



# Youville Centre

Youville Centre is an innovative centre that inspires, educates and nurtures young mothers and their children to utilize their strengths and achieve their goals.

Olivia and Augustus – Class of 2017  
Photo by Valberg Imaging

**2016–17 Annual Report**



Photos by Lifetouch Canada



Photos by Karen Clermont

*“In life, some people cross your path and change your whole direction. Youville Centre has been a place of growth. Little did I know, I did have a chance; a chance to step forward, succeed and to find the strength to be the best person I could be, not only for myself, but for my son, Noah.”*

*Spirit of Youville, Emily Davidson, Class of 2017*

## Our Mission

Youville Centre is an innovative centre that **inspires, educates and nurtures** young mothers and their children to utilize their strengths and achieve their goals.

## Youville Centre

Located in Ottawa, Youville Centre is a non-profit, registered charity that serves adolescent mothers and their children. For thirty years, Youville's trauma-informed, holistic programs and services include: a fully accredited secondary school, 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, and attachment-based parenting programs with intervention and treatment.

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 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 inspire, educate and nurture our young mothers and their children;
- **You will be provided with** key information and highlights from our 2016-2017 year; and
- **You will identify** ways that you can get involved to help Youville's young mothers and their children.

*"I have experienced so many incredible things while attending this centre and I've noticed a change in every single person who walks through the door!"*  
— student/young mom, 2017



## 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 in Ottawa 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 supports, 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



Photo by Geoff Clyne Photography

approximately 120 young mothers and their children each year.

At the outset, Youville Centre programming focused on providing young mothers with education, housing support, counselling, childcare, and parenting instruction; all needs which continue to be addressed today. During its Hintonburg years, the Centre's programs and services, under Sister Betty Ann's leadership, grew and developed. In addition to its emphasis on education and housing, as Youville Centre matured, important services such as legal aid, a public health nurse, parenting and life skills instruction, nutrition courses, and enhanced crisis counselling, were added to the program. In the Spring

of 2000, Youville Centre moved to its current location on Mann Avenue in the neighbourhood of Sandy Hill. 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 and the evolving needs of the young mothers and their children.

Many program changes have occurred over the past 30 years; however, the spirit of Youville Centre remains the same. Making a meaningful 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



Cindy Simpson  
Executive Director 2011-2017

**We did it!** Youville Centre is a **Child and Youth Mental Health Agency accredited through the Canadian Centre for Accreditation**. Our Board of Directors, leadership team, staff, education partners, volunteers, clients, and our tireless Consultant, Deb Robinson, embarked on a journey three years ago to examine our practices, policies and procedures in a desire to strive for excellence in all areas and achieve the ultimate goal of accreditation. We came out with flying colours having achieved all 111 standards and 489 indicators. I could not possibly express the extent of my pride in watching my teams work together in a cohesive and collaborative desire to achieve excellence in programs and services for their clients and themselves. This trek albeit had an ultimate goal, but the professional development expedition that happened along the way was the true value of the journey.

*"Ultimately, leadership is not about glorious crowning acts. It's about keeping your team focused on a goal and motivated to do their best to achieve it; especially when the stakes are high and the consequences really matter. It is about laying the groundwork for others' success, and then standing back and letting them shine." (Chris Hadfield) And shine they did! I wish to congratulate the entire Youville Centre community in coming together in this wonderful achievement – a testament to the exemplary programs and services that we offer to our young women and children of Youville Centre.*

It has been the privilege of my career to be Executive Director of one of the finest organizations in Ottawa. Surely I will miss someone if I attempt to name all of the wonderful people from Ministry of Ontario, City of Ottawa, Child and Youth Mental Health Agencies, School Boards, hospitals, and other non-profit organizations that I have had the pleasure to work with over the past six years. The tireless work of these individuals to serve the children and youth of our city cannot be stated strongly



Bev MacKillop and Cindy Simpson

enough! The generosity and compassion of our donors, partners, and volunteers are unparalleled in both their financial gifts and those of time and talent. The commitment of our Board of Directors, particularly Megan Wallace and Sharon Lloyd our co-chairs this year, has been deeply appreciated by this Executive Director and her team.

It has been said that Youville Centre is a place where miracles happen; a welcoming family with a big heart. That heart you see and feel, is the staff and education partners of Youville Centre. Staff and partners endeavour to make the impossible possible by creating action plans for dreams while offering a hand up, a non-judgmental ear, and a ready hug. I have had the extraordinary advantage of witnessing this commitment by staff and partners to our moms and their children everyday – and understand that this is where the true miracles lie.

What I will miss the most is witnessing the metamorphosis of our young moms and their children from preflight to the beautiful winged flight that they will embark on when they leave Youville Centre. I wish our new Executive Director, Bev MacKillop, a safe and prosperous voyage – I am confident that I have left our ship in most capable hands!

*"I am incredibly grateful that they have allowed me to help "pack their parachute" over the last six years. It has surely been the journey of a lifetime!" – Cindy Simpson, Executive Director (2011-2017)*

## A Warm Welcome to our New Executive Director



Bev MacKillop  
Executive Director

*"Every great dream begins with a dreamer; you have within you the strength, the patience and the passion to reach for the stars.... to change the world" (Harriet Tubman).*

I am so very pleased to have the opportunity to work with such passionate, dedicated staff members at Youville Centre.

I began my career at Youville Centre in 2015, as the Intensive Treatment Support Program Manager and became Associate Director in 2016. I hold a Bachelor of Music degree and a Master of Education (Counselling) from the University of Ottawa, as well as a Bachelor of Education degree from Queen's University; I was employed by the Ottawa Catholic School Board for 32 years. As a Reserve Officer in the Canadian Armed Forces, I earned my Canadian Forces Decoration, achieving the rank of Lieutenant Commander.

I am truly blessed to be part of the individual journeys of our Youville Centre students. Their courage and personal growth is humbling. We are so very proud of each and every one of them. Thank you to our Child Development staff, our Treatment staff, our Education partners M.F. McHugh and St. Nicholas Adult High School, and our amazing support staff, who work tirelessly to provide our moms and babies with care that is second to none!

I would like to thank the Board of Directors for providing me with the opportunity to continue the progressive work that Sister Betty Ann, Sister Maco, Judith Sarginson, and Cindy Simpson have worked so vigorously to achieve. The perseverance and tenacity that each of these leaders has shown, culminated in putting Youville Centre on the map in this province.

*"By making the decision to come to Youville Centre, our students chose to continue their fabulous quest to be the best moms ever. We see evidence of the beautiful relationships they have with their children every day."*

*— Bev MacKillop,  
Executive Director*

## Youville Centre Volunteer Board of Directors 2016-2017

What a big year for Youville Centre this has been! Not only did we have 24 young ladies who graduated with their high school diplomas, we welcomed a new Executive Director, became a Child and Youth Mental Health Accredited Agency and began a partnership with St. Nicholas

Adult High School to welcome some of their adult students with children into our circle. All of these feats came with their own challenges, but as a community, we rose above and accomplished it all! We are so proud to be part of Youville Centre this year, and every year moving forward.

The work that has been done this year by our young moms, their babies, Youville's incredible staff and volunteers has been amazing. The perseverance and dedication that our moms show as they raise their babies, complete assignments, and become the best parents they can be



## Youville Centre Volunteer Board of Directors 2016-2017

is inspiring to watch. They wake up every day, get themselves and their children ready, sometimes on no sleep from the night before, get across town, and do whatever they can to make their life, and that of their babies, better. The strength they show is unbelievable!

The care with which our staff treats our moms and babies is beautiful and heartwarming; it is a large part of the reason for our success. As soon as you walk through the doors, you feel the love radiating through the halls. We often say it's a magical place and you have to see it to believe it.

A huge thank you goes out to our loyal donors who have supported us throughout the year. Our moms and babies truly appreciate your generous gifts of clothes, household items, baby items, and financial support to keep the programs running. We would not be able to do it without you!

*"We're so excited to see what next year brings. Based on what we've witnessed at Youville Centre over the years, we have no doubt it will be nothing short of incredible!"*

*— Megan Wallace and Sharon Lloyd, Youville Centre Board of Directors Co-Presidents*



Megan Wallace, Co-President



Sharon Lloyd, Co-President

The following individuals served on Youville Centre's Board of Directors:

**Megan D. Wallace** Co-President

Lawyer, Perley-Robertson, Hill & McDougall LLP

**Sharon Lloyd** Co-President

Recruiter, Stevenson & White Inc.

**Mary Gallagher** Vice-President

Chief Social Worker,  
Ottawa Catholic School Board

**Mary Young** Treasurer

Director of Finance, The Glebe Centre Inc.

**Shelagh Jane Woods** Secretary

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

**Heather Brown** Director

Fundraising Consultant, Good Works

**Grant Carioni** Director

Director, Human Resources, CARE Canada

**Derek deLouche** Director

Fundraising, The Canadian Federation of Humane Societies

**Chantal Guay** Director

Community Member

**Colleen MacDonald** Director

Coordinator/Teacher, Ottawa Catholic School Board

**Dr. Katherine Matheson** Director

Pediatric Psychiatrist, Children's Hospital of Eastern Ontario (CHEO)

For a current list of Youville Centre's Board of Directors, please contact us at:  
[communications@youvillecentre.org](mailto:communications@youvillecentre.org)

# Highlights of 2016–2017

## SEPTEMBER 2016

- Partnership with St. Nicholas Adult High School creates onsite classroom for moms 21+



- Orientation Carousel held in Kinsella Hall to welcome clients and familiarize them to services, programs, and partners
- Youville Centre hosts Annual General Meeting
- Training and orientation for 1:1 mentors involved in our Mentorship Program
- United Way "Seeing is Believing" tours are conducted throughout the Centre
- OC Transpo provides a presentation to clients

## OCTOBER 2016

- Clients participating in the 1:1 Mentorship Program attend a Meet & Greet lunch with introductions to their mentors
- Students attend the "Students as Researchers" (STAR) Conference in Orillia geared at gathering student perspectives and incorporating their views into school policy and directives
- Thanksgiving lunch provided by our Sources of Strength (SOS) ambassadors
- Tech program studies green industries as they build flower boxes for the Centre
- Clients participate in the In Love and In Danger Conference organized by Family Services Ottawa

- Youville participates in the United Way Community Campaign
- Youville celebrates Early Childhood Educator Appreciation Day
- Staff attend retreat as they continue to prepare for accreditation
- Youville adopts a new mental health database system (EMHware)
- Sources of Strength (SOS) ambassadors decorate a haunted house for clients at Youville

## NOVEMBER 2016

- Clients attend National WE Day event thanks to the generosity of TELUS
- In collaboration with M.F. McHugh Education staff, Youville partners with iSisters Technology Mentoring to create and deliver the "iTake Action" iPad program
- Youville staff attend iBEAR workshop focused on Indigenous education facilitated by the Ottawa Catholic School Board in partnership with the Ontario Federation of Indigenous Friendship Centres
- Ottawa Public Health provides an immunization clinic
- Sources of Strength (SOS) ambassadors present at City Hall for Youth Suicide Prevention and Awareness



- Christie Capustinsky, professional makeup artist, presents at our Lunch and Learn series
- Staff and clients of Youville pay tribute to our Veterans with a Remembrance Day ceremony
- Child Welfare League of Canada present to clients on Cyberbullying
- Youville Centre staff attend the Ottawa Police Service Gala as gracious recipients
- Board members attend accreditation-focused retreat



## DECEMBER 2016

- Clients volunteer their time at the Ottawa Police Gift Shop
- Hydro Ottawa employees volunteer their time decorating the Centre for Christmas and baking cookies for the Christmas luncheon





## Highlights of 2016–2017

- Clients perform a vigil in honour of the victims of the Montreal Massacre
- Ottawa Public Health provides 2nd immunization clinic
- Youville hosts annual Christmas luncheon with Mom & Me circle for moms, babies, staff, and volunteers



- Christmas hampers were received from Algonquin College students
- The Pyjama Elf and her helpers make their annual Christmas visit to Youville with PJ's for moms and babies
- Moms and children receive toys from Toy Mountain
- Hearts & Hands for Youville gather clothing donations for an amazing "shopping experience" for clients which ended with a student led fashion show



- Dwayne Brown takes Christmas Mom & Me photos
- Ottawa Police School Resource Officers help out at our Christmas Youstore
- Youville hosts Vice Principals from the Ottawa Catholic School Board for their Professional Development Day

### JANUARY 2017

- Clients involved in the Tech program study Culinary Arts
- Youville launches their "Humans of Youville" Instagram page
- Cheque presentation from the Ottawa Police Service Gala
- Sources of Strength (SOS) ambassadors plan activities for National Non-smoking Week

### FEBRUARY 2017

- Famous5 Ottawa and TD Bank partner to provide funding for our monthly Lunch and Learn series
- Clients involved in the Tech program study Welding through a grant provided by the Canadian Welding Association
- Youville hosts Student Success Teachers from the Ottawa Catholic School Board
- Sources of Strength (SOS) ambassadors plan a Valentine's Day photo shoot with babies provided by one of our very own clients, Olivia, of Livvy Photography
- Sources of Strength (SOS) hosted refresher and new training day for clients/staff

### MARCH 2017

- Ottawa Police Service Guns and Gangs section presents to staff
- OC Transpo provides a presentation to clients



- Clients involved in the Tech program study Industrial Arts
- Lucy Chapman, a 2nd generation carpenter, presents at our Lunch and Learn series
- Youville clients enjoy a ski/snowboard trip to Camp Fortune
- Indie Women Productions perform "A Man of No Importance" at the Gladstone Theatre with fundraising proceeds going to Youville Centre
- Youville Centre staff attend Algonquin College Child and Youth Worker Annual Career and Placement Fair



# Highlights of 2016–2017

## APRIL 2017

- Youville Centre staff attend M.F. McHugh's Showcase of Learning
- Gina Wilson, Associate Deputy Minister at Public Safety, presents at our Lunch and Learn series



- Youville celebrates National Volunteer Week by hosting a delicious spread for our volunteers
- Youville is gifted two tickets to see Dixie Chicks at the Canadian Tire Centre by ADGA Group Consultants Inc.
- Youville's Sources of Strength (SOS) ambassadors organize a fun "Mom and Baby Dance Party" in Kinsella Hall and organized a centre-wide Easter egg hunt
- Youville Centre hosts a Growing Healthy Screening Clinic where community partners provide important developmental information and screening for children up to six years old
- Youville staff attend the 3rd Annual Keep the Promise Ottawa Catholic School Board Student Summit

- St. Andrew's Church Catholic Women's League hold a Babyless Baby Shower in support of Youville's young moms and babies
- Representatives from the Canadian Armed Forces present at our Lunch and Learn series
- Cisco's Women in Science and Engineering (WISE) present to clients
- Shepherd's Fashions, longtime supporters of Youville, host our Fashion Show FUNraiser, raising \$30,000 for Youville's programs and services
- Volunteers from TELUS come to Youville to help with our Spring Cleanup during TELUS Days of Giving



- Annual Mother's Day Campaign raises \$7475 for young moms and their children
- Youville's Sources of Strength (SOS) ambassadors organize Centre activities throughout Mental Health Awareness week
- Erin McEvoy, a Youville alumna, has "Hair with Erin" Day where she cuts and styles clients' hair
- Special Mother's Day celebration: Flowers Talk Tivoli provide single roses for each young mom; Hearts & Hands for Youville group of women provide special self-care treat bags; our chef prepares a delicious sundae bar to end the day



- Youville staff attend the United Way Community Builder Awards (CBA's) along with Youville alumna, Donya, who presented the award to Project Step
- Sources of Strength (SOS) ambassadors participate in the SOS Summit at Confederation Education Centre
- Youville Centre achieves accreditation status as a Child and Youth Mental Health Agency through the Canadian Centre for Accreditation
- Cindy Simpson, Executive Director, retires



## MAY 2017

- Youville welcomes Canadian Centre for Accreditation reviewers onsite to interview staff and tour the Centre as they review documents for final steps of accreditation

# Highlights of 2016–2017



## JUNE 2017

- Bev MacKillop, former Associate Director, is named Youville Centre's Executive Director
- Ria Challen, Youville volunteer, is honoured at the Ontario Volunteer Awards



- Clients enjoy Mom & Me Breakfast, end of year assembly, fun SOS activities, and graduation week events
- Youville Centre accepts cheque from fundraising proceeds raised through the Rita Maheral Memorial Charity Golf Tournament
- Graduation lunch held at Mother Tuckers
- Youville host clients' High School Graduation Ceremony



- Youville Centre is a gracious recipient of fundraising proceeds raised through the Annual Bytown Golf Tournament
- Sens Foundation provide tickets to students to see Faith Hill and Tim McGraw at Canadian Tire Centre



## JULY 2017

- Dr. Megan Harrison, CHEO, conducts research with digital story telling
- France Desfosses, owner of Planet Coffee, presents at our Lunch and Learn series
- End-of-summer school field trip to Calypso
- Annual Summer BBQ and Summer School Art Showcase

*We wish to express our sincere thanks and heartfelt goodbyes to the following staff members who have left Youville Centre this year:*

**Administration:** Cindy, Karen

**Child Development:** Deb

**M.F. McHugh Teaching Staff:**  
Charlene

**St. Nicholas Teaching Staff:** Kim

*We also welcome the new staff members who have recently joined the Youville Centre team:*

**Administration:** Cassie

**ISP Staff:**

Anne Marie, Natasha (Brighter Futures)

**Child Development:**

Abigail, Amanda, Anna Mary, Elisa, Mandy, Christina

**M.F. McHugh Teaching Staff:**

Krista, Steph

**St. Nicholas Teaching Staff:** Heather



# inspire educate nurture

## Who We Serve

Youville Centre is committed to providing a wide range of services to young mothers and their children while assisting them in completing their high school education. Those eligible for the program are young women who:

- are between the ages of 14 and 25;
- are pregnant or parenting;
- are working toward completing their Ontario High School Diploma or Certificate;
- require subsidized child care services; and
- are in a position to benefit from mental health services and additional programming offered within the Centre.

Clients are referred to Youville Centre from a variety of sources including: local high schools, nurses, clergy, community/social services, physicians, friends, relatives, or self referrals.

Provided that the client meets the criteria to receive services, the Intake Coordinator will arrange a meeting to begin the orientation



Kaitlyn and Addisyn / Holly and Levi



Kiara and Amy

process. The client's child will begin integrating into our Child Development Program, where one of the Registered Early Childhood Educators (RECE) will discuss the program, the child's individual needs, pertinent medical information, and parenting goals. Next, a Case Coordinator from the Intensive Treatment Support Program will meet with the client to discuss the collaborative partnership along with a review of client rights and responsibilities. At this time, the client is also informed of the benefits and risks of participating in treatment and education at the Centre. Clients are then asked to meet with one of our Registered Psychotherapists to discuss engaging in our mental health and counselling services. Lastly, the client will meet with a teacher from one of our education partners, M.F. McHugh Education Centre or St. Nicholas Adult High School, to discuss their previous credit attainment, academic goals, learning styles, and their Individual Pathway Plan (IPP).

***Although each Youville Centre mom is unique, they all share a common motivation that inspires them to achieve their personal and academic goals. This number one motivation is their child. With this in mind, Youville Centre and teaching staff strive to deliver holistic programming***

***that will facilitate each young mother in succeeding, while always keeping their child's best interest in focus.***

## Our Trauma-Informed Approach

At Youville Centre, we utilize a trauma-informed, research based, and evidence informed approach in our day-to-day work with clients. We work to follow the key principles from "Trauma Matters", a guideline for trauma-informed best practices from the Jean Tweed Centre. They have four key principles that shape our practice:

- avoiding re-traumatization
- empowering women
- working collaboratively with flexibility
- recognizing trauma symptoms as adaptations

Our work is "based on the understanding that symptoms related to trauma are coping strategies developed to manage traumatic experiences" (Covington, S. 2002, in Trauma Matters, March 2013, The Jean Tweed Centre, Toronto, Ontario).



Breanna, Suaad and Veena

## About The Intensive Treatment Support Program

### Case Coordination

Collectively, staff help prepare our clients for a smooth transition to the next phase of their life journey by using skill building techniques to support problem solving and goal setting. Case Coordinators act as advocates and supports for clients as they navigate their way through the Centre and external community agencies.

Our staff are trained in Collaborative Problem Solving (CPS), and have adopted the optimistic mantra and philosophy that “people do well if they can, and if they can’t, we need to find out what is getting in their way so we can help”. Case Coordinators belong to an Ottawa CPS Community of Practice that meets with other like-minded community organizations to confidentially review client cases and best practices.



Brittany, Kristina, Bev, and Jenny

Front line staff guide students through everyday psychological, emotional, behavioural, social, and educational concerns through a “circle of support” approach. When necessary, connections are made to other agencies in the community to support our clients’ needs. These resources may include (but are not limited to): housing needs, basic needs, childcare subsidy, The Children’s Aid Society, Ontario Works, Child Tax Benefit and Canada Revenue Agency, post-secondary applications, OSAP, and



Ocean and Rosie

community bursaries for post secondary support. Referrals are made to agencies such as The Family Law Information Centre, Ontario Works, Mental Health Mobile Crisis Unit, The Housing Registry, Youth Service Bureau, St. Mary’s Home, Ottawa Public Health and other community supports including women’s and family shelters.



Isaak and Taina

### Individual Treatment Plans

Using a number of assessment and screening tools including the Child and Adolescent Needs and Strengths for Pregnant and Parenting Youth (CANS-PPY) and the Thinking Skills Inventory (TSI), the client, along with their support team (Case Coordinator, Teacher, and Child Development Program staff) create the clients’ Individual Treatment Plans (ITP). Goals are client-identified and measureable, and include aspects of our programming in the areas of individual well being, academics, and parenting. “Youview Days” occur at the beginning of each semester and provide an in-depth opportunity for clients to meet with their support team to review and/or develop goals as they utilize their strengths and accomplish their goals while at the Centre. These integrated plans of care are monitored closely by Case Coordinators and are reviewed at weekly Multi-Disciplinary meetings.



Kristina and Jenny

## Addiction and Mental Health Therapy

The Addiction and Mental Health Therapists at Youville Centre are Registered Psychotherapists through the College of Registered Psychotherapists of Ontario. Youville Centre Therapists provide individual and group counselling to pregnant and parenting youth using an eclectic approach to treatment that is tailored to meet the individual needs of each client. They also provide crisis counselling and safety planning as needed, regarding intimate partner violence and suicidal ideation. Our therapists utilize evidence-based, trauma-specific techniques and are certified in trauma assessment and treatment. A variety of assessment and screening tools are used, including (but not limited to): the Beck Depression Inventory (BDI-II), the Parent Stress Index (PSI 4), the Global Appraisal of Individual Needs (GAIN-SS), and the Child and Adolescent Needs and Strengths for Pregnant and Parenting Youth (CANS PPY) for the purpose of collecting data to better

inform practice. They also work closely with Case Coordinators and consult with the Multi-Disciplinary team to provide clinical input for Individual Treatment Plans. The Youville Centre Therapists and Case Coordinators engage in regular clinical debriefs and case consultations with the Clinical Supervisor as many of the Youville clients typically struggle with mental health, substance use, and trauma related issues.

## Sources of Strength (SOS) Ambassadors

Sources of Strength (SOS) is a strength-based comprehensive wellness program that promotes connectivity, school bonding, peer-adult partnerships and help seeking behaviours. The focus is on suicide prevention, but it also impacts many other issues including, but not limited to substance abuse, intimate partner violence and mental health issues. The group encourages clients to assess and develop their individual strengths and highlights resilience. Safe messaging is an integral aspect of the Sources of Strength program; instead of the focus being on sad, shocking or traumatic stories, it is on hope, help and strength which works well in our



Ashley and Lennox

trauma-informed environment. A Teacher, Therapist, and a Case Coordinator choose a group of clients to attend a weekly group in order to help support a more positive school environment. Meetings are held to brainstorm activities that focus on mental health, family support, positive friends, mentors, healthy activities, generosity, spirituality and medical access.

## Infant and Young Parent Attachment Therapy

At Youville Centre we provide one-on-one infant and young parent attachment therapy with a Registered Psychotherapist. Attachment based therapy can be brief or more intensive depending on each individual client's needs. The Attachment Therapy Program is play based and provides our young mothers with the skills to respond to their child's cues and to increase parental sensitivity in order to promote secure attachment. The Infant and Young Parent Attachment Therapist has the opportunity to work with the mother-child dyad in a therapeutic manner with the goal to establish and support healthy and secure attachment. This program aims to support caregivers in examining their parenting beliefs, increasing their empathic awareness of self and their child, promoting bonding, and discussing how forming a secure attachment provides the foundation for raising emotionally healthy children. In working with parents to identify their behaviours that are impacting their child's development, it becomes possible to tailor services to individual families using evidence-based assessment tools and programs to track parenting progress, and to document program outcomes.



## About The Child Development Program

### Program Overview

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), providing the best possible start in their young lives. Our Child Development Program Manager leads a team of 15 full-time Registered Early Childhood Educators (RECE's), as well as program assistants, kitchen staff, cleaning staff, and clerical personnel who collectively help deliver a quality childcare program.



Mason and Kiara

Continuous professional development allows our staff to remain up-to-date with best practices and current research in areas such as: workplace health and safety, childcare safety and security, confidentiality, documentation, risk factors for parents and their children, and current and relevant parenting strategies. Our program has also committed to continuing training and knowledge in the area of infant mental health through workshops, webinars, and trainings. Our Lead Educators in the Child Development Program focus on facilitated leadership development training in an effort to strengthen the vision and direction of their roles within the Child Development Program team. All RECE's in our Child Development Program participated in Infant Mental Health Certificate webinars (through Infant Mental Health Promotion) which encompassed a variety of issues that address infant mental health and well-being in the children we serve.

Using the Early Learning for Every Child Today Framework, for Ontario Early Childhood Settings (ELECT), and the How Does Learning Happen, Ontario Pedagogy for Early Years Document (HDLH), our Registered Early Childhood Educators provide a stimulating and engaging learning environment that addresses the social, emotional, cognitive, language and physical needs of each child.

The ELECT document describes how young children learn and develop, and offers a framework 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 as they assist each child in meeting his/her developmental milestones.



Lebron and Emily

The How Does Learning Happen Pedagogy (HDLH) promotes the idea that all children are capable, competent and curious learners. Through reflective practice, our RECE's ask thoughtful questions about the learning the children are undertaking in order to better serve their developmental needs and create environments that provide opportunities for the children that align with their interests and competencies. This enables children to build and master skills in preparation for further development as they move through the program.

Just as the children learn through questioning theories, the Educators use the HDLH tool to guide them to be researchers as well. The Child Development Program is a space of learning for all; instead of being driven by routine, the Educators use this reflective action to consider possibilities and justify program planning.

The Child Development Program continues to explore the exciting virtual documentation tool called "Storypark". This online software allows staff to post



Gus

stories including pictures and videos about the learning that occurs with each child during their day in our program. Parents can become fully engaged as they receive alerts when new stories have been posted. Parents can even post stories of experiences outside of the Centre and can invite family and friends to view as well.

We are also grateful to community partners who continue to assist us and support our young families. Vital connections in the



Jordan

community are maintained with agencies geared to supporting young children's needs. In 2016-2017, we worked closely with the following partners: Ottawa Children's Treatment Centre, Crossroads Children's Centre, Parent Resource Centre, CHEO, Children's Inclusion Support Services, Infant Mental Health Promotion, Ottawa Public Health, and First Words. Our Child Development Program is stronger because of these effective partnerships.

## Screening and Early Identification

Early identification and intervention are program goals that guide our practice enabling 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. Our Child Development and Infant Mental Health team are trained in administering the Nipissing District Developmental Screens (NDDS) and the Ages and Stages Questionnaires (ASQ3). These screens provide an in-depth overview of children's developmental milestones for a specific age group, ranging from one month to six years of age. The Ages and Stages Questionnaire: Social Emotional (ASQ:SE2) uniquely screens for concerns with a child's social and emotional development, an area directly related to their overall mental health and well being. They are completed by the parent and the Educator and are reviewed together. The developmental screens are used to implement interventions and if necessary, refer parents to community agencies that support families and mitigate the impact of potential delays. This collaborative effort provides the children



Ashley and Domias

with the best chance to successfully meet their developmental goals and become healthy children, ready for school. Youville Centre offers a unique opportunity to support the needs of the mother and child during the waiting period for services by creating a Developmental Support Plan (DSP); a plan written in the voice of the child that outlines specific ways in which primary caregivers and program staff can support the child in reaching his/her developmental goals.

## 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;
- support a child’s learning and development by providing the freedom to explore his/her environment;
- promote the ability for parents and young children to cope with and solve problems within their environment;
- empower parents to learn how best to experience, control, and express their own emotions and to help develop those skills in their children; and
- strive to promote stable, supportive families and communities

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 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.



Paige and Lennox

We continue to offer the Make the Connection (MTC 0-1 and MTC 1-2) parenting program which is meant to increase the parent’s awareness of their baby’s attachment system and empower the parent to become more confident in their parenting role.

Stress in the parent-child dyad directly affects a parent’s sense of self in their parenting role, and especially contributes 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. In addition to our parenting programs, Youville Centre’s Infant and Young Parent Attachment Psychotherapist meets with our adolescent mothers who are experiencing attachment difficulties, along with their children, on a consistent basis

to provide intensive, one on one, and small group practical support through education, modelling, and opportunities to practice new skills in a safe and supportive environment.



Maisy



## Memorable Moments from Child Development Program Staff



Jessica and Olivia

*"A highlight of my year has been the connections I've been able to make between childcare and home! Through "Storypark" I've been able to show parents how creative their very young infants really are! Having a parent tell me they went out and bought paint so they could follow their child's interest at home, really made my year!" – Sophie*

*"A highlight of my year in the Child Development Program has been meeting with parents to discuss their child's ASQ and working with them together as a team to support their child's optimal development." – Myia*

*"This year at Youville, one of the highlights for me was to continue my Infant Mental Health training and putting into practice the empathy and knowledge based approach with our children and mothers. Becoming an Accredited Mental Health Agency just brought the whole approach together for me." – Rita*

*"Every year at graduation, I am overwhelmed with admiration for the young women who successfully complete their education, persevere in their own personal growth, and of course, grow into confident, capable parents. It warms my heart and reminds me why I love Youville." – Christina*

*"My favorite moment of this year (and every year) is always seeing the children learn and grow. I get to build amazing relationships and watch the children develop into these amazing little people. My job makes me so happy and I'm always so proud to say I work at Youville Centre." – Kelsea*



Sophie and Chance



Kelsea and Tnias

*"As a new member of the Youville Centre team, the highlight of my year has been discovering the impact the services we provide have on the young women and children we serve. It is truly a blessing to be a part of such a wonderful organization." – Mandy*

*"The highlight of my year is always graduation. Being a part of the child and parent's journey here at Youville Centre is such a wonderful experience. This year, I had the pleasure of working very closely with a young child diagnosed on the autism spectrum. Being able to support the mother and child through the diagnostic process was such a privilege. By working together we were able to obtain supports that will help this child continue to learn and grow. Being a part of this process and seeing the accomplishments this child has made, is a feeling like no other and I am so thankful to have had the opportunity." – Ashley*

## About Academic Programming

### M.F. MCHUGH EDUCATION CENTRE

#### 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 and mental health and addiction support 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 and attachment), life skills, resiliency, positive mental health and leadership through credit-linked, hands-on courses that have been developed and are facilitated by M.F. McHugh teachers, Intensive Treatment Support staff, and Child Development staff. We also offer a varied fitness program for credit, as a way of encouraging overall physical and mental health.



Nicola Benton, Principal

I very much enjoy being Principal at M.F. McHugh Education Centre and participating in many of the events that take place at Youville Centre throughout the year. I look forward to continuing to work together as we support our students while they strive to learn and create a brighter future for themselves and their children.

**Nicola Benton, Principal**  
**M.F. McHugh Education Centre**

#### Program Overview

The M.F. McHugh Education Centre provides English-language educational programming for students in the Ottawa-Carleton region who attend government-approved care and treatment programs. Since Youville Centre is a Child and Youth Mental Health Agency, we are able to offer an accredited, secondary school education for our young moms. Learning at Youville Centre is creative, innovative, and hands-on. M.F. McHugh Education staff and Youville Centre staff use a multi-disciplinary and highly collaborative approach to program delivery. Staff work together to help our young moms achieve their academic goals by differentiating curriculum materials and teaching strategies that reflect the diverse learning needs of our students. Students entering Youville Centre meet with M.F. McHugh Education teachers to complete an Individual Pathways Plan (IPP) and to collaboratively discuss and develop their academic goals for the year. Further to this, an Individual Education Plan (IEP) is designed for each of our students. The IEP identifies the student's specific learning expectations and outlines how M.F. McHugh Education staff will address these expectations through appropriate accommodations, program modifications



Amy

and/or alternative programs as well as specific instructional and assessment strategies. The learning program provided for each student is modified on the basis of the results obtained through continuous assessment and evaluation. Lifestyle Courses designed to meet the unique mental health, parenting and life skills needs of our student population, are also offered throughout the year. Cooperative education is available for students who wish to earn credits through work experience. Ministry-approved dual-credit programs are available to students



Selena, Charlene and Leah



Ashley

who wish to earn a high school credit while taking a college course; dual credit helps to prepare students for a successful transition to a college or an apprenticeship program. M.F. McHugh Education teachers focus on supporting our students in earning their Ontario Secondary School Diploma (OSSD) and helping them transition to post-secondary education or the world of work.

***A full range of courses from the Ontario curriculum are offered, including:***

- The Arts
- Business
- Canadian and World Studies
- Information Technology
- Dual Credit
- English
- Guidance and Career Education
- History and Geography
- Mathematics
- Native Studies
- Health and Physical Education
- Science
- Social Sciences and the Humanities (including Sociology, Anthropology and Psychology)
- Cooperative Education

## Youville Centre Credit-Worthy Lifestyle Programs

Within the academic programming at Youville Centre, students also have the opportunity to participate in hands-on-learning through our Youville Centre Lifestyle Courses.

These courses are linked to Ontario Secondary School Diploma (OSSD) credits, and therefore, not only provide our students with useful life skills, and parenting and mental health support, but also help them to earn their credits toward attaining their OSSD.

***In the 2016-2017 year, the following lifestyle courses were offered:***

### **Make The Connection 0-1 and 1-2 (Link – HPC30 – Raising Healthy Children):**

an evidence-informed parenting program that builds parental confidence by helping parents better understand the importance of their relationship with their child. The MTC 0-1 program works to increase parental empathy and sensitivity, through a strength based, reflective engagement model that covers key concepts including attachment, temperament, and parenting styles. The MTC 1-2 program is viewed as a continuation of MTC 0-1 with a focus on the toddler stage of development. At this stage, the changing dynamics of the parent-child dyad requires new and evolving skills and strategies to help parents in their journey as their toddler becomes more independent. These programs use hands-on activities and discussions to provide key messages on how best to support the relationship with their child through love, language, and learning.



### **A Leader in Your Own Life (LIYOL) (Link – HIP40 – Personal Life Management):**

a leadership program combining life skill development in leadership, communication, self advocacy, financial literacy, cooking, sewing and home organization.

### **EMBRACE Your Future (Link – HHD30 – Dynamics of Human Relationships):**

(Empower, Motivate, Build Resiliency, Role Model, Advocate, Communicate, Educate) is a resiliency program focusing on healthy approaches to self esteem, body image, relationships, positive self-talk, and role modeling for children.



Circle time in Make the Connection





Whitney and Owen

**Health For Life (Link(s) – PPZ – Health for Life, PPL – Healthy Active Living, PAF - Personal & Fitness Activities, PAL - Large Group Activities, PAR - Rhythm & Movement):** taking place twice weekly throughout the year, students have an opportunity to participate in yoga (Hatha, Yin, prenatal, restorative, and mom/baby yoga), cardiovascular, sport-based fitness and various low impact fitness activities. The health component includes nutrition, sexual health and healthy lifestyle information. Students typically create a personal wellness plan. Field trips could include hiking in Gatineau Park, skating on the Rideau Canal, skiing and snowboarding at Camp Fortune, Ziplining, and the Aerial Park at Camp Fortune.

**Transition Course (Link - GLE40 – Advanced Learning Strategies: Skills for Success after Secondary School):** students who are in their graduation year at Youville will take the Transitions course as one of their Youville Centre Lifestyle Courses. This course is designed to facilitate a smoother transition from Youville to work/post secondary education. Staff and students work together to create individualized plans

for their futures. Students will explore career and post secondary education options as well as affordable childcare, health, dental and counselling options. Scholarships, bursaries, grants, and other financial aid will be investigated. Guest speakers, post secondary facility tours, certification in WHMIS and Smart Serve are the highlights of this final Youville Lifestyle course that all students will take before they embark on life after Youville Centre.

## About Academic Programming

### ST. NICHOLAS ADULT HIGH SCHOOL PROGRAM

#### Principal's Message

St. Nicholas Adult High School is pleased to build an active and very strong partnership with the Youville Centre. Our teacher leaders provide instruction and support in a wide range of high school courses, assisting students to earn their diplomas. Following graduation from high school, Youville graduates will be able to access a wide range of opportunities in college, university and the world of work.

The participation of Youville as a partner has enabled us to fulfill our vocation, including increasing the level of education for all students. On behalf of the students, faculty, staff and administration at St. Nicholas Adult High School, thank you for your continued commitment to this partnership.

Making a positive impact on the education of our students and their families is our

priority. We look forward to continued success through this collaborative partnership.

Thank you again for your commitment and dedication to the community.

***Philip Capobianco, Principal  
St. Nicholas Adult High School***

## Program Overview

In September 2016, St. Nicholas Adult High School established a new site at Youville Centre to offer a secondary school education for the clients who age out of the M.F. McHugh Education program by their 21st birthday. Students in the St. Nicholas Program are between the ages of 21 and 25.

St. Nicholas Adult High School provides flexible e-learning high school credit courses for adults (18+) living in Ontario. The learning model at St. Nicholas is student-directed and teacher-supported. All courses are online and students access course content and assignments through a



Philip Capobianco, Principal



Jessica and Brittany

Learning Management System called Desire2Learn (D2L). In addition to e-learning technology, St. Nicholas students are also encouraged to learn and master Google Apps for Education.



Tanisha and Nolan

St. Nicholas students entering Youville Centre meet with their teacher and, in consultation with an Intake and Assessment Officer, they select their first course; this course selection process repeats as the student begins each subsequent course. Students confer with an Intake and Assessment Officer to plan their specific pathway to obtain their high school diploma. Students who are eligible to complete Prior Learning Assessment and Recognition (PLAR) or Mature Student Evaluations are referred to the PLAR Assessor. Where applicable, the St. Nicholas teacher refers to the student's IEP to identify any accommodations, program modifications and/or alternative programs as well as specific instructional and assessment strategies that have been recommended in the past. St. Nicholas



Max and Bailey

students have the option to participate in the Lifestyle Courses offered by Youville Centre and M.F. McHugh in addition to their e-Learning course.

With the support of the St. Nicholas Student Services Department and the teacher, the Youville Centre moms aged 21 to 25 are supported in working towards their Ontario Secondary School Diploma (OSSD) and in their transition to post-secondary studies or future employment opportunities.

## Summer School

Once again this year, through a partnership with the Ottawa Catholic School Board's Continuing Education Department and the Ottawa-Carleton District School Board's Continuing Education Department, Youville Centre was provided with three teachers who delivered summer school programs during the month of July.

This year students were able to select one academic course from a variety of choices that best met their needs. While many young moms chose the self-expressive visual art course, others worked at Mathematics, Science, English, Food and Nutrition, or History.



Shashire



various courses, including an art display, a slide show of work, and a cookbook created by students from the Food and Nutrition course. Everyone was able to take a cookbook to try the recipes at home. Our student showcase was followed with a celebratory end of summer school barbecue with lots of games, activities, and delicious food!



Sophia and Jessica

Each of these courses allow our students to earn another credit toward their high school diploma (OSSD). Art courses tend to be popular as they are found to be quite cathartic and therapeutic for our young moms, who display phenomenal creative talent year after year.

In addition to our academic programming, we took short 30 minute mental health breaks each day in the form of a walk to a nearby park. We were also fortunate enough to take a trip to Calypso Water Park for the day! It was a wonderful day which allowed the moms to experience fun in the water and sunshine!

On the last day of school we had a showcase featuring all the work students created over the summer. There was great diversity and talent displayed through the





# utilizing strengths and achieving goals

## Youville Centre Alumnae

Over the past 30 years, Youville Centre has served over 1,200 young mothers and their children. The majority have received their Ontario Secondary School Diploma (OSSD) during their time at Youville Centre. Our graduates go on to post-secondary education and the world of work enjoying success as parents, successful employees, and active members in the community. We are grateful to alumnae who return to Youville to share their personal perspective with our current moms, to inspire them to stay focused on their goals despite overwhelming challenges. Some of our former graduates have also made in-kind and financial donations to help the young moms attending Youville Centre today.



Alumnae, Brittany and Sarah

## Staying in Touch

We are proud of each and every one of our Youville Centre alumnae, and we enjoy keeping in touch. Alumnae have the opportunity to sign up to receive our electronic newsletter that keeps them up to date with current programs and services. Many of our alumnae are members on our Facebook, Twitter, and Instagram pages. Youville Centre alumnae can keep in touch in the following ways:

**Website:** [www.youvillecentre.org](http://www.youvillecentre.org)

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

**Facebook:** [Youville Centre – Ottawa](https://www.facebook.com/YouvilleCentre-Ottawa)

**Instagram:** [HumansOfYouville](https://www.instagram.com/HumansOfYouville)

Sharing real life experiences is a great way to inspire Youville's current clients. As an alumna, if you would like to discuss ways in which you could give back to Youville Centre, please email us at:  
[communications@youvillecentre.org](mailto:communications@youvillecentre.org).

### Did you know?

Alumnae are also eligible for bursaries. Some of our generous donors designate funds to alumnae who are continuing their education. In addition, we offer Second Generation Bursaries, named after two of our previous Executive Directors, Sister Maco Cassetta and Judith Sarginson. Second Generation Bursaries make it possible for the children of 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 and second generation bursaries.

## Laura's Story

Laura Chenier, a 2016 graduate, joined us at this year's graduation ceremony as our alumnae guest speaker. This is what she had to say:

"American poet and philosopher, David Thoreau, once wrote "not until we are lost do we begin to understand ourselves. "When I came across this quote, it rang so true for me and for so many of you, I am certain. In fact, I believe that we would all admit we were indeed, once lost. For me, it took being lost to help me find my way.

Graduates, you have persevered and overcome personal challenges to get you where you are today; you studied, you've enhanced your intellectual capacity far beyond what you thought you were capable of, you've had sleepless nights, but you still made it to class. You've cried, missed a bus in crappy weather, and yet still made it to school. You've had doubts and you've overcome them. Most of all, you've created a life.

Your high school years were not just spent worrying about grades, looking for a job, and making lasting memories with friends. Your high school years were spent taking care of your children, molding them, shaping them, and preparing them, for the road ahead. So to that, I congratulate you!

I became pregnant in January 2012 and gave birth to my beautiful son, Jordan, when I was 16 years old. I started at Youville with two credits at the age of 17. In May of 2015, I found myself pregnant again. I was in doubt and shock; I had one more year left of school. The difference this time is that I had Youville Centre.

On September 2nd, I found out I was having a girl, but that was not the only thing I found out. I was told my daughter had several heart defects. I was sent for multiple tests; thankfully, I had many supports to help me get through it all. On January 21st, 2016, I gave birth to my daughter, Aniston Katriece Chenier-Munro, but nothing could prepare me for the road ahead.

At just five days old, Aniston had her first open heart surgery at CHEO. Four weeks passed and we were still in Intensive Care. Aniston's surgery was not successful and her health was deteriorating; she was in heart failure. There was no other choice but for the doctors to attempt to repair her heart. There were days that I wouldn't know if I was ever taking my daughter home.



Laura and Jordan

*“After nine months of hospitalization, multiple surgeries, and countless procedures, Aniston was able to finally come home. After enduring months of pain and heartache, I learned that to survive, you’ve got to keep wheeling your way. You can’t just sit there; you need to fight against the odds or else it’s not going to work. You have to turn the corner, dig a hole, go through the tunnel, and find a way to keep moving!”*

After being in intensive care for three months without progress or decline, I decided that I would start going back to school. I knew I needed to do something to keep myself distracted. Youville was so understanding; I would pick up work to take to CHEO and would sit beside my daughter's bedside working and studying.

I would walk the halls of the hospital wondering if I'd survive this as I watched other families come and go. There were so many days I just wanted to give up; I just wanted my baby healthy. I would remind myself that Aniston was being strong for me, so I had to be strong for her. During this difficult time, I was trying to find a sense of normalcy and Youville Centre was able to provide that for me. I remember receiving a huge box filled with kind words and gifts from staff and students. This brought me a sense of reassurance that I was not fighting this battle alone. I continued to do my schoolwork any time that I could. I

knew I needed my high school diploma. Despite all of the stress that I was going through, I continued to push myself. It was far from easy but I'm proud to say that I graduated!

After nine months of hospitalization, multiple surgeries, and countless procedures, Aniston was able to finally come home. After enduring months of pain and heartache, I learned that to survive, you've got to keep wheeling your way. You can't just sit there; you need to fight against the odds or else it's not going to work. You have to turn the corner, dig a hole, go through the tunnel, and find a way to keep moving!

Youville has given you the tools, knowledge, and a strong foundation to achieve your goals. Now it's up to you to take your dreams and hopes to the next level. Be brave, be strong, and have courage! You will not see the light at the end of the tunnel if you don't walk through the darkness.”

## It Takes a Village

### Healthcare at Youville Centre

We have been very fortunate to have the opportunity to host health clinics on-site at Youville Centre over the past few years. Satellite clinics that are independently run and not part of Youville Centre's core programming, are meaningful assets to the breadth of services we are able to provide for our young mothers and their children.

#### Medical Clinic

Offered weekly at Youville Centre, the medical clinic was founded by, and is managed by Dr. Sarah Oliver, a General Practitioner at the University of Ottawa Health Services. Dr. Oliver volunteers her time with the following aims in mind:

- To provide primary medical care in a stress-free and comfortable environment for both Youville moms and their children;
- To create a trusting relationship with the mothers at Youville so they may feel comfortable seeing a doctor for their ongoing medical needs;
- To encourage Youville moms to see a consistent provider and to have appropriate follow-up for concerns;
- To attend to main medical issues as presented and without barriers, including physical health, mental health, and childcare concerns;
- To act as a liaison between Youville moms and consultants at CHEO or The Ottawa General Hospital; and
- To continue to provide medical care for moms and children at the UOttawa clinic after they graduate from Youville Centre.

#### Ottawa Hospital Women's Health Clinic

The Ottawa Hospital generously funds this bi-weekly clinic at Youville Centre that provides obstetrical and gynecological medical support to our young moms. Dr. Tania Dumont and Dr. Bianca Stortini in partnership with Dr. Natalie Fleming and Tara Gervin, an Ottawa Hospital Nurse, provide excellent care to our pregnant and parenting adolescent mothers who benefit from treatment of medical concerns, pre and post-natal care, HPV vaccinations, and contraceptive counselling and support.



Rayhanna

#### Mentorship Program

The Youville Centre Mentorship Program has two components: one-to-one mentoring and a monthly Lunch and Learn speakers series. The one-to-one mentoring is offered to interested Youville Centre clients who are ready for a mentor/mentee relationship. Once a month, or more frequently if possible, mentor/mentee matches enjoy meeting for lunch offsite. Clients enjoy building relationships and receiving encouragement from their mentors. We look forward to continuing to provide a mentorship program this coming year. We would like to thank everyone from the community who helped make this program a success. With generous support from Famous5 Ottawa and TD Bank, we're able to have a monthly Lunch and Learn speakers series at Youville Centre where women from the community speak to our students on a variety of topics while they enjoy a delicious lunch. This opportunity is aimed at motivating pregnant and parenting adolescent mothers with stories of inspiration and encouragement.



Ocean



*“There’s something about the Youville Centre that transforms you. I certainly felt this way when I visited the centre in grade 7 on a school field trip. As the years went on, I continued to feel a pull to towards the centre and I reached out to see if I could be part of the organization in any way. When the mentorship program was presented to me, I have to admit that I was initially intimidated and I questioned myself whether or not I was capable of being a mentor. I wondered what value I could add. A year later, I look back and I am forever grateful for the time I spent with my mentee, for the experience and for the opportunity to be this young woman’s friend on her journey. When I think about those feelings of doubt, of whether or not I could be of value, I realize that sometimes, it’s the small things that matter the most. I would share stories about my life, small anecdotes of things that I thought were trivial and sometimes, her eyes would light up like I had given her confirmation of something. What I’ve learned is this: If you make a commitment to show up in someone’s life, to lend an ear, to be open and listen, that alone can have an impact.”*

— Ruth, 2016-17 Mentor

**Volunteer mentors are pre-screened, trained, and have clear criminal reference checks and are matched carefully by our Multi-Disciplinary team. Mentors provide support and encouragement to our young mothers in the areas of parenting, career, and life balance. If you are interested in this program, please contact us at: [communications@youvillecentre.org](mailto:communications@youvillecentre.org).**

## 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 help Youville Centre’s young mothers and their children. Our volunteers work with us regularly and on an as-needed basis in the following areas and programs in the centre:



Ria

- Board of Directors
- Mentorship Program
- Child Development Program
- Swap Shop (in-kind donations)
- Food Bank
- Admin & Communications
- Lifestyle Courses
- Tutoring\*
- I.T. Support
- Building Maintenance
- Drivers\*\*
- Photography
- Special Events/Seasonal

\*Tutors must have worked for a school board within the past 5 years and be approved by the M.F. McHugh and St. Nicholas Administration and the Executive Director. Limited tutoring opportunities exist.

\*\*Drivers pick up and drop off in-kind donations for donors who have barriers to transportation or are unable to drop off donations during business hours.



Volunteer Appreciation Breakfast

# It Takes a Village



Zybina gives special gifts to grads

*"I love it when the staff thank me when I pick up or deliver laundry. I'm thinking that it's just laundry, but I know how busy the Child Development staff are, and that sometimes, it is so difficult for them to get to laundry." – Yolande*

*"I truly love volunteering at Youville Centre. It has been a great opportunity to give back to an organization that I have seen for years, work tirelessly to help the young moms and their children who attend here. There is a special reason for this; my daughter is not only an employee of Youville... she graduated from Youville in 1996!" – Elizabeth*

*"Being a former student, it's an honour to be able to contribute to Youville Centre. It's my way of saying THANK YOU!" – Tawnya*

*"I volunteer in the Snapdragon room in the Child Development Program and look forward to playing with my little friends and working with the wonderful staff every Monday morning. It is a great way to start the week and I always leave with a smile on my face!" – Joan*

*"My week has seven very good days, and three extraordinary days because I volunteer at Youville." – Fatos*

## 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 2016-2017 year.

### Food Bank

Rita Robillard

### Swap Shop

Barbara Aldworth  
Ria Challen  
Elizabeth Emond  
Diny McMahon  
Jane McNamara

### Child Development Program

Michelle Beach  
Peggy Bosc  
Ana Brown  
Patty Cooper  
Yolande Cremer  
Fatos Erguven  
Marian Gaffney  
Joan Gibson  
Tawnya Glandon  
Sharon Guillemette  
Pat Slight  
Pat Stewart  
Emily Vanden Hanenberg

### I.T. Support

Pierre Kerr

### Building/General Maintenance

Al Kuiper  
Geoff and daughter, Shannon Burrridge

### Driver

Jean Lemieux

### Music

Heather Flinn  
Joan Taillefer

### Photography

Dwayne Brown and Anita Ruivo  
Karen Clermont  
Michelle Valberg

### One-to-One Mentors

Ruth Kamanga  
Jacquie Bushell  
Cathy Hupka  
Sarah Arden  
Dawna LaBonte-Parkhill  
Teresa Currie



Mason and Jordanna meet Santa at Christmas luncheon



Class of 2017 being piped in by Joan Taillefer

### In Kind Donations

We have two areas within the Centre where our clients have access to the generous donations that are provided by Youville's community of family and friends. The SWAP Shop is located in Kinsella Hall. There, our gently used donations are sorted, washed, organized, and placed on display. Our clients have access to this volunteer run space 3 times per week at lunch time and are able to access items they may require such as clothes for themselves, their children, small household items, books, shoes, accessories, and much more. Alternatively, our Youstore hosts brand new donations of clothing, toys, hygiene products and household items. The YouBuck Incentive Program rewards students who display positive school spirit and personal growth, show punctuality, help other students, or demonstrate other random acts of kindness. Awarded YouBucks (faux dollars) can be used to purchase items from the YouStore. During the Christmas season, the YouStore expands to allow our young moms to provide a special Christmas for their children.

### 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 have constant advocacy of our Centre's mission and values.

#### DEB ROBINSON

Deb, a former System Principal for the Ottawa Catholic School Board with extensive experience in leadership training and professional development, learned of Youville Centre's desire to become an accredited child and youth mental health agency, and embarked on a journey with the staff and clients of Youville Centre over the past four years to achieve that goal. Deb volunteered many hours of her own time to research and apply for a grant to assist St. Mary's Home and Youville Centre finance this quest. When successful, Deb spent the next three years supporting our Centre in realizing our dream. This was no

small task, and Deb ever so mindfully, had staff complete policies, and implement and evaluate procedures on top of their already substantial workload. She absorbed as much of the work as possible so that valued time was preserved for client service. Our Board of Directors and staff deeply appreciated the professional, creative manner with which Deb approached every task. Her constant drive for excellence coupled with her lovely sense of humour helped ensure that the voyage was enjoyed by all those who participated. Deb dreamed the dreams with us and together we were able to translate those dreams into actions and along with the support of the Board of Directors, the incredible staff,



Deb Robinson



## It Takes a Village

wonderful young mothers, our volunteers and community, we successfully met all 489 standards set out by the Canadian Centre for Accreditation. Deb's patient assistance, creativity, and gift of time and talent helped us realize our dream. With her help and guidance we can continue to reach for our vision of striving to provide excellent programs and services for our young moms and their children. The Youville Centre community is proud to call her one of our angels.

### MEGAN WALLACE

Megan, President of our Board of Directors for the past four years, and co-President this year, is one of Youville Centre's most passionate advocates and devoted ambassadors. A lawyer with Perley-Robertson, a loyal sponsor of Youville Centre for over 30 years, Megan shares her non-profit expertise magnanimously with our Board and has been extremely generous with her time in lending pro-bono legal advice to our team on numerous occasions.



Megan Wallace

Megan can be found on many a Thursday morning, on her own time, signing affidavits for our moms to ensure that yet another barrier, that of accessing legal services, does not impede our mom's progress to receiving social services. As a teen mom herself, Megan has a deep understanding of the courage Youville Centre moms possess. Megan acted as an ardent spokesperson for our Centre, visiting many workplaces and establishments to enlist support and donations for our charity that she so fervently supports. As a champion of our cause, Megan helped found and sustain our very successful Mentorship program and can be found every September, on a Saturday, helping train our new mentors as we explain the privilege and responsibility that accompanies that role. Whether it is a barbeque, a gala, a special visitor, a committee meeting, a Youville celebration, a fundraiser, or when someone is in need of a signature, Youville Centre staff and clients can always count on Megan being present and available to them. Megan's strong leadership and vision for our Centre has helped sustain us through many a challenging time and through the lengthy process of accreditation. As her term on our Board of Directors comes to an end, please know that she will be greatly missed and that her contribution shall remain in our hearts as she will always be our very special angel.

### CINDY SIMPSON

This amazing natural leader transformed Youville Centre. Her vision became a reality this year, seeing Youville Centre become accredited as a Child and Youth Mental Health Agency. Her hard work, perseverance, tenacity, and the fact she will

never take no for an answer, culminated in putting Youville Centre on the map in this province. Because of Cindy, Youville Centre is very much respected provincially for our work in Infant Mental Health, Child Development programming, Intensive Treatment Support Programming and Assessment, Parent/Child Attachment Counselling, Mental Health and Addiction Counselling, Parenting Courses, and Lifestyle Courses. Her vision for the Centre led staff down a journey of discovery; we discovered we are independent learners with great ideas, we learned the meaning of working even harder and longer, and we discovered that we are leaders in our fields so we can now train staff from other agencies. We discovered that we actually do lead the province in all these areas! Cindy is the originator of the Angel Awards and so far 21 Angel Awards have been given out. This staff is truly grateful to have had the extreme pleasure to work with Cindy Simpson, our leader, our motivator, our inspiration, our friend, our angel.



Cindy Simpson

## 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:



Amelia

- Algonquin College
- Bethany Hope Centre
- Brighter Futures for Children of Young Parents
- Canadian Mental Health Association (CMHA)
- Canadian Mothercraft of Ottawa Carleton
- Carleton University
- Centre for Addiction and Mental Health (CAMH)
- Centre of Excellence
- Centre Psychosocial
- Child and Youth Initiative: Growing Up Great
- Child and Youth Mental Health Network (CYMHN)
- Children's Aid Society (CAS)
- Children's Hospital of Eastern Ontario (CHEO)
- Children's Inclusion Support Services (CISS)



Knights of Columbus present cheque to Youville with proceeds from their Annual Rita Maheral Memorial Golf Tournament



Tiana

- Children's Mental Health Ontario (CMHO)
- City of Ottawa (311, Childcare Registry and Waitlist)
- City of Ottawa Learning, Earning and Parenting Program (LEAP)
- City of Ottawa Public Health (including Healthy Babies, Healthy Children)
- Community Suicide Prevention Network
- Crossroads Children's Centre
- Dave Smith Youth Treatment Centre
- Distress Centre Ottawa and Region
- Dr. Sarah Oliver
- Dr. Tom Harle, BSc, DDS, D(Pros), MSc, FICD(C)
- Dress for Success Ottawa
- Elizabeth Fry Society
- Emily Murphy Non-profit Housing



Tnias

## It Takes a Village



JL Foundation and iSisters Technology Mentoring tour Youville Centre

- Fairy Godmother of Ottawa
- Family Law Information Centre (FLIC)
- 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
- Furniture Bank
- Helping with Furniture
- Heritage College
- Hopewell
- Housing Help
- HT Hospitality
- La Cité
- M.F. McHugh Education Centre
- Ministry of Children and Youth Services (MCYS)
- Ministry of Education (MOE)
- OC Transpo
- Ontario Association of Young Parent Agencies (OAYPA)
- Ottawa Carleton District School Board (OCDSB)
- Ottawa Catholic School Board (OCSB)
- Ottawa Coalition to End Violence Against Women (OCTEVAW)
- Ottawa Network for Education (ONFE)
- Ottawa Police Services (OPS)
- Ottawa Rape Crisis Centre
- Operation Come Home
- Parent Resource Centre (PRC)
- Pinecrest Queensway Community Health Centre
- Rideauwood Addiction & Family Services
- Saint Paul University (Couples Counselling)
- Sandy Hill Community Health Centre
- Seats for Kids - Transport Canada
- Sexual Assault Support Centre (SASC)
- Sexual Health Centre
- St. Mary's Home (Young Father's Program)
- St. Nicholas Adult High School



Jaxson

- The John Howard Society
- The Ottawa Food Bank
- The Ottawa Hospital -- Dr. Tania Dumont
- The Sharing and Caring Exchange
- The Snawsuit Fund of Ottawa
- The Social Housing Registry
- United Way Ottawa
- University of Ottawa (Legal Clinic, Medical Students)
- Vanier Community Service Centre
- Victim Services Ottawa
- Volunteer Ottawa
- Wabano Centre for Aboriginal Health
- Young Parent Support Network (YPSN)
- Youth Services Bureau (YSB)
- YouTurn



Jacque of The Giving Tree event presents cheque



## Funding Model

### SUBSIDY AND OTHER INCOME

Early Child Development Programs, Social Support Programs, Net Fundraising, Donations & Other Revenue, Net Foundation Revenue, Net Property Fund Revenue

**TOTAL SUBSIDY AND OTHER INCOME** \$ 2,322,275

### EXPENDITURES

% TOTAL    % PROGRAM

#### Early Child Development Programs

Salaries & Benefits	\$ 1,169,425	52%	75%
Program Support / Outreach	\$ 238,938	10%	15%
Occupancy Costs	\$ 108,001	5%	7%
Amortization	\$ 9,157	0%	1%
Administrative Costs	\$ 23,576	1%	2%
<b>Sub-total</b>	<b>\$ 1,549,097</b>	<b>68%</b>	

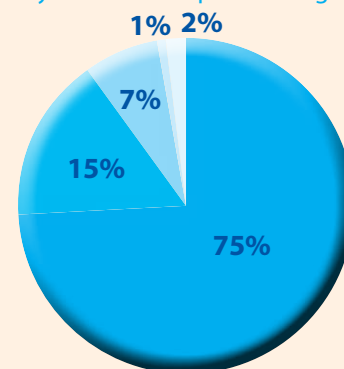
#### Intensive Treatment Support Programs

Salaries & Benefits	\$ 399,557	17%	55%
Program Support / Outreach	\$ 263,380	12%	36%
Occupancy Costs	\$ 5,466	0%	1%
Amortization	\$ 59,451	3%	8%
Administrative Costs	\$ 1,771	0%	0%
<b>Sub-total</b>	<b>\$ 729,625</b>	<b>32%</b>	

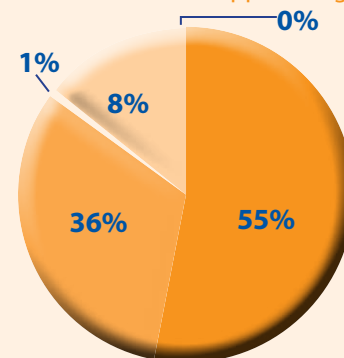
**TOTAL EXPENDITURES** \$ 2,278,722

Net Revenue (Expenses) for the Year **\$ 43,553**

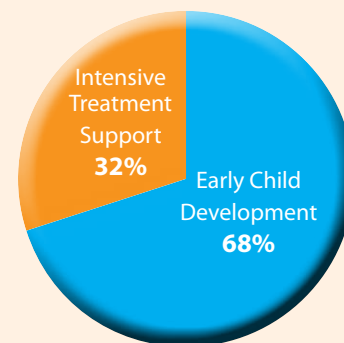
Early Child Development Programs



Intensive Treatment Support Programs



Total Expenditures



\* Please see audited financial statements for more information

# It Takes a Village

## Fundraising Report

Youville Centre would like to thank the following government funders, corporations, foundations, organizations, groups, and individuals for making a significant financial contribution in the year of 2016-2017.

### Government Funders

#### The City of Ottawa

Child Development Program  
(subsidized childcare spaces)

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

Intensive Treatment Support  
Program

#### The Government of Canada

#### The Ministry of Children and Youth Services (MCYS)

Intensive Treatment Support  
Program

#### The Ministry of Education, Government of Ontario

Child Development Program

M.F. McHugh Education Centre  
– Section 23 Day Treatment  
Program (Ottawa Catholic  
School Board)

### Foundations, Grants, and Corporate Donors

#### 2Keys Corporation

ABC Life Literacy with TD  
Bank and MBNA

Aurora Brotherhood of  
Ottawa

Brenda Quinlan Foundation

Bytown Travel Ltd.

CANASA

Charities Aid Foundation  
America

Christmas Cheer Foundation  
CISCO

Community Foundation of  
Ottawa

Congregation of Notre  
Dame Visitation Province  
Centre

Famous5 Ottawa along with  
TD Bank

Friends and Family Fun

Felicit Holdings Inc.

GMSP Corp.

HSBC

Hydro Ottawa

Indie Women Productions

In Memory of Bob  
Couchman

iSisters Technology  
Mentoring

JL Foundation

Karaiskos Dentistry  
Professional Corporation

Knights of Columbus Council  
#16005

Knights of Columbus Divine  
Infant Council Golf Day

Knights of Columbus, Good  
Shepherd Council #9005

Knights of Columbus, Holy  
Redeemer Council #9544

Knights of Columbus, Our  
Lady of Fatima Council No.  
9742

Knox United Church

Label Innovation Inc.

Lockheed Martin

Ontario Trillium Foundation

Ottawa Dental Society

Ottawa Network for  
Education (ONFE)

REALTORS Care Foundation

Royal Lepage Shelter  
Foundation

Scotiabank

Stevenson & White Inc.

Sisters of Holy Cross

Strategic Communications

Sue Martin & Paul Bush  
Charitable Foundation

Taggart Parkes Foundation  
TD

TELUS

The Don and Shirley  
Green Family Charitable  
Foundation

The Shabinsky Family  
Foundation

United Way of Greater  
Toronto

United Way Ottawa

United Way of Peel Region



# It Takes a Village

## Third Party Fundraisers

Bytown Travel Golf Classic

Jacquie Bushell & Friends of the Giving Tree event

Moksha Yoga Orleans

Ottawa Doll and Collectors Guild



Justin and Bev with iSisters Technology Mentoring



Eli

## Individuals and Groups

Mr. Daniel Alfred

Mr. & Mrs. Larry and Gail Ashley

Mr. Andrew Avery

Mr. David Bennett

Ms. Dorothy Burke

Mr. George Carr

Ms. Hilary Casey

Ms. Leslie Coates

Mr. John Duff

Mr. David Dymont

Ms. Mary Edwards

Mr. & Mrs. Bernard and Elizabeth Foley

Mr. Ian Gibson

Ms. Susan George

Mr. Doug Graham

Ms. Claire Grant

Mr. Glenn Grignon

Mr. Art Hellriegel



Nolan

Ms. Rose Imai

Ms. Dominique Joannis

Ms. Pamela Jones

Ms. Audrey Kenny

Mr. Conrad L'Ecuyer

Ms. Sylvie Legros

Ms. Leah Lepage

Ms. Aurelia Mauro

Mr. Bruce Mayo

Mr. Dylan McGuinty

Mr. Richard G. McMullen

Ms. Carol Miksik

Mr. Christopher Penny

Ms. Diana Pepall

Mr. William J. Sammon

Ms. Sarah Sawyer

Mr. Delbert Scott

Mr. Darell Small

Ms. Evelyn Smith

Mr. Andre St. Jacques

Ms. Sharon Teklu

Mr. Gavin Thompson



Sebastian

Ms. Shona Timmins

Mr. & Mrs. Paris Vachon

Mr. & Mrs. Marty and Mary Anne van Gaal

Mr. John Webster

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

**Christmas** – financial and in-kind donations

**Shepherd's Fashion Show FUNraiser** – attendees and event sponsors

**Mother's Day mailing** – printing, design

**Graduation** – bursary donors and in-kind donations



Moksha Yoga Orleans presents cheque from fundraising efforts



*Thank you to our generous community!*



TEL/FAX: 613-231-5150

150 Mann Avenue, Ottawa, ON K1N 8P4

Charitable Registration Number 11884 8456 RR0001



Youville Centre

Website: [www.youvillecentre.org](http://www.youvillecentre.org)

Facebook: Youville Centre - Ottawa

Twitter: @YouvilleCentre

Instagram: HumansOfYouville