



Youville Centre

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

Melissa and Jacob – Class of 2011
Photo by Valberg Imaging

2012–13 Annual Report



Photo Credit: Lifetouch Photography

“Because of Youville, I know what I want to do with my life. Not only did Youville help me set some dreams and goals, they helped me make them come true.”

Valedictorian Taylor Sinden, Class of 2013

Our Mission

To motivate,
educate and
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members of
society.

Youville Centre

Youville Centre is an innovative centre that motivates, educates and nurtures young mothers and their children to become self-sufficient, contributing members of society. Our holistic approach addresses the varied needs of our young mothers.

Located in Ottawa, Ontario, Canada, we serve young mothers between the ages of 15 and 21, and their children, who are between 2 months and 2.5 years of age.

In our day treatment program, young mothers can complete their high school education while developing strong parenting skills and improving life skills in order to build a brighter future. The children benefit from our on-site, licensed Child Development Program that addresses each child's social, emotional, cognitive, physical, and language development needs.

At Youville Centre, we believe that every child and youth has the ability to learn, 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 2012-2013 year.
- **You will identify** ways that you can get involved to help Youville's young mothers and their children.

"I truly believe that my time at Youville provided me with a great opportunity to be successful in my future as a young mom." — Clarissa, Class of 1996

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.



At the outset, Youville Centre programming focused on providing young mothers with education, housing support, 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 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



I believe in Youville Centre because I have been able to bear witness to the true meaning of courage and tenacity from a group of adolescent girls, who transition from at-risk teen moms, to academically, emotionally and socially successful young women who are self-confident mothers. To be able to observe the devotion of my entire staff coupled with the teachers from the M.F. McHugh Education Centre who "do whatever it takes" to assist our moms in successfully reaching their goals is something to behold. I remain deeply moved by the generosity of donors in the Ottawa community, particularly TELUS and Scotiabank, and the many other corporations, service clubs, churches and community organizations who dig deep to help Youville Centre to continue to provide quality programming for our young women and their children. The loyalty of our monthly donors as well as individuals and organizations who coordinate third party events in our honour, truly touches my heart. The commitment our donors make to life-long learning and post-secondary education is further demonstrated by the 25 bursaries that were awarded to our gradu-

"I am deeply moved by the generosity of individual and corporate donors, service clubs, churches and community organizations who dig deep to provide much needed funds to allow us to continue to fulfill our mandate ..."

ates, the 8 bursaries awarded to alumnae and the 2 bursaries awarded to children of alumnae. Of special note are the two grants we receive from United Way Ottawa that support our parenting programs and addiction and mental health counselling, both of which are instrumental to the success of our young moms and their children.

My second year as Executive Director has been as exciting as the first. Our year was filled with very special events such as our 25th Anniversary celebration, the presentation of our first "Youville Centre Angel Awards" to loyal Youville Centre patrons, and an overwhelmingly generous "Extreme Makeover" of our student lounge from Sonya Kinkade Designs, D.E. Kinkade Konstruktion and the TBBs during Kindness Week. We were extremely honoured and humbled to receive the United Way Community Builder of the Year Award for Growing Up Great for our work with two generations of children and youth. Moms and staff from Youville Centre were treated to 'An Evening with Oprah', and two students had the special privilege of meeting Oprah in person. Oprah made a deep impact on our young women as her heartfelt message related closely to many of their life experiences. Plans for our Mentorship Program forged ahead with support from TELUS and other generous individuals. The Mentorship Task Force was led passionately by Megan Wallace, Vice President of Youville Centre's

Volunteer Board of Directors. Our graduation celebrated 23 recipients of the Ontario Secondary School Diploma. These young women have overcome a myriad of challenges and barriers to arrive at this special day armed with a diploma and a back pack of strategies that will serve them well as they strive to continue their education and enter the world of work as young parents.

Youville Centre is a place of magic, where individuals can come to find hope and establish dreams in a community that will wrap around them, for a while, to prepare them to leave, ready to take on the world. Jean Vanier said it best when he stated:

"One of the marvelous things about community is that it enables us to welcome and help people in a way we couldn't as individuals. When we pool our strength and share the work and responsibility, we can welcome many people, even those in deep distress, and perhaps help them find self-confidence and inner healing." – Jean Vanier, Community And Growth

My sincere thanks is extended to our Volunteer Board of Directors, specifically Tara Newman, our President and Chair, who selflessly give of their time to assist us in the important work that we do.

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

Youville Centre Volunteer Board of Directors 2012-2013

President's Message

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

The 2012-2013 year has been another exceptional one for Youville Centre. To name a few achievements: we celebrated our 25th Anniversary; we were recognized by United Way Ottawa with a Community Builder Award for our commitment to helping our clients to “grow up great” through our Me, My Baby, Our World parenting program; and, we began work on a Mentorship Program, which was led by a dynamic group of volunteer Directors and

mentors, with start-up funding from TELUS Ottawa and a group of generous donors.

Youville Centre's continued endeavours would not be possible without its 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.

I have been a member of Youville Centre's Board of Directors since 2006. This September, after 3 years, I will complete my term as President and Board Chair, and I would like to acknowledge the commitment of our Board members, who volunteer their time to ensure that Youville Centre delivers on its mandate. Our current complement of Directors continues the legacy of dedicated work that has been done by the Board over the past quarter century – all with a focus on helping Youville Centre's young mothers and their children succeed.

Tara E. Newman

Brianna and Avva

Photo by Valberg Imaging

Tara E. Newman – President

Senior Legal Counsel, Canada Deposit Insurance Corporation, Ottawa

Laura Muldoon – Vice President

Family Physician, Somerset Community Health Centre, Ottawa

Megan D. Wallace – Vice President

Lawyer, Perley-Robertson, Hills & McDougall LLP, Ottawa

Heather Hope – Treasurer

CMA, Controller, Club Assist

Diane Jackson – Secretary

Field Team Leader, Eastern Ontario, Ministry of Education, Ottawa

Raphael Amato – Director

Consultant, Organizational Development, Ottawa

Mary Gallagher – Director

Chief Social Worker, Ottawa Catholic School Board

Mike Lundy – Director

President, (Retd.) M.P. Lundy Construction Ltd., Ottawa

Laurie Tucker – Director

Lawyer, Doucet McBride LLP

Mary Young – Director

Director of Finance, The Glebe Centre Inc.



Highlights of 2012–2013

September 2012

- Volunteer Portable Dental Clinic under the leadership of Dr. Tom Harle continues to serve Youville Centre moms and children (clinic is shared with Bethany Hope Centre, St. Mary's Home and St. Joe's Women's Centre)

October 2012

- Youville Centre celebrates its 25th Anniversary
- Start-up funding is provided by TELUS Ottawa and other generous donors for a Mentorship Program

December 2012

- Students prepare and perform a multi-media memorial in honour of the victims of the Montreal Massacre
- Youville Moms and children and their families enjoy a special Christmas Luncheon

January 2013

- "A Leader in My Own Life" launches -- a new credit-worthy leadership course teaching self-advocacy, life skills and financial literacy

February 2013

- During Kindness Week, Youville's Student Lounge receives an extreme makeover by Sonya Kinkade Designs, D.E. Kinkade Konstruktion and the TBBs
- Students thank Volunteers and Supporters with a student-run Appreciation Tea

March 2013

- Youville Centre graduate joins the team as our Child Development Program Coordinator
- A Toast to the Ladies, a 3rd party fundraiser organized by Elaine Larsen, raises funds for Youville Centre's young moms

April 2013

- Youville students and staff receive the opportunity to attend "An Evening With Oprah" at Scotiabank Place (now Canadian Tire Centre)
- Two Youville moms have the honour of meeting Oprah in person
- Small group of Youville Centre moms attend National We Day at Robert Guertin Arena, courtesy of Free the Children

May 2013

- Mother's Day campaign raises \$7000 in support of programs and services at Youville Centre
- TELUS volunteers give back at our centre by doing maintenance and clean-up on their "TELUS Day of Giving"

June 2013

- 23 graduates walk across the stage to accept their Ontario Secondary School Diploma
- Youville Centre participates in Doors Open Ottawa
- United Way Ottawa awards Youville Centre with the Community Builder of the Year Award for the Growing Up Great category

July 2013

- Hairstyling & Esthetics Summer School course launches



Did You Know... In 2013 Youville Centre launched a new Lifestyle Course called "A Leader in my Own Life". Linked to academic credit, this course combined cooking skills, leadership and self advocacy, life skills and financial literacy.

M.F. McHugh Education Centre

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. 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 is designed for each of our students. The goal is to encourage each student to reach her full educational potential and to instill a passion for life-long learning. 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.

Throughout the 2012-13 year, teachers continued to implement Ontario Secondary School Curriculum (OSS). Students entering Youville may complete a Prior Learning and Recognition (PLAR) package and Learning Strategies credit, materials designed to assess prior learning and to augment literacy, numeracy and social skills. They can earn up to 16 credits through this process. In addition, a selection of senior level courses is offered that allows students the options necessary to prepare for their next step: either post-secondary study or the world of work. Our staff is continually developing and differentiating curriculum material to meet the diverse needs of our students.



Principal's Message

The M. F. McHugh Education Centre is proud to be partnered with the Youville Centre in its goal of providing education for the young moms that attend Youville. The dedicated teachers at Youville provide a wide variety of high school courses to help our students earn their diplomas and prepare for their future, whether it be university, college or the world of work. McHugh is able to provide some unique educational opportunities for our young moms. Parenting and leadership courses are co-facilitated by Youville staff and McHugh teachers to provide both a credit and valuable hands-on life experience. We provide a varied fitness program both for credit, and as a way of encouraging overall physical and mental health.

I anticipate an exciting year as we move forward with our new programming initiatives and continued opportunities to provide a solid educational program to support the Youville Centre.

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

Credit-Worthy Youville Centre Programming

In the 2012-2013 year, Youville Centre introduced credit-worthy Lifestyle Courses to our programming. These courses, designed and co-taught by Youville student support staff and McHugh teachers, are meant to give students necessary life skills while helping them meet their educational goals.

2012-2013 Lifestyle Courses included:

Me, My Baby, Our World: A parenting program focusing on mother and child attachment and bonding; linked to HPC 30 and HPW 3C

Bounce Back and Thrive: A parenting program teaching resiliency skills; linked to HPW 3C and HPD 4E

A Leader in My Own Life: A leadership program combining skill development in: leadership, communication, self-advocacy, cooking skills, financial literacy and home repair skills; linked to HIP 3E and HIR 3C

My Best Me: A self-esteem program focusing on healthy approaches to body image, relationships, positive self-talk and role modeling for children; linked to HIF 10

Fitness: An exercise program teaching Yoga, Zumba, cardiovascular fitness and strength training – linked to PPL and PAF courses

In the 2012-2013 year, the Teaching Staff was led by Program Supervisor, Amanda Brown, who taught Parenting, Math, Science, Biology and Chemistry. Isabelle Verreault taught Senior English, Native Studies and Fitness. Barb McInnes taught Grade 9 and 10 English, Lifestyle courses and a variety of senior social science courses. Wendy Ronberg taught Co-operative Education, Fitness, Guidance and Career Education, and a variety of elective courses and Fitness.



Chelsea and Logan – Class of 2010

Photo by Valberg Imaging

Co-operative Education

Taught by Wendy Ronberg, the Co-operative Education Program provided Youville students with a chance to earn a credit while gaining experience in the world of work. The program encompassed the following:

- Work experience
- Volunteering
- Field Trips (i.e. Algonquin College, Job Fairs, Carleton University)
- Certifications and Training (i.e. WHMIS, Smart Serve)
- Guest Speakers from the community
- The Dual-Credit Program where students can earn an Algonquin College credit in conjunction with a high school credit

Through experiential learning opportunities, students were able to gain employability skills, discover post-secondary options, and expand their resumes with workshop experience and certifications. We would like to thank the following workplace supervisors for working together with us this past year to provide support, mentorship, workplace knowledge and positive role modelling for our young mothers:

- Parent Resource Centre
- Viscount Alexander Public School
- Clifford Bowey Public School
- Sears Canada -- Rideau Centre
- Pauktuutit Inuit Women of Canada

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

Through the Ottawa Catholic School Board, Youville Centre is provided with two teachers who deliver Summer School programming in the month of July. In the 2012-2013 year, Visual Arts (AVI 30) and Hairstyling & Esthetics (TXJ 20) were offered to our young moms. The Hairstyling & Esthetics course was made possible by a partnership with St. Nicholas Adult High School, and the course was taught by Fay Campbell. 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 optimal hands-on learning experience. Visual Art was taught by Theresa Stanistreet. Both courses benefitted from guest speakers and guest instructors who specialized in particular skills.

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 program serves 40 infants (ages 2–18 months) and 15 toddlers (ages 18–30 months) and 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 is our Child Development Program Coordinator; Natasha, Agathe, Myia, Krista, and Christina (Assistant Program Coordinator) are the lead teachers who also assist the Program Coordinator. We employ 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 ELECT (Early Learning for Every Child Today) Framework for Ontario Early Childhood settings, our Registered Early Childhood Educators provide an early childhood learning environment that addresses the social, emotional, cognitive, language and physical needs of each child. ELECT provides a framework for curriculum planning that addresses each individual child, as well as the group of children. Differentiated planning and instruction is employed by our staff in order to assist each child in meeting their developmental milestones. ELECT portfolios created by staff for each child 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 or herself, which develops the child’s 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. Colourful display boards also help to chart each child’s progress, and they also serve as a form of communication so that our young moms may see what their child has learned each day.



motivate, **educate** and nurture

First Words, the Growing Healthy Program, and the Nipissing District Developmental Screen (NDDS) are also used in our Child Development Program. These initiatives are put in place to screen, detect, and refer children who may have developmental delays to appropriate services. Additionally, the NDDS is used to implement interventions in order to mitigate the impact of delays and to give the children the best chance to enable them to meet developmental milestones 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 in "Intervention Before Reacting: A Positive Integrated

Approach to Behaviours in the Child Care Environment". The Child Development Program has engaged in the first and second module trainings for Physical Space and Effective Structure and Transitions.

We are grateful to community partners who continue to assist us and support our young families: Ottawa Children's Treatment Centre, CHEO, Children's Integrated Support Services, Ottawa Public Health Department through Healthy Babies, Healthy Children, First Words Screening Clinics and Dental Screening programs. Our Childcare services are stronger because of these effective partnerships.



Shu sha and Htet-Lin – Class of 2011

Photo by Dwayne Brown

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 school each day and work toward a brighter future, is their child. With this in mind, Youville Centre and 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.

Intake and Discharge

Referred by word of mouth, internet searches, family members, school guidance counsellors, clergy members and other community agencies and health care centres; a young mother between the ages of 15 and 21 may enroll at Youville Centre. Our intake process involves a comprehensive review of each student's academic transcript, as well as her personal life circumstances, and her goals for herself and her child. A student 'ages out' of the program when she reaches the age of 21 as she is considered an adult by the Ministry of Education and must consider alternate means

to continue her academic journey, e.g. Adult High School, or the Learning Coach Program.

YouView Days

A new initiative, YouView Days occur at the end of each academic block, and they involve collaborative meetings between students, Teachers, Student Support Workers, Mental Health 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, show punctuality, help other students and amass

volunteer hours, 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.

Transportation

Ease of transportation is an important part in helping to motivate Youville Centre students. Many young moms travel across the city, often transferring buses more than once in a single trip. OC Transpo passes are covered by the LEAP Program, however, students who are not receiving social assistance must purchase their own. Donations of bus tickets from generous donors greatly assist us in helping our young moms get to school on time each day. At the end of each school day, Youville moms are very grateful for the service of a special bus provided by OC Transpo that allows for more stroller space to accommodate all our moms and their children.

"I will be forever grateful to Youville for their support, their helping hands, and for giving me the opportunity to provide myself and my children with the best future possible" – Jennifer-Anne, Class of 2005

School Council

Like many other schools in Ottawa, Youville Centre has a School Council. Composed mainly of graduating students, the School Council plans on-site events such as the Volunteer Appreciation Tea; raises funds for a special graduation lunch and graduation caps; and helps to motivate other students to increase involvement in school activities. Student leaders on the School Council are instrumental in our annual presentation for the National Day to End Violence Against Women.

Youville Centre Choir

Led by Jessica in our Student Support Department, Youville Centre's choir performs at special events such as our Graduation Ceremony, at Christmas events, and at our Volunteer Appreciation Tea, among other events. The Youville choir is quite a therapeutic initiative as it allows our students to express themselves creatively, build confidence and self-esteem, and work together as a team to make beautiful music. Songs performed showcase themes of female empowerment, strength, resiliency, gratitude and love for their children.

Spirit of the Week and Spirit Day

During the 2012-2013 year, students participated in a team building 'Spirit Day' which allowed them to enjoy educational outdoor activities and build self-esteem. Youville's 'Spirit of the Week' program also helps build confidence in our young moms, as one student is chosen each week by our multi-disciplinary team for displaying positive school spirit. The chosen student's photo is posted in the hall and they are celebrated by students and staff alike.

Mentorship Program

Still in its infancy, Youville Centre's Mentorship Program will provide our students with group and individual mentorship opportunities by linking them with successful women in the Ottawa community who will provide career, personal and parenting mentorship. In the 2012-2013 year, brainstorming sessions involving students, staff, alumnae and interested community members resulted in a framework for the program. Moving into 2013, group 'Lunch 'n Learn' sessions will feature group presentations and guest speakers, along with a nutritious lunch for all Youville Centre students.



Students enjoyed outdoor experiential learning and built self-confidence and trust on Spirit Day 2012.

Nurturing our young mothers and their children is a very important part of the holistic programming Youville Centre provides. While infants and toddlers are nurtured in our Child Development Program, young mothers receive other forms of nurturing such as: meals and food bank support, gently used in-kind donations, links to housing and, most importantly, health services, supportive counselling, and mental health and addictions counselling.

Child Development Program: Parenting Support and Mentoring

In addition to providing a learning environment for infants and toddlers, Youville Centre's Registered Early Childhood Educators also act as mentors to our young moms. Providing support, listening ears and parenting strategies based on experience, staff are able to provide young moms with enhanced childcare services.

Student Support Program: Supportive Counselling and Community Resources

As part of the Section 23/Day Treatment Program, therapeutic intervention is provided on-site at Youville Centre in conjunction with educational instruction. The Student Support Program (SSP) provides support for students to navigate their way through social, educational and practical concerns. In the 2012-2013 year, SSP Front-Line Workers Brydie and Jessica supported Youville Centre's young mothers by providing helpful information and guidance, making referrals to community agencies, solving problems collaboratively, and practicing crisis management. Information provided included (but is not limited to) the following areas: housing, basic needs such as food and clothing, child subsidy, the Children's Aid Society, Ontario Works, Child Tax Benefits, Youville Centre programs and post-secondary applications (including OSAP). Referrals were made to agencies such as the Family Law Information Centre, Ottawa Rape Crisis Centre, Mental Health Mobile Crisis

Unit, and many other agencies including women's and family shelters. Collaborative Problem Solving (CPS) was utilized with students with regard to the following life skills and challenges: time management, financial literacy, bullying, conflict resolution, decision-making strategies, self-awareness and self care. Crisis Management mainly focused on providing assistance to students in managing critical and/or life-threatening situations.



Kayla and Anayah – Class of 2012

Photo by Dwayne Brown

“Youville has been instrumental in helping me achieve my goals and overcome insurmountable obstacles in my life to get me where I am today.” – Ashley, Class of 2012

motivate, educate and **nurture**

Mental Health and Addictions Counselling

Utilizing a trauma-informed approach, Youville Centre provides trauma-specific counselling, addictions counselling and ongoing therapy to help guide clients through the process of change when struggling with emotional, mental health and substance abuse issues. Thanks to the support of United Way Ottawa, Youville Centre is able to provide Mental Health and Addictions Counsellors five days per week for our students. Triaging student crises as well as providing

confidential, professional therapy, our on-site Counsellors play an integral role in Youville Centre's mission to motivate, educate and nurture young mothers and their children. Counselling statistics and outcome tracking indicated the following challenges for our clients: depression; anxiety; post-traumatic stress disorder (PTSD); alcohol and drug use; family or partner substance use; self-harm; suicidal thoughts or attempts; fractured relationships with partners, family or friends; eating disorders; gender identity; low self-esteem; domestic violence; physical, sexual and emo-

tional abuse; grief and loss; 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 and provide a healthy environment for their child.

Health Services

We are fortunate to have the following medical professionals providing patient care for our students:

- Dr. Tom Harle and his team of female Dentists and Hygienists operate a Portable Dental Clinic which is shared among the following agencies: Youville Centre, St. Mary's Home, Bethany Hope Centre and St. Joe's Women's Centre.
- Dr. Tania Dumont and Nurse Tammy Hewson of The Ottawa Hospital provide a satellite clinic for women's health. This clinic provides monthly gynaecological health care and education for our young mothers, as well as providing the HPV vaccine free of charge for students who qualify.
- Dr. Sarah Oliver, a family practitioner, provides general checkups for both the mothers and children of Youville Centre on a weekly basis.



Taylor and Skyler – Class of 2013

Photo by Dwayne Brown

Links to Housing

With the help of community partners and agencies, e.g. Housing Help, Youville Centre Student Support staff are able to provide links to housing to assist our young mothers and their children. Since many of our young mothers come to us in need of low-income housing in safe communities, housing links are an essential need for our students and their children.

On-Site Meals

Thanks to funding provided by the Ontario Education Network and Bon Appetit Ottawa, Youville Centre moms receive a healthy breakfast each morning which follows the guidelines of Ontario's Nutrition Standards for Schools (PPM 150). In addition to breakfast, Youville Centre moms and children each receive a nutritious lunch each day, and snacks are also provided. Students pay a small fee for lunch, except when they are scheduled to perform volunteer hours by helping with dishes and kitchen cleanup, in which case lunch is provided free of charge.

Food Bank

Once weekly, students receive support from the Ottawa Food Bank in the form of bread, eggs, milk and other food staples. Non-perishable foods, diapers, wipes and other household products are also provided. With food costs increasing and food distribution policies changing, extra support in the form of milk and grocery gift cards are greatly wished for and appreciated.

In-Kind Donations

Generous individuals from the community donate gently used in-kind items for Youville Centre's young mothers and their children. Examples of donations received include: teen clothing, clothing for infants and toddlers, toys, hygiene items and household products. For more information on Youville Centre's donation guidelines, please visit our website at www.youvillecentre.org.



Food Bank volunteers and sisters Jeanne and Rita received The Mayor's Award for Volunteer Spirit at Volunteer Ottawa's 2012 VOscars Ceremony.

contributing members of society

Over the past quarter century, Youville Centre has served over 850 young mothers and their children. Of this number, 450 received their Ontario Secondary School Diploma during their time at Youville Centre, and still more complete their high school diploma shortly after they depart. Graduation is a goal for all Youville moms, however, those who do not reach that goal for a variety of reasons during their time at Youville are still considered honourary Youville graduates. 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.

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.



Nancy and Carmen – Class of 2013

Photo by Dwayne Brown

Alumnae Giving Back

Many Youville Centre alumnae have come full circle and are now giving back to assist our current students. Whether it be in the form of providing in-kind donations and Christmas packages, sharing their story to Youville Centre students or in the media, or participating in our Mentorship Program or third party events, many Youville Centre graduates are actively engaged in giving back the help that was once given to them.

Our current Child Development Program Coordinator, Clarissa, is also a Youville Centre graduate. We are so grateful to Clarissa for the unique perspective she can offer our students and the work she is doing to manage our Child Development Program.



Photo by Steve Bezanson

Clarissa's Story

"I have the philosophy that it takes a village to raise a child; I truly feel that we're all in this together. I believe in the Child Development Program at Youville; in the staff and their abilities. Right now, there is so much growth and development in the Early Childhood field and I know the work and accomplishments of the staff are demonstrated on a daily basis in the Child Development Program. I want to openly support their accomplishments and raise awareness of the hard work Early Childhood Educators do. I hope that I can be a source of support and information to the students as the staff at Youville once were to me, so many years ago." Clarissa first came to Youville Centre in the fall of 1995 when her son Dyon was three and a half months old, and she graduated in June of 1996. After leaving Youville Centre, Clarissa first studied Human and Community Studies and then moved on to earn her honours diploma in the Child and Youth Worker Program at Algonquin College. In 2001 she returned to Algonquin to complete the Intensive Early Childhood Education Program. Since completing her education, Clarissa has held the following positions in the childcare sector before coming back to Youville: Educational Assistant, Special Needs Counsellor, Speech and Language Community Worker, Early Literacy Specialist, Parent Child Educator, Small Business Owner and Home Child Care Consultant. Clarissa still keeps in touch with many of her former classmates from Youville Centre, and she holds special memories of the staff and

students from her time here. In her own words, "We were like family!" When asked how she felt about coming full circle from student to staff at Youville Centre, Clarissa had this to say: "I am honoured to be given the opportunity to be at Youville Centre in this role. It has come just at the right time in my professional career and I have had so many well wishes of support and success from friends, family and community members who realize that this is more than a "new job" for me. I can look back now and recognize that I was where the Youville students are now. I know what it's like to be a young mom. It is important for them to have someone to look up to; someone they can look at and see that hard work equals success. The most important thing that I want the girls to know is that I am still working hard; by no means am I on "easy street"; but I've come to realize that "hard work" is a simply a part of life. Working hard toward a goal of success feels so much better than having opportunities handed to you; it means knowing that you are here because you deserve to be!" Clarissa's son Dyon is 18 years old. He loves basketball, has an easygoing spirit and is interested in becoming a Mechanic. Her daughter Tyannah is 14, active in dance and gymnastics, loves animals and hopes to become a Veterinarian. "I truly believe that my time at Youville provided me with a great opportunity to be successful in my future as a young mom."

contributing members of society

Jennifer-Anne's Story

Jennifer-Anne first came to Youville Centre when she was sixteen years old. Having just found out she was pregnant, she realized that she might need to readjust her life plans, and she was afraid: "although I had fantastic support from my family, I still felt alone, scared and worried for my future," says Jennifer. After discovering Youville Centre and registering

for school, she began to see things differently and regained a newfound hope for her future. "Youville provided me with support for everyday living, taught me how to be a great mother and made it possible for me to complete high school." Jennifer-Anne's daughter, Emma-Rose was born in May of 2004. Shortly after that, life gave Jennifer-Anne another challenge: "when my sweet daughter, Emma-Rose was just six months old,

I received news that no mother ever wants to hear, that she was blind." Jennifer credits Youville staff for being by her side every step of the way and getting through this difficult time. "They had many meetings with support workers to help Emma-Rose in the daycare environment and they were always available for me to speak to", says Jennifer-Anne. "I took the role of being a young mother, as a role of being a mature mother who was ready to take on the world. And I could not have done any of it without Youville. I will be forever grateful for their support, helping hands and for providing me with the opportunity to provide myself and my children with the best future possible." Jennifer-Anne is now happily married and has a three year old boy named Austin. Emma-Rose is a vibrant, intelligent young lady who is ten years old. "The opportunity that Youville provides for young mothers is truly amazing. They provide support, advice and compassion, and show their clients that just because they are holding a few extra ounces of love in their arms does not mean that they must forget about their dreams and their future. It just means they have someone to go through the journey with them."



Jennifer-Anne, Emma-Rose and Austin

Photo by Sara McConnell Photography

contributing members of society

Brianne's Story

"Our lives have changed greatly since we left Youville. I received my college diploma with honours, which allowed me to work for an amazing company doing a job I love. I am now also a proud homeowner. Youville has taught me that life will and can get better." Brianne came to Youville Centre in October of 2005 when she was pregnant with her son Rowen. "It gave me hope and I quickly realized that being pregnant wouldn't stop me from obtaining the goals I had prior to being pregnant." Fortunate enough to have a loving, understanding family and a supportive church Minister who recommended Youville Centre, Brianne felt reassured and encouraged that she could still further her education and have the ability to create a positive future for herself and her son. Brianne continues to look on the bright side: "My advice for today's Youville moms would be to always stay positive and on the days when things seem almost impossible, to look for the things that make you smile. I still do that to this day." Brianne's focus is to lead her son on a positive life path: "I want to lead by example and provide the best life possible for him", she says. "Rowen's smile is the light at the end

of my tunnel. Family is my inspiration that keeps me going," says Brianne. "When I look at my son Rowen and his hockey, it reminds me of my own story. In the beginning he couldn't even stand up on skates but he never complained. He kept the end goal in mind, which helped him get back up when he fell. At the end of the season he was able to skate backwards and play a whole game. He realized that through difficult times, his determination would get him through and help

him achieve his goal." Today Brianne continues to give back to Youville Centre each Christmas and is enjoying her job at a premier Electrical Contracting company. Her son is still her biggest inspiration: "Rowen is 7 going on 18. One day he wants to be a Law Enforcement Officer and other days he just wants to be a 7 year old. He enjoys life to the fullest and has taught me to do the same."



Brianne and Rowen

Photo by Sara McConnell Photography

it takes a village

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)



- Canadian Mental Health Association (CMHA)
- Centre of Excellence
- Child and Youth Mental Health Network (CYMHN)
- Children's Aid Society (CAS)
- Children's Hospital of Eastern Ontario (CHEO)
- 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
- 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)
- The Ministry of Children and Youth Services (MCYS)
- United Way Ottawa
- Volunteer Ottawa
- Young Parent Support Network (YPSN)
- Youth Services Bureau (YSB)

Xuan and Avonnah - Class of 2013

Photo by Dwayne Brown

Funding Model

SUBSIDY AND OTHER INCOME

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

TOTAL SUBSIDY AND OTHER INCOME **\$ 2,116,196**

EXPENDITURES

Child Development Programs

		% TOTAL	% PROGRAM
Salaries & Benefits	\$ 822,736	41%	58%
Program Support / Outreach	\$ 191,776	10%	14%
Occupancy Costs	\$ 83,491	4%	6%
Amortization	\$ 181,752	9%	13%
Administrative Costs	\$ 128,363	6%	9%
Sub-total	\$ 1,408,118	70%	

Social Support Programs

Salaries & Benefits	\$ 320,921	16%	54%
Program Support / Outreach	\$ 131,878	7%	22%
Occupancy Costs	\$ 21,665	1%	4%
Amortization	\$ 89,882	4%	15%
Administrative Costs	\$ 26,688	1%	5%
Sub-total	\$ 591,034	29%	

Capital expenditures/repairs, amounts allocated to foundation

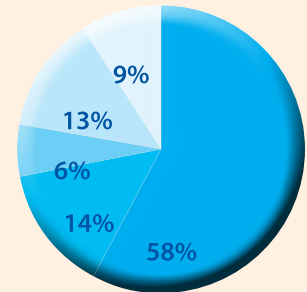
\$ 1,823 1%

TOTAL EXPENDITURES **\$ 2,000,975**

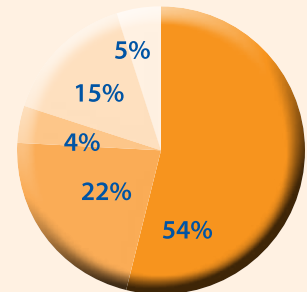
Surplus funds used to cover previous deficits and to enhance future programs

\$ 115,221

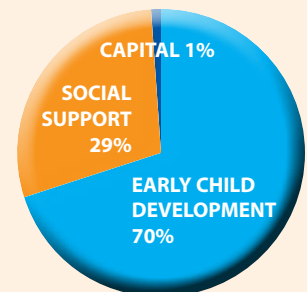
Child Development Programs



Social Support Programs



Total Expenditures



it takes a village

Fundraising Report

Youville Centre would like to thank the following corporations, organizations, groups and individuals for making a significant contribution in the year of 2012-2013.

TELUS Ottawa who, together with the **TELUS Ottawa Community Board** have provided generous support for Youville Centre's young mothers in the following ways:

- Providing start-up funding for our Mentorship Program
- Selecting Youville Centre as a grant recipient for our Student Support Department
- Providing gift cards for each of our young mothers at Christmas
- Volunteering on-site to help improve our building
- Providing funding for programs and services through their Dollars for Doers Program, Employee Giving Program and Community Ambassadors Program.

United Way Ottawa who, in addition to working with us to spread our message in the community, awarded us with the Community Builder of the Year Award for Growing Up Great, and have provided funding for the following programs:

- Me, My Baby, Our World Parenting Program
- Mental Health and Addictions Counselling at Youville Centre (including Project s.t.e.p.)

The City of Ottawa, for providing subsidized childcare spaces for our centre.

The Ministry of Children and Youth Services for providing funding for our Student Support Program.

The Don & Shirley Green Family Foundation, The Danbe Foundation and Dennis & Dorothy Jackson for their generous contributions to our Mentorship Program.

Soeurs de la Charite d'Ottawa and Congregation of Notre Dame, Visitation Province for their steadfast support over the years.

The Ontario Trillium Foundation for providing funding to support mental health services at Youville Centre.

Hassa Mirchandani (Bytown Travel Ltd.) for his continual support and advocacy for our centre, as well as contributions made annually from his Bytown Travel Golf Classic.

Bon Appetit Ottawa for choosing Youville Centre as one of the recipient charities from its annual food-themed fundraiser.

The Toronto-Dominion Bank for volunteering their time in our centre and provided funding for back to school kits for each one of our students.

Mr. Andre Jacques for his steadfast support of Youville Centre's young mothers and their children.

The Ottawa Presbytery and St. Paul's Eastern United Church for funding the Bounce Back & Thrive Parenting Program.

The Society of Obstetricians and Gynecologists of Canada for funds raised during their holiday campaign.

Ace Bakery for their continual support of our Collective Kitchen Program.

Funding in memory of **Bob Couchman** for our healthy snack and transportation programs

Knights of Columbus, Divine Infant Council #7873 and Knights of Columbus, Holy Redeemer Council #9544 for their support of Youville Centre through annual charity golf tournaments.

Karen Ergus for her constant support and advocacy, volunteer time and contributions to our Portable Dental Clinic and Leadership Program.

The Knights of Pythias, Aurora Lodge #53 for providing scholarships for our Hairstyling & Esthetics Course.

Elaine Larsen for raising funds for Youville's young mothers with her first third-party fundraiser, "A Toast to the Ladies".

The Christmas Cheer Foundation for providing funding that allowed our young moms to have nutritious meals over the holidays.

Osler, Hoskin & Harcourt LLP for their generous donation to our centre.

The Ottawa Dental Society for supporting our Portable Dental Clinic.

Mr. Fred Bowie, Canada Retirement Information Centre Inc.; and Clive Ozard, Label Innovation Inc. for each of their contributions to our 25th Anniversary Celebration.

The Imperial Oil Foundation for their contribution to Youville Centre as part of their Volunteer Giving Program.

Each and every Bursary Donor who helped make it possible for 23 Youville Centre graduates to have the chance to attend post-secondary education.



What Our Volunteers are Saying:



I spent 27 years in the E.C.E. field so obviously I love children, but of equal importance, Youville provides young moms with the opportunity to complete their high school education, further their education and become independent. The staff members are also wonderful to work with.

Joanne, Childcare Volunteer since January 2003

For more information on how you can join Youville Centre's volunteer family, please visit our website at www.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 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, tutor students, sort donations, help with administrative work, pick up donations and assist us with special events.

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 in December when we host a group of volunteers from one workplace to help decorate our centre for the holidays. This year's helpful group was from Human Resources and Skills Development Canada (HRSDC).

Financial Literacy – As a component of our new lifestyle course, "A Leader in My Own Life", financial literacy was taught to our students by volunteers from The Toronto-Dominion Bank

through ABC Life Literacy program, "Money Matters". Over a period of four weeks, a group of eight Toronto-Dominion 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, plant our garden and improve the look of the centre through painting and window washing. TELUS calls this their "Day of Giving" where they "Give Where They Live", and we are grateful they chose to give to Youville Centre.



"Youville provides a unique service to very special members of our society. I love helping out, even if it is in a small way." – Jean, Donations Driver since November 2011

it takes a village

Youville Centre Angels

This year we began a new tradition of honouring a key group of special donors and patrons for the amazing contributions they have made to Youville Centre.

At our 25th Anniversary Celebration, we were honoured to present the following people with our very first Youville Centre Angel Awards:

Dennis Jackson

Donald and Jean Eldon

Dr. Tom Harle

Hassa Mirchandani

The Honourable John Baird

Marlene Shepherd

Max Keeping

Steve Georgopoulos



What Our Volunteers are Saying:

I love my time with the children, that I can sit with them, play with them, and rock them. I am grateful that I can spend that quality time with them. I admire the courage of the mothers who come in everyday, rain or shine, with strollers and all, in order to get a better education. I also think the staff are wonderful, very attentive to the children and supportive of the parents. So all of that makes me want to do my part too.

Yolande, Childcare Volunteer since January 2012

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

Hassa Mirchandani proudly accepts his Youville Centre Angel Award from Executive Director Cindy Simpson.

Photo by Greg Kolz

Volunteer Acknowledgements

Youville Centre would like to recognize the following outstanding volunteers who, through their gift of time and talent, contributed to the success of the 2012-2013 year.

Web & Graphics

Claudia Siefer
John Reeder
Wendy O'Keefe

Food Bank

Jeanne Charron
Rita Robillard

Swap Shop

Ria Challen
Barbara Aldworth
Jane McNamara
Elizabeth Poole
Michelle Moore
Donna McGrath
Louise Reid

Childcare

Pat Slight
Jerry Fryer
Joanne Lewis

Joanne Williamson
Yolande Cremer
Kelsey Crosbie
Joan Gibson
Claudette & Rollie Lapointe
Erika McCarthy
Chantal Rankin
Mariana Arapov

Tutoring

Beryl Callum
Tina Van Vugt-Bloess
Carol Gusen
Lynne Serre

I.T. Support

Pierre Kerr

Building Maintenance

Al Kuiper

Driver

Jean Lemieux

Admin & Communications

Caroline Pidgeon
Raymonde Pinsonneault
Ann Collins
Kerri Marconi

Music

Bill Lewis
Heather Flinn
Joan Taillefer

Photography

Dwayne Brown
Michelle Valberg
Gregory Kolz
Geoff Clyne

Caroline Pidgeon received the United Way Community Builder of the Year Award for her 18-year contribution to Youville Centre as a volunteer.

She was honoured at Jean Pigott Hall, where her name was posted on the Wall of Inspiration.





Pictured here with Youville Centre staff are members of the Board of Directors, longtime supporter Marlene Shepherd, Former Executive Director Judith Sarginson and award sponsor Jane Duchscher of TD Canada Trust. Youville Centre's Executive Director Cindy Simpson proudly holds the United Way Community Builder Award.



Youville Centre

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