to be partnered with the Youville Centre in its goal of providing unique educational programs for the young moms that attend Youville Centre. Our dedicated teachers provide instruction in a wide variety of high school courses to help students earn their diplomas and prepare for their future, in university, college or the world of work. We are able to provide specific instruction in parenting (child development, attachment), life skills, resiliency, positive mental health and leadership through credit-linked, hands-on courses that have been developed and are facilitated by both M.F. McHugh teachers and Youville Centre Intensive Treatment Support staff. We also offer a varied fitness program for credit as a way of encouraging overall physical and mental health.

In the coming year, we are excited to support Youville Centre in its journey toward accreditation as a child and youth mental health centre, as it will have many future benefits for both our students and their children. This is an important step in ensuring the future success of our graduates.

**Jonathan Crosier, Principal,
M.F. McHugh Education Centre**



The 2013-2014 Lifestyle Courses included:

Me, My Baby, Our World: an evidenced-informed parenting program focusing on mother and child attachment and bonding with a focus on child development; linked to HPC 3O.

Positive Parenting: a parenting course designed for parents of toddlers. A continuation of Me, My Baby, Our World, it focuses on attachment, growth and development, behavioural guidance, setting boundaries and routines, and exploring early literacy and community resources; linked to HPW 3C.

A Leader in Your Own Life: a leadership program combining skill development in leadership, communication, self advocacy, financial literacy, cooking, sewing and home organization; linked to HIP 3E and HIR 3C.

EMBRACE Your Future: a resiliency program focusing on healthy approaches

to self esteem, body image, relationships, positive self-talk and role modeling for children; linked to HIF 1O. EMBRACE stands for: empower, motivate, build resiliency, role model, advocate, communicate, educate.

Fitness: a fitness program that allows students to improve their fitness levels through yoga, strength training, and cardiovascular

activities as well as some field trips such as hiking, skating and indoor rock climbing; linked to PPL, PAI and PAF courses.

Students who are focused on the world of work have the opportunity to complete co-operative education credits outside of the centre and participate in many work exploration programs offered through Algonquin College.

Throughout 2013-2014, teachers continued to implement the Ontario Secondary School curriculum (OSS). Students entering Youville Centre may complete a Prior Learning and Recognition (PLAR) assessment. They can earn up to 16 credits through this process. In addition, junior and senior level courses are offered that allow students the options necessary to prepare for their next step, whether it be post-secondary education or entering the workforce.

The 2013-2014 teaching staff was led by Program Supervisor, Amanda Brown.

Subjects taught included: parenting, math, science, biology, chemistry and a variety of elective courses.

The Learning Coach

Administered by Youville Centre, the Learning Coach program is delivered in partnership with The Salvation Army on-site at the Bethany Hope Centre in Ottawa. Offered to students who receive social assistance from Ontario Works, the Learning Coach Program is funded by The City of Ottawa through its LEAP Program, and it is taught by John Reeder and Phil Wakeford. Courses are provided by the Independent Learning Centre in Toronto. Free of charge to students, the Learning Coach Program is designed to help parenting youth who are unable to attend a full-time day school to complete the requirements for their Ontario Secondary School Diploma (O.S.S.D.). Therefore, the Learning Coach Program is a bridge program, not a final destination. Its main purpose is to keep students working toward their goal of obtaining their O.S.S.D., since most students enrolled in the program have faced challenges staying in school. The program responds to students' individual education needs, and works with each student at his or her level.

Summer School

Each year, through the Ottawa Catholic School Board's Continuing Education Department, Youville Centre is provided with two teachers who deliver summer school programming during the month of July. In 2014, Drama (ADA 20) and Hairstyling & Esthetics (TXJ 20) were offered to our young moms. The hairstyling & esthetics course was made possible through a partnership with St. Nicholas Adult High School. Students studied on-site at Youville Centre as well as traveling off-site to St. Nicholas Adult High School, where a full salon classroom provided them with a hands-on learning experience. In the drama course, students presented a musical number to the toddlers, and wrote, designed, acted in, and filmed short puppet shows to share with each other. They also researched various types of theatre, including Shakespearian drama. At the close of summer school, students shared culminating activities of media presentations, self-directed, puppet plays and "professional" manicures.



"I learned there's a lot more to hair than just beauty - there is a science behind it." – Jasmine, age 20

"While participating in improv, I was not only forced to step out of my comfort zone and experience new things, I was encouraged to be outrageous and think on my feet. These skills will help me with challenges such as public speaking, thinking on my feet and having quick responses. This will all ultimately be quite useful in my future as I plan to have a career as a lawyer." – Julie, age 20

Youville Centre toddlers playing with bubbles at our summer school barbeque event.

Education in our Child Development Program

At Youville Centre, we are committed to educating two generations. While our young moms are learning in the classroom, our infants and toddlers experience their own learning in our Child Development Program. Our licensed program serves 40 infants (ages 2–18 months) and 15 toddlers (ages 18–30 months). It provides the best possible start in the lives of our infants and toddlers.

Early identification and intervention are program goals that guide our practice and enable us to provide a rich program aimed at assisting our children to meet their developmental milestones and “be ready” to start school with their age-mates. Clarissa, our Child Development Program Coordinator, leads a team of 15 full-time Registered Early Childhood Educators, as well as program assistants, kitchen staff, cleaning staff and clerical personnel who help deliver a quality childcare program.

Using the Early Learning for Every Child Today Framework (ELECT) for Ontario Early Childhood settings, our Registered Early Childhood Educators

provide a stimulating and engaging learning environment that addresses the psychological, social, emotional, cognitive, language and physical needs of each child. The ELECT document describes how young children learn and develop, and offers a framework for curriculum planning that addresses the needs of each individual child, as well as the group of children as a whole. Differentiated planning and instruction is employed by our staff in order to assist each child in meeting their developmental milestones.

Each child has an ELECT portfolio created for them to allow our young mothers to track their child’s progress in terms of goals and developmental markers. For example, a physical goal of one of our infants might be to feed himself, which develops the child’s self-help and fine motor skills. The goal is set by the child’s mother with guidance from staff, and once the goal is achieved, it is recorded in the child’s binder through pictures and written documentation. Colourful display boards in each childcare room and throughout the hallways also help to chart each child’s progress, and serve as a form of communication so that our young moms may see what their child has learned each day.



Nipissing District Developmental Screens (NDDS) are used in our Child Development Program. These 14 screens are developmental checklists that provide a snapshot of children's developmental milestones for a specific age group, ranging from 1 month to 6 years of age. They are completed by the parent and the educator and are reviewed together. Activities directed at supporting the child's development are outlined for each age group; these activities act as beneficial ways to enhance the child's development and prepare them for their upcoming milestones.



Additionally, the NDDS is used to implement interventions and if necessary, refer parents to seek assistance from community agencies that work to support families and mitigate the impact of potential delays. This collaborative effort provides the children with the best chance to successfully meet their developmental goals and become 'school-ready'.

Continuous professional development allows our staff to remain current with best practices in areas such as workplace health and safety; childcare safety and security; confidentiality; documentation; risk factors for parents and their children as well as parenting strategies. Our program has also committed to participating in Module Training through Children's Integration Support Services. We also received training in the NutriSTEP screening tool to help us better assess our children's nutritional needs. Vital connections in the community are maintained with agencies geared to supporting young children's needs. We are grateful to community partners who continue to assist us and support our young families. In the fall, Youville Centre served as a community site for the Growing Healthy Screening Clinic where Youville Centre moms and other



parents in the community were able to access early intervention services focused on identifying areas of concern in their children's development. We worked with the following agencies and partners in the 2013-2014 year: Ottawa Children's Treatment Centre, Crossroads Children's Centre, Parent Resource Centre, CHEO, Children's Integrated Support Services, and Ottawa Public Health (Healthy Babies Healthy Children, First Words screening, dental screening, immunization assessment, and nutritional assessment). Our childcare services are stronger because of these effective partnerships.

Why I Love Working at Youville Centre



"I love working at Youville because selfishly I am inspired everyday by our tireless and passionate staff and most especially by our young clients' resilient and unyielding spirits."

Leslie Coates

Manager, Intensive Treatment Support Program



"I love working at Youville because I get to see young women who have struggled with past trauma and addictions make positive changes in their life by working on their mental health, addiction and relationship challenges. It is an amazing journey from building rapport with the clients to seeing them grow into strong confident women. By helping my clients reach their personal goals it increases their self-esteem, which has a positive impact on their children. Working at a Centre that affects the lives of two generations by addressing educational, parental and individual goals is a truly rewarding experience!"

Jenny Strange

Clinical Supervisor, Mental Health and Addiction Counselling



"I love working at Youville because I am able to witness the day to day hard work and dedication of the young mothers who attend the Centre. I am part of their journey as they work toward securing a healthy future for themselves and their children. As a Youville alumna, I am humbled and amazed every single day at the commitment our staff and community members continue to make to ensure the services needed are advocated for so that the mothers and children have every opportunity to be successful. Finally, I do have to admit that seeing the smiling faces of the infants and toddlers at Youville Centre is truly medicine for the heart and soul."

Clarissa Arthur

Coordinator, Child Development and Infant Mental Health Programs



"I love working at Youville because I get to see our young moms accomplish their goals, graduate high school, and realize that they have the power to create the future they envision for themselves and their children."

Amanda Brown

Head Teacher, M.F. McHugh Education Centre at Youville Centre

contributing members of society

Over the past quarter century, Youville Centre has served over 900 young mothers and their children. Of this number, over 400 received their Ontario Secondary School Diploma during their time at Youville Centre, and still more complete their high school diploma shortly after they depart. Our graduates go on to post-secondary education or the world of work, and have been quite successful in their personal lives and their career. We are grateful to alumnae who come back to share their stories to inspire our current

students to keep trying despite overwhelming challenges. We are proud of each and every one of our Youville Centre alumnae.

Although we have limited capacity to actively communicate with each one of our alumnae, each young mother who has attended Youville Centre is still important to us, and we do our best to stay in touch. Each month, we send an electronic newsletter to all interested alumnae, to keep them informed about Youville Centre events and to provide useful information that will assist them as they continue to

parent and work or study. Alumnae can also follow Youville Centre's blog, Twitter and Facebook pages to stay in touch and share our good news.

Website: www.youvillecentre.org

Blog: www.youvillecentre.org/blog

Twitter: [@YouvilleCentre](https://twitter.com/YouvilleCentre)

Facebook: [Youville Centre Ottawa](https://www.facebook.com/YouvilleCentreOttawa)

Alumnae are also eligible for bursaries, as some of our generous donors designate funds to alumnae who are continuing their education. In addition, we offer two Second Generation Bursaries, named for two of our previous Executive Directors, Sister Maco Cassetta and Judith Sarginson. Second Generation Bursaries make it possible for the children of our Youville Centre alumnae to attend post-secondary education with financial support. We are pleased to be able to continue our work with two generations in this way. Alumnae are encouraged to consult our website for more information about applying for alumnae bursaries and second generation bursaries.

Youville Centre Alumnae, L to R: Chloe Holm-Andrew, Nicole Summers, Amanda Edoo, Clarissa Arthur, Tammy Charette and Sophie Hardy.

Photo by Melanie Shields Photography





Dominique, Hunter and Sadie

Photo by United Way Ottawa

Dominique's Story

"At the time, high school completion seemed like a dream", says Dominique, a graduate of Youville Centre's class of 2009, as she reflects upon her life prior to attending Youville. "Being 20 years old, alone with two children, and on social assistance preoccupied my life." Before attending Youville Centre, Dominique felt alone and disorganized: "I felt as though I wanted to be immersed into bettering my educational goals, but that seemed impossible", she says. Having struggled with depression and addiction in

her early teenage years, Dominique dropped out of school at the age of 15 and spent much of her time in and out of the criminal justice system, living periodically in shelters. At the age of 17 she became pregnant, and at that time she realized that she

only able to achieve my high school diploma, but I was inspired personally and educationally by the professionals around me." Since graduating in 2009, Dominique has gone on to earn a college diploma and a Bachelor's degree in Social Work, is now working at the Children's Aid Society. She will be attending Carleton University this fall to begin her journey towards a

"By attending Youville Centre, I was not only able to achieve my high school diploma, but I was inspired personally and educationally by the professionals around me."

"needed to stay clean and sober, and make healthy choices" in her life. Through the support she received at Bethany Hope Centre, she learned about Youville Centre and decided to enrol. At Youville, Dominique was able to attend school, be close to her child, and benefit from the parenting programs and mental health and addiction counselling she needed. "Using Youville Centre's services such as: food bank, clothing donations, counselling and other supports has helped me financially and socially", says Dominique. Her time at Youville also inspired her to give back to those in need through her own career. "By attending Youville Centre, I was not

Masters in Social Work, so that she can achieve her dream of a career in child protection. When asked what advice she might give to the young mothers currently attending Youville Centre, Dominique urged: "Keep an open mind and use every resource that Youville has to offer." During her own time at Youville Centre, what she valued most was, "the ability to feel and be understood without having to say anything, and having the utmost support and encouragement from staff who believe in your abilities and capacities." Dominique's children Hunter and Sadie are now 8 and 6 years old.

contributing members of society

Tammy's Story

"It seems like a lifetime ago I attended Youville, but I always treasure the friendships and memories that I have. I am who I am because of my experiences, good and bad. I will always be grateful to a wonderful woman named Sister Betty Ann Kinsella whose vision and dreams helped the lives of not only many mothers, but their children, and significant others, and inestimable others." Tammy's story began on July 31st, 1990, the day she became a mother to a beautiful baby boy, and wondered, "Now what?". Tammy was fortunate to have a supportive family, a clean bill of health and a supportive father in young Alex's life, but she still

realized that she lacked a high school diploma, a means to support her child, and a plan for the future. "My first priority was always to be self-sufficient, and able to look after my children financially and emotionally." Tammy moved into the (former) Youville residence or "res" as the students called it, in October of that same year. "If there was something that could have helped your journey, Sister was always trying to locate and allocate it for you. Using all resources available to her and us, she tried

to share her wisdom", says Tammy. Tammy graduated from Youville Centre in 1992 and went on to work as a Hairstylist, Salon Manager, Retail Manager and Childcare Provider, and is now a Professional in the world of Real Estate Sales. She is married to Alex's father, and together they are both gainfully employed and raising their three children, Alex, Daryl and Hailley "to be compassionate and understanding people." Alex is currently studying at Algonquin College, Daryl is furthering his

"It seems like a lifetime ago I attended Youville, but I always treasure the friendships and memories that I have."

education at Carleton University, and Hailley will be starting high school this year. "In the end, [without Youville Centre] I would not have done as much as I did, or set so many goals to accomplish. And no, I did not accomplish everything I set out to do; my plans have changed and evolved with time and wisdom. Never say never", says Tammy. "You never know what the future holds. I always tell my children not to waste an opportunity."

Tammy, Alex, Daryl and Hailley

Photo by Sara McConnell Photography

Community Partnerships

It is important to us at Youville Centre to work together with other community organizations to best serve our young mothers and their children. Whether we refer our students to community resources or work in collaboration with partner agencies, we are grateful to work with:

- Algonquin College
- Bethany Hope Centre (The Learning Coach)
- Carleton University
- Centre for Addiction and Mental Health (CAMH)
- Centre of Excellence
- Child and Youth Mental Health Network (CYMHN)
- Children's Aid Society (CAS)
- Children's Hospital of Eastern Ontario (CHEO)
- Children's Mental Health Ontario (CMHO)
- City of Ottawa
- City of Ottawa Learning, Earning and Parenting Program (LEAP)
- City of Ottawa Library Services (Bookmobile)
- City of Ottawa Public Health (including Healthy Babies, Healthy Children)
- Dress for Success Ottawa
- Dr. Sarah Oliver
- Elizabeth Fry Society
- Family Services Ottawa (In Love and In Danger Program)
- Fetal Alcohol Spectrum Disorder Coalition of Ottawa (FASD)
- First Words Preschool Speech & Language Program of Ottawa
- Dr. Tom Harle, BSc, DDS, D(Pros), MSc, FICD(C)
- Heritage College
- Hopewell
- La Cité
- Ontario Association of Child, Youth and Young Parent Centres (OntchildYPRO)
- Ottawa-Carleton District School Board
- Ottawa Catholic School Board
- Ottawa Coalition to End Violence Against Women (OCTEVAW)
- The Ottawa Food Bank
- The Ottawa Hospital -- Dr. Tania Dumont
- Ottawa Police Services (School Resource Officer)
- Pinecrest Queensway Community Health Centre
- Rideauwood Addiction & Family Services
- Seats for Kids -- Transport Canada
- Sexual Assault Support Centre (SASC)
- St. Mary's Home (Young Father's Program)
- TD Bank (Financial Literacy Course)
- The Ministry of Children and Youth Services (MCYS)
- United Way Ottawa
- University of Ottawa
- Volunteer Ottawa
- Young Parent Support Network (YPSN) Services Bureau (YSB)

Maddy and Emery

Photo by Dwayne Brown Studio



Fundraising Report

Youville Centre would like to thank the following government funders, corporations, foundations, organizations, groups and individuals for making a significant contribution in the year of 2013-2014.

Government Funders

The City of Ottawa

Child Development Program (subsidized spaces)

L.E.A.P. Program (Learning Earning and Parenting)

The Learning Coach

Intensive Treatment Support Program (formerly known as the Student Support Program)

The Ministry of Child and Youth Services, Government of Ontario

Intensive Treatment Support Program

The Ministry of Education, Government of Ontario (M.F. McHugh Education Centre)

Education Partner

Foundations, Grants and Corporate Donors

United Way Ottawa

Me, My Baby, Our World Parenting Program

Mental Health Counselling Program

Addiction Counselling through project step

Targeted investment from Walton for Toy and Book Lending Library

Collaborative grant with Hydro Ottawa through the Brighter Tomorrows Fund for energy-efficient washers and dryers

Eva's Award for Ending Youth Homelessness from Eva's Initiatives; shared with project step partners

Martel Alliance

EMBRACE Your Future Course (Empower, Motivate, Build Resiliency, Role Model, Advocate, Educate, Communicate)

TELUS

Intensive Treatment Support Program Grant

EMBRACE Your Future Course through Team TELUS Giving Campaign

Christmas Gift Cards

Funding from the "Dollars for Doers" program

Scotiabank

Program Support

Henry and Amanda Beauregard Fund

Bon Appetit Ottawa

Breakfast, Lunch and Collective Kitchen Programs

In Memory of Bob Couchman

Emergency funds for low-income students

Healthy Snack Program



Don and Shirley Green Family Foundation

Mentorship Program

ACE Bakery

Collective Kitchen Program

The Ottawa Network for Education

Breakfast Program

The Christmas Cheer Foundation

Hunger relief at Christmas

Taggart Parkes Foundation

Label Innovation Inc.

Imperial Oil Foundation

Suzanne Pinel Book Award

Literacy in the Child Development Program

Safdie & Co. Inc.

ABC Life Literacy with TD Bank and MBNA

Financial Literacy in the Leader in Your Own Life course

Third Party Fundraisers

Bytown Travel Golf Classic

The Stairwell Carollers

Ottawa Catholic School Board

Education Week Mass

Knights of Columbus Divine Infant Council

Golf Tournament

Individuals and Groups

Soeurs de la Charite d'Ottawa

Mr. Andre St. Jacques

Congregation of Notre Dame Visitation Province

Marlene Shepherd

Mr. Sidney Cohen

Mr. Bruce Robin

We would also like to express our sincere thanks to those who supported the following events and fundraising initiatives this past year:

Graduation – bursary donors and event sponsors

Shepherd's Ooh 'n Ahh Fashion Show & Auction – attendees and event sponsors

Christmas – financial donors and in-kind donors

Grown Ups Read Things They Wrote as Kids Open Mic Event – attendees and event sponsors

Mother's Day Campaign – individual donors and participating retail stores



Funding Model

SUBSIDY AND OTHER INCOME

Early Child Development Programs, Intensive Treatment Support Programs, Net Fundraising, Donations & Other Revenue, Net Foundation Revenue

TOTAL SUBSIDY AND OTHER INCOME \$ 2,204,981

EXPENDITURES

Early Child Development Programs

		% TOTAL	% PROGRAM
Salaries & Benefits	\$ 833,792	40%	56%
Program Support / Outreach	\$ 249,106	12%	17%
Occupancy Costs	\$ 103,796	5%	7%
Amortization	\$ 176,130	8%	12%
Administrative Costs	\$ 126,516	6%	8%
Sub-total	\$ 1,489,340	71%	

Intensive Treatment Support Programs

Salaries & Benefits	\$ 375,111	16%	61%
Program Support / Outreach	\$ 124,090	7%	20%
Occupancy Costs	\$ 1,861	1%	0%
Amortization	\$ 92,418	4%	15%
Administrative Costs	\$ 27,544	1%	4%
Sub-total	\$ 621,024	29%	

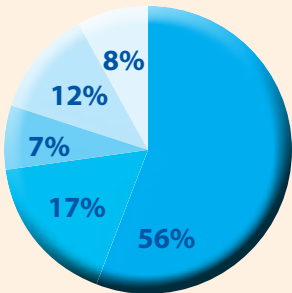
Capital expenditures/repairs, amounts allocated to foundation

\$ - 0%

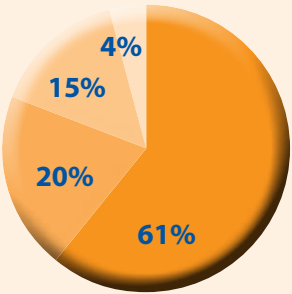
TOTAL EXPENDITURES \$ 2,110,364

Funds to be used for accreditation-related expenses and/or other one-time expenses. \$ 94,617

Early Child Development Programs



Intensive Treatment Support Programs



Total Expenditures





(L to R): Youville Centre Swap Shop volunteers Ria, Jane and Elizabeth.

Volunteering at Youville Centre

We are grateful to have a committed, caring group of volunteers from the community who give their time and talent to Youville Centre's young mothers and their children. For the past few years our "Volunteer Family" has grown to approximately 30 wonderful individuals who work in our childcare, sort donations, help with administrative work, pick up donations and assist us with special events.

"My volunteering experience at the Youville Centre has been nothing but rewarding for me as a retiree who is able to give back something to society and feel useful and needed at the same time. I so enjoy being surrounded by such caring staff and interacting with the young mothers who demonstrate such maturity by getting an education while their young children are receiving the best childcare possible. It warms my heart to see all of this under one roof and look forward to going there twice a week and leave with a warm fuzzy feeling knowing that we all collectively are making a better future for the young mothers and their children."

– Ria, Swap Shop Coordinator since September 2011

"I had an amazing time volunteering at Youville Centre, and I was able to gain valuable experience working with children that I needed for my university degree and future career. Volunteering at Youville was always the high point of my day, the staff is very friendly and helpful, and the children always enjoyed having a new friend to play with them."

– Danielle, Child Development Program Volunteer

Group Volunteering

This year we also benefitted from the following forms of group volunteering:

Community Action Day – A partnership between Volunteer Ottawa and United Way Ottawa, Community Action Day (CAD) is a one-day event when workplaces can take time to provide hands-on help to local charities. Each year, we host a group of volunteers from one workplace to help decorate our centre for the holidays. This year's helpful group was from Hydro Ottawa.

Financial Literacy – As a component of our lifestyle course, "A Leader in Your Own Life", financial literacy was taught to our students by volunteers from The TD Bank through the ABC Life Literacy program, "Money Matters". Over a period of four weeks, a group of eight TD Bank employees guided our students with advice on budgeting, saving and borrowing responsibly.

TELUS Day of Giving – For one day in May, TELUS Employees worked together to clean up Youville Centre's play yard and improve the look of the centre by planting flowers in our gardens. TELUS calls this their "Day of Giving" where they "Give Where They Live", and we are grateful they chose to give to Youville Centre.

it takes a village

Volunteer Acknowledgements

In addition to our volunteer Board of Directors, Youville Centre would like to recognize the following outstanding volunteers who, through their gift of time and talent, contributed to the success of the 2013-2014 year.

Web & Graphics

John Reeder
Claudia Siefer

Food Bank

Jeanne Charron
Rita Robillard

Swap Shop

Barbara Aldworth
Ria Challen
Jane McNamara
Michelle Moore
Elizabeth Poole

Childcare

Mawdah Albatnuni
Joy Atkinson
Yolande Cremer
Jerry Fryer
Joan Gibson

France Girard
Danielle Hanley
Jill Hogg
Lindsay Husen
Liz Jones
Meagan Leduc
Joanne Lewis
Diny McMahon
Caroline Millest
Joanna Park
Sandy Richler
Pat Slight

Tutoring

Beryl Callum
Tina Van Vugt-Bloess

I.T. Support

Neil Jones
Pierre Kerr

Building Maintenance

Al Kuiper

Driver

Jean Lemieux

Admin & Communications

Ann Collins
Ashley Goggin
Raymonde Pinsonneault

Music

Heather Flinn
Bill Lewis
Fraser Maher

Photography

Dwayne Brown
Samantha Danis
Gregory Kolz
Sara McConnell
Melanie Shields
Michelle Valberg



Cassandra and Camden

Photo by Dwayne Brown Studio

Youville Centre Angels

Since it began at our 25th Anniversary Celebration in 2012, we have continued the tradition of honouring special partners, donors and volunteers with a “Youville Angel” award. This year we presented the award to three exceptional individuals who have provided unwavering support to our young moms and their children, and constant advocacy of our Centre’s mission.

Peggy Austen



A long-time champion of Youville Centre through her work with United Way Ottawa, Peggy deeply understood our unique challenges as a non-profit agency, and she often advocated for non-mainstream schools to receive support. A passionate force in the world of fundraising, Peggy secured targeted investments for Youville Centre and warmly displayed her care and concern for our young mothers and their children. Peggy is now using her talents and breadth of experience working for the Tim Horton’s Children’s Foundation.

Theresa Smith



A member of our Shepherd’s Fashion Show Committee for many years, Theresa made our partnership with Scotiabank come alive through her active volunteering and unwavering support of our young mothers and their children. She worked humbly behind the scenes and provided excellent ideas and practical solutions to our fashion show event plans. Theresa carried our story back with her to her team at Scotiabank, and thus enhanced our relationship, resulting in very generous donations and hands-on volunteer opportunities for Scotiabank employees to give back to Youville Centre.

David Smith



A real presence at our Shepherd’s Fashion Shows over the years, David not only provided the highest quality, delicious catering for our events, but he also helped us transform our centre and other off-site venues into fabulous event venues. David’s culinary talent and sense of style are matched only by his deep commitment to local charities. When he took Youville Centre on as one of his causes, David stuck by us, even in difficult years, and continued to give not one, but two amazing dinner party prizes for our guests during the live auction at the fashion shows. David went the extra mile, auctioning off his dinners himself with a flare all his own, creating memorable moments for our event guests and donors. David’s generosity has astounded us over the years, as he not only supports our centre, but also many other charities in Ottawa.

Thank you to our generous donor community!



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Charitable Registration Number 11884 8456 RR0001



Youville Centre

Website: www.youvillecentre.org
Facebook: Youville Centre Ottawa
Twitter: @YouvilleCentre