



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.



Christel and Kayden – Class of 2020
Photo by Valberg Imaging

2019–20 Annual Report



(Christel Takam Ngwewa Nzokouo, Class of 2020,
pictured with her son Kayden)



Christel will speak to her fellow graduates on October 2, 2020, as our Graduation Ceremony typically held in June, was postponed to the Fall, due to the COVID-19 pandemic.

A few words of wisdom from our Spirit of Youville, Christel

“As we walk through Youville’s doors towards the rest of our lives, let us feel empowered, motivated and willing to continue making a brighter future for us and our children. Let our struggles be our strength, let our pain be our motivation to move forward and let our tears wash away every ounce of discouragement we may feel in life. We came here to do the best we could for our children and by graduating today we succeeded. Nothing can stop us now!”

~ Christel

About us

Youville Centre

Located in Ottawa, Youville Centre is a non-profit registered charity and Accredited Child and Youth Mental Health Agency that serves adolescent mothers and their children. For 35 years, Youville's trauma-informed, holistic programs and services include: a fully accredited secondary school, crisis intervention, intensive mental health therapy and treatment, substance use 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 2019-2020 year; and
- **You will identify** ways that you can get involved to help Youville's important efforts.

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.

“Thank you for being such wonderful teachers, exemplary role models and being very caring people. Thank you for sharing your knowledge and continuously teaching me new things. Thank you for treating me like a real person and also thank you for teaching me how to be strong and a caring mummy that I am today!”

— current student/young mom, 2020

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 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 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 35 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.

Youville Centre 2020 Expansion Launch

Youville Centre is thrilled to celebrate 35 years in the Ottawa community and to announce expansion plans for 2020 which will increase the Child Development Program by 15 licensed spaces, to 70 in total.

"For 35 years, Youville Centre has positively impacted the lives of two generations; young mothers and their children, by providing innovative programs and services such as High School education, social services, parenting support, mental health treatment and quality early learning and child care. This expansion will allow us to increase our licensed child care spaces, and ensure we have adequate space as we navigate the impacts of COVID-19." Bev MacKillop, Executive Director.

The planning for this project started 2 years ago when the City of Ottawa Community-Based Early Years and Child Care Capital Funding was made available. The City approved the Centre's \$1.2 million expansion project and provided the provincial seed funding of \$515,000 to begin this sizable undertaking. Plans are underway to fundraise the remaining portion.

"We know the integral role child care plays in the learning and development of Ontario's youngest learners", said Stephen Lecce, Minister of Education. "Our government's investment to the Youville Centre bolsters our commitment to the children of Ottawa and reflects on our promise to ensure families across the province have access to high quality, affordable child care."



Architect drawing of outside view, for the new "Lilac Room" child care expansion at Youville Centre, courtesy of CSV Architects

A Sod Turning event, on August 31, 2020 at 12:00 pm launched the construction phase of the expansion. In the Centre's outdoor play space, Executive Director Bev MacKillop welcomed guests and project partners from CSV Architects and McDonald Brothers Construction.

Deputy Mayor Laura Dudas spoke on behalf of the Mayor saying "It's fantastic we're here today for the launch of the Youville Centre's expansion project, which, when complete, will see the addition of a new toddler room, with 15 additional licensed childcare spaces. In addition to opening up much-needed child care spaces, this project will increase access to high-quality, affordable services. To everyone who has contributed to this great cause, and I encourage everyone who can, to keep supporting - thank you! You are truly making a difference in the lives of the mothers and their children who use the Youville Centre services."

City Councillor Mathieu Fleury offered his congratulations on this expansion project, while a few children from the Child Development Program played nearby. "As the local Councillor and a supporter of Youville I am proud to take part in this event launching the expansion of the center. Youville Centre is an important partner in our community providing essential services and mentorship to both young moms and their little ones. In the world of physical distancing, where space is at a premium, this expansion will allow Youville to continue and improve the delivery of these critical services for young families."

The President of the Youville Centre Board of Directors, Shailja Verma, shared a positive message of hope in this time of uncertainty and referenced the following quote from Adrienne Clarkson "Each of us is carving a stone, erecting a column, or cutting a

piece of stained glass in the construction of something much bigger than ourselves."

A group photo was taken with a commemorative shovel in the ground, by Daisysouls Photography; photographer Olivia, is a Youville Centre graduate, and volunteers her time capturing photos at many of the Centre's events.

We have come a long way since Sister Betty Ann first opened the doors to Youville Centre 35 years ago. Our growth would never have been possible without the generosity of donors and community leaders. Thanks to you, we have built this Centre into what it is today – a safe space for both young mothers and their children to grow and learn.

"Youville Centre is grateful for the City's continued partnership and contribution that will allow us to expand our services by the addition of a toddler program. This will enable us to increase access to our services and reduce waiting times for an additional 15 children aged 18 – 30 months. In this unprecedented time, as we prepare to resume services to our vulnerable population, the additional space will also help promote physical distancing as we aim to serve as many clients as possible within the guidelines of our local health unit." Diana Fairbairn, Child Development Program Manager.

If you would like to learn more about how to contribute to our expansion project, please email Alison Holmes, Development Officer development@youvillecentre.org or call 613.231.5150 x128. If you would like to donate online to the expansion project, please visit our Canada Helps page. Our plan is to recognize all donations of \$100 or more towards this project on a plaque in the Centre.

We are excited for this new chapter in the Youville story, and we look forward to taking this journey with you by our side.



Executive Director
Bev MacKillop

It has been my sincere honor to serve as Executive Director of Youville Centre, for a third year. It is a very humbling experience to work alongside this wonderfully talented and dedicated group

of employees who provide our moms and children with so much love and care. They work tirelessly to ensure that our young mothers and their children receive the best possible programs and services every day. Even though COVID -19 Pandemic threatened to halt our progress, our staff members pivoted seamlessly into providing virtual programs and services to all clients. This amazing group of people deserves a huge thank you: Child Development, Intensive Treatment, Clinical, Finance, Communication and Development, teachers and, last but not least, our fabulous kitchen team. We are so fortunate to work with this extremely passionate, creative group of employees.

I am truly blessed to be part of the individual journeys of our Youville Centre moms and children. Their courage and personal growth is inspiring. By choosing to come to Youville Centre, they chose to continue their fabulous quest to be the best they can be. We are so very proud of each and every one of them and the many accomplishments they achieved throughout the year, in spite of the Pandemic.

We have many measures of success at Youville Centre, with our most public celebration of success being High School Graduation. In another first for Youville Centre moms, the 2020 Graduation in October will be held virtually. Congratulations to our 17 graduates of 2020!

As an Accredited Child and Youth Mental Health Centre, we collect and analyze our clinical data which provides us with measures of success that must be shared. Our clients meet with one of our Registered Psychotherapists where Presenting Issues are flagged. At their initial session 93% of clients reported having symptoms of anxiety and 78% reported having symptoms of depression. Despite moving from in-person sessions to virtual treatment due to COVID-19, 88% of clients reported an improvement in their overall mental health. As a result of involvement in individual, parent/child and group therapy, individual treatment planning & therapy groups as well as Sources of Strength events and daily contact with our case coordinators, we saw an 80% increase in youth strengths including resiliency, resourcefulness and self expression. Every level of success that our young mothers achieve moves them one step closer to turning “their can’ts into cans and their dreams into plans” (Kobi Yamada).

It takes so many people to ensure the success of our programming and services at Youville Centre. Our wonderful volunteer mentors give each of their mentees a hand up by taking them for lunch once a month to chat about their dreams and hopes. Our mentors are strong female role models for our moms. Our Centre volunteers are truly instrumental in the smooth running of all aspects of our programs and services from SWAP, Food Bank, and the Youstore, to the Child Development Program. Thank you from our moms, children and staff, to our army of volunteers; your time and dedication is instrumental to the success of our programs and services.

A special thank you to Irene Bilinsky, who is retiring this year after thirty plus years with the Ministry of Children, Community and Social Services, for her support of our Intensive Treatment Support Program;

Jennifer Whiteford from the Ministry of Education for her support of our Child Development Program; Rachel Theoret and her team from the City of Ottawa; our education partners from the Ottawa Catholic School Board including Nicola Benton and her team from M.F. McHugh Education Centre and Philip Capobianco and his team from St. Nicholas Adult High School. Thank you to Denise Andre, Director of Education at the Ottawa Catholic School Board, for her many, many years of service, support and advocacy. Best wishes for a wonderful retirement and last but not least a huge thank you to Mathieu Fleury for his constant support and advocacy.

I am very grateful to Shailja Verma, President of the Board of Directors, for her guidance and friendship throughout the year. What a joy it has been to work with this very talented, exciting Board of Directors. The hard working members of the Board of Directors support me in all I do, to confidently continue the progressive work of Sister Betty Ann Kinsella, Sister Maco Cassetta, Judith Sarginson, and Cindy Simpson. The perseverance and tenacity that each of these leaders have shown, culminated in putting Youville Centre on the map in this province for Infant, Child and Youth Mental Health.

To our beautiful young mothers and their children, who give us reason to come to work every single day:

*“You have brains in your head.
You have feet in your shoes.
You can steer yourself in any
direction you choose” Dr. Seuss*

~ Bev MacKillop, Executive Director

Youville Centre Volunteer Board of Directors 2019-2020

This has been another landmark year for Youville, and I am pleased to have been a part of this journey. The school year opened with a full complement of students and their children. It was a busy Fall for sure.

We never imagined that 2020 would bring so many challenges and unexpected twists. COVID-19 tested everyone, but I am so proud of the leadership that was provided by our Executive Director, Bev MacKillop, and her team of managers, Hillie Sample, Jenny Strange, Diana Fairbairn and Anne Marie Jilesen who worked tirelessly to maintain a calm and caring approach. Our learners were provided support and consistency through their brilliant thoughtful strategies. I must not forget Karen O'Meara and Alison Holmes for all the work they continue to do to keep us informed and connected. As a Board and community, we will never be able to thank you all enough.

To our many donors. Your generous contributions over the years have always been of great value to the Centre, however, your generous support during the last few months and your help has been invaluable. We were able to provide our young mothers with gift cards for groceries and other essentials as well as safety measures.

The support provided over the year by our funders, partners and the Ottawa Catholic School Board continues to be really appreciated especially in light of the COVID 19 situation. We realize that this was not an easy time for you as well but your consistent efforts to ensure continuity for our learners were a blessing and we thank you all.

To our young graduates. While this has certainly been a different year and has not ended in the traditional manner, rest assured plans are underway to ensure that you have a graduation ceremony, even if it is through the internet. We could not be prouder of you and your accomplishments and wish you all the best as you journey through the next phase of life. Always remember you are strong and worth it! Confucius rightly stated –“A journey of a thousand miles begins with a single step”. Today you have completed that first step. Congratulations!

Our plans for expansion are underway and we hope to break ground soon. The new addition will provide the Centre with 15 additional childcare spaces. Exciting times ahead for sure.

It is with mixed emotions that we say thank you and goodbye to the following members of our Board – Gen Madden, Liz O'Neil, Heather Brown, and Shelagh Jane Woods. It has been wonderful to work with you and you will be missed. Over the years you have provided great support and commitment to the learners and staff of Youville and you made a difference in so many lives. It was indeed a blessing for me to have had the opportunity to work with you. You will always have a place at Youville. As you move on to other adventures may life continue to be filled with new and exciting memories and may you stay well.

In closing I would like to say COVID has taught me this- Life isn't about waiting for the storm to pass... It's about learning to dance in the rain.

~ Shailja Verma, President, Board of Directors



YC Board President Shailja at the Expansion Launch preparing to speak



Youville Centre Board President Shailja, pictured with Santa Gavin and her granddaughter

Youville Centre Volunteer Board of Directors 2019-2020

From September 2019 to July 2020, the following individuals served on Youville Centre's Board of Directors:

Shailja Verma President

Manager (retired), Ottawa Catholic School Board

Shelagh Jane Woods Vice President

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

Valerie Caterino Treasurer

Regional Office Manager, MNP

Colleen MacDonald Secretary

Coordinator/Teacher, Ottawa Catholic School Board

Heather Brown Director

Fundraising Consultant, Royal Ottawa

Chantal Guay Director

Community Member

Gen Madden Director

Detective, Ottawa Police Services

Kelly Major Director

Communications Consultant

Dr. Katherine Matheson Director

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

Liz O'Neill Director

Principal (Retired), Ottawa Catholic School Board

Elizabeth Rodgers Director

Philanthropy, University of Ottawa Heart Institute Foundation

Stephanie White Director

Lawyer, Warren Camacho LLP

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



Youville Centre Board Members pictured with Santa Gavin at the Christmas Luncheon



Front Row: Shailja Verma, Kellie Major, Chantal Guay and Colleen MacDonald
Back Row: Heather Brown, Gen Madden, Shelagh Jane Woods, Liz O'Neill, Elizabeth Rodgers, Stephanie White and Dr. Katherine Matheson
(not pictured: Valerie Caterino)

Special Acknowledgements:

Retirement: Kathy Clermont



In January 2020, we celebrated one of our long time employees, Kathy Clermont, on her retirement after 20 years of service.

Kathy was most known for her role as our child care cook and for always being sure that the moms and babies were well fed... the staff may have even benefitted too! However it should not go unmentioned that Kathy first

began her career at Youville Centre in our Child Development Program with our youngest infants in our original Melrose location. Kathy would rock a baby for hours on end while singing away. When Kathy took on her role in the kitchen, her singing continued and you could hear her rocking out to The Who at 6:00 am. As everyone knows the kitchen is the heart of any home, and the same can be said for Youville's kitchen but it was in many thanks to the special lady who occupied it. Kathy loved to celebrate any and every milestone with her cooking...she was

famous for indulging the moms' with a special graduation breakfast buffet, her Cookie Monster carved pumpkin at Halloween and bringing us all together for a true Christmas luncheon. She made cooking a turkey dinner, with all the fixings, for 200 people look effortless.

We wish Kathy all the best as she begins her retirement. It is our greatest hope that Kathy is able to enjoy this time rocking in her sunroom, watching the sunrise and looking forward to a day spent in her garden or with her beautiful granddaughters. We miss you Kathy!

Retirement: Agathe Houle



We wish to extend our heartfelt congratulations to Agathe Houle on her recent retirement after 16 years of service.

Agathe began her role as a full time Early Childhood Educator in 2004. Throughout her years at Youville Centre, Agathe was known for many great things but a few highlights to note would be her unwavering advocacy for the ECE profession and the young children in her care. When the College of Early Childhood Educators was established in 2008, Agathe was one of the first to register

when many others were still questioning what regulating the ECE profession would mean. The College now holds a membership well over 100,000 Registered Early Childhood Educators.

Agathe has not only made her mark on the young families we serve but has also gifted each Youville Centre staff's new baby with a handmade knitted blanket. Some of those "babies" are now set to graduate high school and some still even use those blankets to keep them warm on the way home from hockey tournaments! Finally I cannot mention Agathe without mentioning her famous chocolate fudge - it has been a staple at every potluck, every holiday and even most recently was at our

Friday ZOOM meetings during the COVID closure where at the end of each meeting Agathe would randomly draw one lucky recipient to be gifted with her fudge, when we returned onsite.

When we were finally able to return in July, Agathe made the difficult decision that it was time for her to retire. We know that she will continue her passion and commitment to the field of early learning but now the benefits of her nurturing will be bestowed on her precious grandchildren. We will miss you Agathe - thank you for your years of commitment and dedication to not only moms and babies, but also to our whole team at Youville Centre!

25 Years of Service: Hillie Sample



This year we recognize a significant career achievement milestone for Youville Centre's Finance Manager, Hillie Sample. Hillie celebrates reaching the 25th anniversary of his employment with the Centre this year.

This milestone is a special occasion and testament to how fortunate Youville Centre is to have Hillie as a loyal, exceptional employee.

Hillie's knowledge about all aspects of Youville Centre is the consistency that allows Youville

Centre to flourish. He is our accountant, building manager, human resources and general problem solver for all issues and his availability to readily assist staff members is extremely valued. Of note is Hillie's vision for Youville Centre; his ability to predict the Centre's needs (building, financial, staffing etc) for many years into the future ensures our sustainability as a leader in our sector. He is knowledgeable in energy efficient building systems, information technology systems, as well as financial and grant information.

Hillie's work ethic is second to none. He is a quiet, strong leader in the building and beyond. He is a valued member of our team and his continued contributions are vital for Youville Centre to continue to be successful in meeting our mission and vision goals. Thank you for the thousands of little things you do every day that add to the contributions of our team to continue our work inspiring, educating and nurturing young mothers and their children to utilize their strengths and achieve their goals!

Highlights of 2019–2020

SEPTEMBER 2019

- Orientation Carousel held in Kinsella Hall to welcome clients and familiarize them to services, programs, and partners
- **Youville hosts a Family Wellness Community BBQ, to launch an Ontario Trillium Foundation grant, in partnership with Centre Psychosocial**



- Youville Centre hosts Annual General Meeting
- Canadian Motorcycle Cruisers 011 and the UN/NATO Military Veterans Group stop by the Centre for a meet and greet, and drop off a donation of 1100 diapers
- Youville welcomes Children's Aid Society Ottawa protection workers onsite for 3 partnership tours
- The first Alumnae Café of the year is held at Youville Centre; a waffle brunch
- Youville participates in social media campaign to name Ontario Health Team
- **Youville Centre staff and students recognize Orange Shirt; a day for communities to come together in a spirit of reconciliation and hope because every child matters**



OCTOBER 2019

- Training and orientation for 1:1 mentors involved in our Mentorship Program
- Clients participating in the 1:1 Mentorship Program attend a Meet & Greet lunch with introductions to their mentors
- Staff attend training on "Trauma, Violence and its Effect on Children in our Community"
- **Youville celebrates Early Childhood Educator Appreciation Day; moms make and pass around cookies to the ECEs who care for their children**



- Thanksgiving lunch for staff and clients prepared by our Sources of Strength (SOS) Team
- Alumnae Café is held offsite and moms and children attend an Ottawa 67s game
- Youville staff participate in fire extinguisher safety training

- First Lunch and Learn of the year, with support from Famous5 Ottawa and TD Bank; presenter Mabz Brisson, owner of Chalked by Mabz, speaks about running her own creative business as a single mother
- Youville staff host community open house tours on a Friday and Saturday
- **Sources of Strength (SOS) Team have a pumpkin carving and door decorating contest for clients at Youville to celebrate Halloween**



NOVEMBER 2019

- **Lunch and Learn speaker Jennifer Hubbard, speaks about her life experiences as a single teen parent, and her career journey to becoming a senior executive in public service; her connection with our clients continues over the year**



Highlights of 2019–2020

- Students attend National WE Day event thanks to the generosity of TELUS
- Ottawa Public Health provides an immunization clinic at Youville Centre and a therapy dog from Therapeutic Paws of Canada was onsite for support
- Erin McEvoy, a Youville alumnae, has “Hair with Erin” Day where she volunteers her services and cuts and styles clients’ hair
- Self-Care Week; various events daily planned by SOS Team
- Youville staff attend Celebration of HOPE event; announcement is made that Youville Centre will be a charity recipient for the 2020 HOPE Volleyball Summerfest
- **Staff and clients of Youville pay tribute to our Veterans with a Remembrance Day ceremony, led by SOS Team**



- Alumnae Café in Collective Kitchen; the group prepares homemade lasagnas
- Youville Centre is featured in the Globe and Mail National Philanthropy feature; which has a reach of 1,730,000 readers in print and digital
- In collaboration with M.F. McHugh Education Centre and St. Nicholas Adult High School staff, Youville partners with iSisters Technology Mentoring to help clients with assistive technology

DECEMBER 2019

- Hydro Ottawa employees volunteer their time decorating the Centre for Christmas and baking cookies for the Christmas luncheon
- Students perform a VAW vigil in honour of the victims of the Montreal Massacre
- Staff attend the Ottawa Christmas Cheer Breakfast; Youville is a recipient of a donation from the event
- Clients access “Christmas YouStore” special holiday version of new donations sorted and displayed by volunteers
- Moms and children receive toys from Caring and Sharing Toy Mountain
- **Youville hosts annual Christmas luncheon with Mom & Me circle for moms, babies, staff, and volunteers; Santa Gavin makes an appearance**



St. Monica Elementary School Toy Drop Off

- Alumnae Christmas Café in Collective Kitchen; including lunch and treats

- Youville alumnae and photographer donates her time and takes Christmas portraits of Youville moms and babies

Thank you!

- *Everyone who dropped off in-kind donations and gave so generously for the holidays*
- *3 Grandmas who provided a gift for every mom and their child*
- *Boom Savings! Charity Shopping Group*
- *CBC*
- *Osgoode Properties*
- *Shoebox Project*
- *Danbe Foundation*
- *Toy Liquidation Store for toys for our babies and toddlers*
- *Telus for donating gift cards for moms and a cell phone for staff*
- *Dr. Milne Dental Office*
- *Dr. Halim at Palladium Dental*
- *Full Armories Ministries*
- *ODSP*
- *Herzing College for donating your annual holiday bake sale funds*
- *Hydro Ottawa for decorating the Centre and baking cookies for clients and staff*
- *Christmas Cheer Breakfast for including us as one of the charities of choice*
- *St. Monica Elementary School for your Toy Drive Donation*
- *Lowe Martin*
- *Caring and Sharing Exchange*
- *St. Clare's Church and St. Phillip's Church for making the holidays extra special at Youville this year.*

Highlights of 2019–2020

JANUARY 2020

- Youville Sources of Strength group put on a special lunch activity on #BellLetsTalk Day to highlight how to break the stigma of mental health



- Staff attend a professional development session on Trauma-Informed Care, presented by Youville Counsellor Jess
- Erin McEvoy, a Youville alumnae, has "Hair with Erin" Day where she cuts and styles clients' hair
- MF McHugh field trip to local Loblaws
- Donation of toys from Mattel Toys and donations collected by Osgoode Properties dropped off at Centre
- ONFE World of Choices held a carousel session for all students in Kinsella Hall, with representation from various careers onsite to share information and answer questions
- Parent Child Therapist presents on Infant Mental Health at Algonquin College

FEBRUARY 2020

- Youville Celebrates Black History Month
- One of our young moms, Christel, is presented with a Youth Achievement Award at the Global Community Alliance Gala
- CDP staff participate in Mental Health and Autism training
- Staff participate in Collaborative Problem Solving Tier 2 training

- Katerina, an artist from Ottawa School of Art, paints a new mural for the Centre at the second floor reception area, picturing mothers and children



- Lunch and Learn speaker: Rachel Hammer, a successful real estate agent in Ottawa, who also has a background in social work and has extensive knowledge and training in the areas of employment/resume/interview assistance
- Youville SOS Team plans activities in recognition of Anti-Bullying Day of Pink and staff participate in Accreditation professional development in preparation for our upcoming Canadian Centre for Accreditation (CCA) review in 2021



MARCH 2020

- Safety precautions are implemented at the Centre prior to March Break, as the pandemic news broke, including halting in-kind donation drop offs, additional sanitizing, cancelling tours and building bookings and limiting visitors

- SOS Special Lunch in recognition of International Women's Day



- The Ontario Government's Declaration of Emergency and associated emergency measures closes the Youville Centre building
- Staff quickly transition to providing support and programs virtually for clients; including early learning activities for young mothers to do at home with their children, virtual counselling sessions, and wellness check-ins
- Jennifer Hubbard delivers meals to every client

APRIL 2020

- Education partners, MF McHugh Education Centre and St. Nicholas Adult HS (OCSB) provide safe delivery of chrome books, school supplies and internet sticks to our Youville students in need of access and transition to virtual support
- Youville acknowledges the hard work and dedication of our volunteers during National Volunteer Appreciation Week
- Youville's first Ultimate Date Night Raffle raises over \$4500 for the Centre and winner, Wendy, is the recipient of the grand prize of \$2000 worth of activities and gift certificates/cards
- Sources of Strength peer leaders and staff organize activities for a virtual Easter celebration including a scavenger hunt, wordle and Kahoot activity
- Curtis Knuth made home-made family meals for clients

Highlights of 2019–2020

- Youville Centre staff share photo collage with messages “In This Together” and “Youville Centre Will Keep Calm and Carry On #StopTheSpread” as the emergency orders are extended due to the continued impacts of the pandemic



Youville Centre Will Keep Calm and Carry On #StopTheSpread



In This Together

MAY 2020

- Shepherd's Fashions hosts Youville's annual "Fashion Show FUNraiser" online
- Annual Mother's Day "May Matching" Sponsorship Campaign raises over \$18,000 for Youville's young moms and their children, thanks to corporate matching sponsor PCL Construction
- **Youville's Sources of Strength (SOS) Team organize Centre virtual activities throughout Mental Health Awareness week; the challenges are well received by staff and students and decision is made to continue this into July**



- TELUS Friendly Future Foundation provides a grant to Youville to support our response to the COVID-19 crisis

- Long time Youville supporters Barbara Crook and Dan Greenberg provide food security gift cards for our moms and the Danbe Foundation approves a generous grant
- Virtual groups including alumnae, parenting stress, life stress and Wonderful Wednesdays led by ITSP Team
- Gabriel Pizza donates 25 pizzas, delivered by ITSP Team
- **Thanks to generous donors & staff support, deliveries were made to our moms for a Mother's Day Treat; including food security, chocolate, diapers and flowers**



JUNE 2020

- June Graduation postponed. Gift bags delivered to all graduates
- **CDP Staff deliver art activity bags to clients, including arts and crafts supplies, along with donated masks, diapers, wipes, and treats for moms**



Highlights of 2019–2020



- **Youville friend and supporter Brenda, donates her time and materials to make masks and gowns for staff at the Centre**
- Virtual groups including alumnae, transition, graduation, and Wonderful Wednesdays lead by ITSP Team
- Youville staff host weekly virtual drop in information sessions for clients thinking of coming to the Centre
- Youville's Clinical Supervisor, Jenny, is recognized by Children's Mental Health Ontario as a "Children's Mental Health Hero" for her work to ensure there were strategies implemented to support Youville clients during the pandemic
- Kids Come First Ontario Health Team community organizes a donation of wipes
- Youville friend and supporter Brenda, donates her time and materials to make masks and gowns for staff at the Centre

JULY 2020

- **The Child Development Program receives approval to reopen, with safety measures in place, for a reduced capacity**



- Students participate in Virtual Summer School
- IODE Laurentian Chapter Ottawa makes a donation; Youville was to have been the Focus Recipient of their cancelled House & Garden Tour
- HOPE hosts a Virtual Benefit Concert "HOPE WITH US" and Youville Centre is highlighted

in a video clip, before the band "Amos The Transparent" performs their set in support of raising funds for Youville Centre, as Summerfest is cancelled



- **City of Ottawa staff allow for improved stroller access to our building with some maintenance to the back entrance pathway, thanks to the advocacy of our supportive City Councillor Mathieu Fleury**
- Virtual groups continue and delivery of donations including diapers, wipes, shower gels, and food security to all clients

AUGUST 2020

- A Sod Turning Ceremony is held to launch the construction phase of the Child Development Program Expansion; the event is featured on CTV News at Noon with Leanne Cusack and on the News at Six



Photo by
Daisysouls
Photography

- **Local City Councillor Mathieu Fleury congratulates the Centre; a commemorative "shovel in the ground" photo is taken with dignitary guests and project partners from CSV Architects and McDonald Brothers Construction**
- Treatment Program staff and teachers from McHugh and St. Nicholas return to the building as plans are made for a safe return to school for students

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

Child Development

Tina, Shelby, Anna Mary, Severine

Kathy (retired after 25 years at Youville Centre)

Agathe (retired after 16 years at Youville Centre)

Intensive Treatment Support Staff

Jess L.

St. Nicholas Adult HS Teaching Staff

Jessica

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

Child Development

Ruth, Tracy, Shayna, Jennie and Emily

Intensive Treatment Support Staff

Laura

Administration

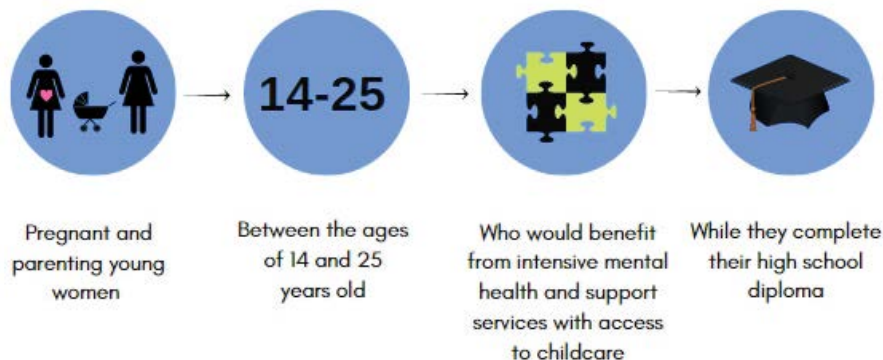
Taylor

St. Nicholas Adult HS Teaching Staff

Rose Mary

We also wish to recognize that Hillie Sample, our Finance Manager, will celebrate 25 years at Youville Centre this year! Congratulations Hillie!

WHO WE SERVE



Nova and mom Amber

the course of a number of days to ensure that both parent and child have an opportunity to build their comfort level and get to know the CDP program and staff.

Clients then meet with a Case Coordinator from the Intensive Treatment Support Program (ITSP) to learn about the programs and services including a review of client Rights and Responsibilities and Risks and Benefits of treatment. The client's journey from intake to transition is discussed highlighting their goals and internal and external supports available to assist them along the way. ITSP staffs then make a referral to one of our Registered Psychotherapists who will connect with the client for an initial session to explain Informed Consent and how they can access Individual and Group Mental Health and Substance Use Therapy and Parent Child Therapy.

Following the treatment meetings, the client meets with the lead 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.



At any given time, we provide intensive services to **65** young moms and **55** children on a daily basis.
In some years, we have seen approximately **100** clients per year.

Youville Centre is an Accredited Child and Youth Treatment Centre committed to providing a wide range of programs and services to young pregnant and parenting mothers and their children while assisting them in completing their High School education.

Clients are referred to Youville Centre from a variety of sources including: local High Schools, nurses, clergy, community agencies, physicians, friends, relatives, or self referrals.

Clients who meet the eligibility criteria for attending Youville (pregnant and/or parenting

youth, committed to working towards attaining High School Diploma, interested in accessing treatment services), will meet with staff to complete a personal, academic, and child development intake and to begin the orientation process.

Clients whose children will be attending daycare in the Child Development Program (CDP) meet with the CDP Manager who will gather pertinent medical information, learn about the child's individual needs and discuss specific parenting goals. Children are integrated into the childcare program over



Aurora and mom Zoe

Although each Youville Centre mom is unique, they all share a common incentive that inspires them to achieve their personal, parenting and academic goals. This number one motivation is their child. Youville Centre and Teaching staff strive to deliver holistic programming that will provide each young mother with the skills to succeed while always keeping their child's best interest in mind.

Trauma-Informed Approach

At Youville Centre, a trauma-informed, research-based, and evidence-informed approach guides our daily work with clients. Compassionate and trauma-informed care is essential to providing effective support. Reactions to trauma vary from client to client, from minor disruptions to debilitating responses. Across the continuum, clients may experience anxiety, terrors, shock, shame, emotional numbness, disconnection, intrusive thoughts, helplessness, and powerlessness. It is imperative that we are trauma-informed to create a safe, welcoming environment for our clients to create the opportunity for healing.

The three principles of trauma-informed practice we use as our framework are:

- Safety and Trust
- Choice and Voice
- Strengths and Resilience

Youville staff use the reference guide: Crisis and Trauma Research Institute (CTRI) Trauma Informed-Care: Building a Culture of Strength (2019). We also refer to the *Trauma Informed Practice Guide* (May 2013) to support the translation of trauma-informed principles into practice. The Guide was developed on behalf of the BC Provincial Mental Health and Substance Use Planning Council in consultation with researchers, practitioners and health system planners across Canada. We refer to the Trauma Matters Guidelines for Trauma-Informed Practices in Women's Substance Use Services (March 2013) when working with clients who have experienced both trauma and substance use issues.

Our Registered Psychotherapists use trauma-specific services to focus on treating trauma through therapeutic interventions to facilitate trauma recovery, in both individual and group formats. ITSP Case Coordinators, Child Development Program Staff, Administrative Staff, Teaching Staff and placement students are all trained to adopt a more general trauma-informed lens. Annual Trauma Informed Care and Vicarious Trauma workshops are facilitated by the Clinical Team and based on best practices from the Crisis and Trauma Research Institute, the Mental Health Commission of Canada and other trauma resources. Our Clinical Supervisor reviews all research requests, potential presenters, treatment program content and professional development opportunities for staff, to ensure they are trauma-informed.

About The Intensive Treatment Support Program

Case Coordinators

Our multidisciplinary team utilizes skill building techniques to encourage problem solving and goal setting, while preparing clients for the transition into the next phase of their life journey. Throughout their enrollment, Case Coordinators act as advocates and supports for clients as they navigate their way through internal programs and services at Youville and external community partners.

Collaborative Problem Solving (CPS) is based on skill not will. Challenges are best understood as the byproduct of lagging thinking skills. These challenges are addressed by supporting the client in building the skills they lack, accomplished through Plan B conversations. Our multidisciplinary team is trained and employs CPS on a daily basis. Case Coordinators facilitate a multidisciplinary community of practice meetings to review client cases and best practices from a Collaborative Program Solving lens with



Dream and mom Crystal



ITSP Program and Counselling Staff

Therapist's, Child Development and Academic Staff. In addition, weekly communication meetings are held by Case Coordinators with each department.

Case Coordinators guide clients through every day emotional, behavioral, social, and educational concerns with a "circle of support" approach that includes Child Development Program Staff, the client's Therapist, Teachers, and other professionals as required. Referrals are made to community agencies and external resources including, but not limited to: The Children's Aid Society, Ontario Works, The Social Housing Registry, Family Law Information Centre, Mirowski Law, Ottawa Public Health, Centre Psychosocial, St. Mary's Home, Bethany Hope Centre, Emily Murphy Non-Profit Housing Corporation, Operation Come Home, The Ottawa Police Service, Women's Initiative for Safer Environments, Wabano Centre for Aboriginal Health, University of Ottawa Health Services, CHEO and local women's shelters.



ITSP Anne-Marie and Kelly loading up for a client delivery

Throughout the pandemic, Case Coordination continued virtually. Clients were able to access support through their preferred method of communication; text, email, phone or video. Additionally, COVID-19 related resources were accessible on the Youville Student Wiki. Weekly communication meetings with treatment partners were conducted via videoconference, allowing staff to support clients from a multidisciplinary approach while practicing social distancing. When necessary, Circles of Support have been conducted through phone or videoconference.

Individual Treatment Plans

Using the Child and Adolescent Needs and Strengths for Pregnant and Parenting Youth (CANS-PPY) and the Thinking Skills Inventory (TSI), the Case Coordinator and their client to create the clients' Individual Treatment Plans (ITP's). Goals are client-identified and measurable, and include aspects of our programming in the areas of individual well being, academics, and parenting. The CANS-PPY is completed collaboratively at the beginning of each semester which provides an in-depth opportunity for clients to create strength-based measurable goals. The ITP's are monitored closely by the Case Coordinators

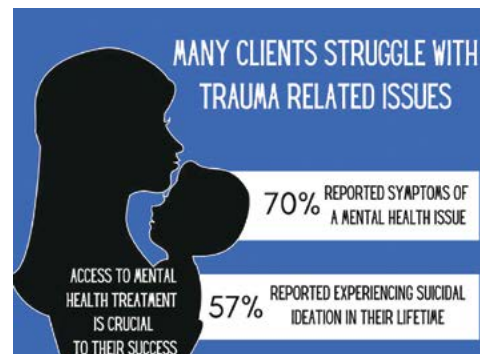
and are discussed at Community of Practice meetings which include Child Development Program Staff, Teachers, Case Coordinators, and Therapists. The ITP goals and strategies, which are updated bi-weekly by the Case Coordinators, are also used to help the client's transition successfully from Youville. During our closure, due to COVID-19 clients worked towards a new goal that focused on adjusting to the climate. This goal encompassed different areas of their life that had been altered due to self-isolation. It included adaptation to life changes, building resilience, problem solving as a parent, coping and enjoying during pregnancy and educational attainment.

Mental Health and Substance Use Therapists

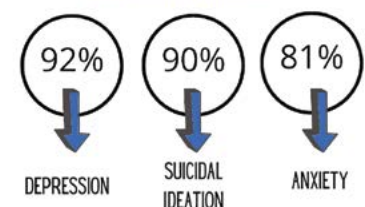


Counselling area and counselling room

The Mental Health and Substance Use Therapists at Youville Centre are Registered Psychotherapists through the College of Registered Psychotherapists of Ontario.



IN 2019-20, YOUVILLE PSYCHOTHERAPISTS DELIVERED 1226 COUNSELLING SESSIONS. WITH THERAPEUTIC INTERVENTION HAD DECREASED...



Youville Centre Therapists provide client-directed Individual and Group Therapy to pregnant and parenting youth using a variety of clinical approaches to treatment that is tailored to meet the individual needs of each client. They also provide crisis counselling and safety planning as needed, primarily for intimate partner violence and suicidal ideation and use a harm reduction approach for substance use issues. Our therapists utilize evidence-based, trauma-specific techniques and specialize in mental health treatment. A variety of assessment and screening tools are used, including, but not limited to, the Beck Depression Inventory (BDI-II), the Beck Anxiety Inventory (BAI), the Tool to Measure Parenting Self-Efficacy (TOPSE) parenting assessment, the Global Appraisal of Individual Needs (GAIN-SS), the Child and Adolescent Needs and Strengths for Pregnant and Parenting Youth (CANS PPY), and the Post-Traumatic Stress Disorder Checklist for DSM-5 (PCL-5) for the purpose of collecting data to better inform our practice. Our Therapists also work closely with the Case Coordinators to provide intensive treatment coordination and provide clinical guidance at our Community of Practice meetings to all Program Teams. **During our closure, due to COVID-19, Individual and Group Therapy was offered virtually to our clients. Information and resources on counselling related topics was also added to our Youville Student Wiki.**

Parent Child Therapist

At Youville Centre we provide one-on-one Parent Child Therapy (PCT) with a Registered Psychotherapist through the College of Registered Psychotherapists of Ontario. Parent Child Therapy is based in attachment and can be brief or more intensive depending on the individual client's needs. The Parent



Kayden
and mom
Christel

Child 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 Parent Child Therapist has the opportunity to work with the mother-child dyad in a therapeutic manner where the goal is to establish and support healthy and secure attachment. The PCT program aims to support our young moms to examine their parenting beliefs, increase their empathic awareness of self and their child, promote bonding, and to discuss how forming a secure attachment provides the foundation for raising emotionally healthy children. Using a variety of different evidence-based assessment tools; it becomes possible to tailor services to our client's individual family needs and to support the child's emotional development. These tools include the Keys to Interactive Parenting Scale (KIPS) the Child and Adolescent Needs and Strengths for Pregnant and Parenting Youth (CANS-PPY), and the Ages & Stages Questionnaire: Social



Aaliyah and mom Ingrid

Emotional 2 (ASQ:SE2). The Parent Child Therapist also facilitates therapeutic groups including The Circle of Security, Positive Discipline in Everyday Parenting, and Make the Connection parenting courses with Child Development Program staff. In addition to individual and group therapy, the therapist provides consultations and professional development to our Child Development Program staff regarding Infant Mental Health, The Circle of Security philosophy, and Positive Discipline approaches. During our closure, due to COVID-19, Parent Child Therapy was offered virtually to our clients. Information and resources on parenting related topics was also added to our Youville Student Wiki.

Clinical Supervisor

The Clinical Supervisor is responsible for providing clinical leadership, individual therapy and resources for all programs and services delivered at Youville Centre and for ensuring a climate of continuous improvement in all clinical areas. The Clinical Supervisor is a Registered Psychotherapist through the College of Registered Psychotherapists of Ontario. This position provides the clinical direction and oversight required to deliver our Mental Health and

Substance Use Therapy, Parent Child Therapy, Group Treatment and Intensive Treatment Support to our clients. The Therapists and Case Coordinators engage in regular supervision and case consultations with the Clinical Supervisor regarding mental health, substance use, trauma and all other clinical related issues. The Case Coordinator's Individual Treatment Plans, Transition Plans and both Case Coordinator and Therapist's Safety Plans and case notes are reviewed monthly. File Audits are completed every six months and Clinical Outcomes are collected annually to inform treatment including assessment tools utilized and Treatment Groups offered. All Youville Staff have access to the Clinical Supervisor to discuss clinical issues and to debrief incidents. All research requests, potential presenters, and treatment program content is reviewed by the Clinical Supervisor, in addition to professional development opportunities for staff, to ensure they are trauma-informed and fit with the Centre's philosophy. During our closure, due to COVID-19, Clinical Supervision was provided virtually to the ITSP team.



SOS Peer Leaders – BELL Let's Talk



Sources of Strength (SOS) wheel set up for Halloween activities

Sources of Strength (SOS) Peer Leaders

Sources of Strength (SOS) is a strength-based comprehensive wellness program that promotes connectivity, peer-adult partnerships, and help-seeking behaviors in youths. SOS is one of the first suicide prevention programs that uses Peer Leaders to enhance protective factors and resiliency associated with reducing suicide at the high school population level. SOS is also a best practice project designed to harness the power of peer social networks to change unhealthy norms and culture, ultimately preventing not only suicide, but bullying, intimate partner violence, and substance abuse, while also strengthening mental health. The mission of SOS is to increase help-seeking behaviors and promote connections between peers and caring adults by focusing on safe messaging such as hope, help, and strength. This model increases protective factors around young individuals so that they have strengths to rely on when they face adversity (<https://sourcesofstrength.org/>). Therapists and Case Coordinators select a diverse group of clients to act as Peer Leaders in order to help create

a positive Centre environment. Monthly activities are held to build a community of inclusivity and empowerment. The activities are linked to mental health, medical access, healthy activities, spirituality, generosity, family support, mentors, and positive friends. Our Peer Leaders meet with new clients to welcome them to the Centre to provide them with a client perspective and represent Youville at community events. During Youville Centre closure, due to Covid-19, SOS meetings and events have adapted to take place through virtual platforms. The Youville Student WIKI has also been updated with valuable links and information about SOS programming.

Youth Engagement

Youville Centre strives to build a strong community with dynamic activities and events that offer opportunities for all clients to participate. Centre wide events are coordinated with the SOS Peer Leaders. Peer Leaders act as pillars of hope at Youville and inform the types of events and activities that will be engaging for our youth based on changing areas of interest. At Youville Centre we prioritize client feedback and adapt our services to meet the unique needs of each client. We gather client feedback through a variety of ways: CHAT, Student Voice, Focus Groups, Surveys, and through informal channels. This information is reviewed and used in the planning and provision of all of our programs and services. During our closure, due to COVID-19, Youville Centre staff has continued to engage clients by re-imagining how we provide services. Staff have adapted by offering virtual treatment groups, drop-ins, special events, delivery of necessities, and continuing to provide individual support and mental health treatment.

Youville Treatment & Therapy Groups

As with individual therapy, clients are given a choice to participate in our treatment groups. Our parenting group, **Make the Connection (MTC)**, is our one mandatory group for all clients.

Treatment Groups

Make the Connection (Birth-1 Year)

Make the Connection (MTC) is an evidence-informed parenting program that builds parental confidence by helping parents better understand the importance of their relationship with their child. The 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. MTC is co-facilitated by our Parent Child Therapist and an Early Childhood Educator from CDP. During our closure, due to COVID-19, MTC (Birth - 1 year) was replaced by a virtual Parenting Stress Group that was facilitated by the PCT and Virtual Parenting Circles facilitated by RECE'S from the CDP program.

Make the Connection (1 Year-2 Years)

Make the Connection (1-2 years) is viewed as a continuation of MTC (Birth-1 Year) 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. The program uses hands-on-activities and discussions to provide key messages on how best to support their



Novaeh and mom Sierra

relationship with their child through language, love, and learning. MTC is co-facilitated by our Parent Child Therapist and an Early Childhood Educator from CDP. During our closure, due to COVID-19, MTC (1 year- 2 years) was replaced by a virtual Parenting Stress Group that was facilitated by the PCT and Virtual Parenting Circles facilitated by RECE'S from the CDP program.

Virtual Parenting Stress Group

This group was developed by the Parent Child Therapist in response to COVID-19 as a way to support our clients with their parenting struggles while maintaining social distancing guidelines. It was created as a safe online space where clients could drop in and talk openly about parenting challenges during the pandemic. Topics differed week-by-week and were based on various needs that were

identified by clients. Some of the areas that were discussed included, positive discipline strategies, dealing with tantrums, battling boredom, potty training, sleep struggles & worries about development (speech, social, etc.) Information from the Virtual Parenting Stress Group and additional resources were uploaded to the student WIKI so that clients could continue to access the information to support their parenting at home.

Transitions

The Transitions Program provides clients with the skills and knowledge necessary to facilitate a smoother transition from Youville Centre to their chosen pathway. In the program clients explore career and postsecondary education as well as affordable childcare, health and counseling options. Guest speakers including, but not limited to Ottawa Network for Education, Ontario Works, Algonquin College and Youth Workforce Initiative through Operation Come Home. The Transitions Program prepares clients for the next steps by connecting them to resources available in the community for both themselves and their children. The Transitions Program is facilitated by a Case Coordinator who also provides individual assistance for transitions as required. During Youville Centre closure, due to Covid-19, Transition Plans were created virtually with clients, a virtual Transitions group session was held, clients were provided with a digital Transitions Booklet, and offered an extended Transition plan.

Creativity Café (Formally known as Be Crafty)



Creativity Café – painting art

Creativity Cafe is a weekly mental wellness and resiliency program that builds on life skills such as self care, cooking, and peer relationships. The program also supports clients in strengthening their resiliency skills including but not limited to positive self-talk,

leadership and nutrition. Clients participated in a number of arts and crafts activities throughout the school year. Activities included making bath bombs, creating holiday themed crafts, baking and painting. This program was replaced by a Virtual Youth Engagement that focused on staying connected with staff and peers during the COVID - 19 closure.

Alumnae Café

This year we ran our very first round of alumnae cafés thanks to funding for Mental Health through the Royal Bank of Canada (RBC). This idea came from a focus group of 2018 alumnae who expressed feeling disconnected and without adequate support after having left the Centre. The ITSP department hosted 6 alumnae cafés which were designed around ideas that came directly from the clients. Some of the activities included: making personalized mugs, tie-dyeing



Alumnae Café clients with donated Shoe Boxes at Christmas

t-shirts and painting. All sessions involved lots of conversation and snacks and were facilitated by a Youville Case Coordinator and Therapist. RBC also held a budgeting workshop for alumnae clients and 1-1 budgeting sessions. We are hoping to continue supporting our alumnae in the upcoming year with more café's and individualized support. In efforts of adhering to social distancing guidelines, the Alumnae Cafe was offered as a virtual drop-in group throughout the pandemic, allowing clients the opportunity to continue accessing support and engaging with the program.

Therapy Groups

Mental Health Café

Based on information collected through the GAIN-short screener, Post-Traumatic Stress Disorder Checklist for DSM-5 (PCL-5), and our clinical outcomes, a number of clients identified struggling with anxiety, trauma, PTSD symptoms, or having a clinical diagnosis of anxiety and/or PTSD.

Mental Health Café is based on Seeking Safety, an evidence-based group therapy program that addresses the unique needs of individuals who are currently experiencing or have



Creativity Café – baking and decorating cookies and making Christmas wreaths

historically experienced trauma, PTSD, and/or substance use. Clients can participate without any formal diagnoses and may self-refer or be referred following counselling assessments. Clients focus on increasing individual knowledge of emotionally, physically, and psychologically safe behaviors. Seeking Safety consists of 25 behavioral, physical, or interpersonal skills topics. Clients are polled initially to determine what topics they would like to focus on during the 8 week, therapist facilitated, group. Information can also be disseminated during individual therapy based on client needs. The flexibility of topics, more basic approach to skill building, and focus on peer support as compared to a psycho-educational model was shown through course evaluations and client feedback to have been a key component in client engagement. During our necessary closure, Mental Health Café was replaced with the Virtual Life Stress Group. All group content as well as a collection of reputable mental health resources was made accessible to clients on the Youville Student WIKI.

Virtual Life Stress Group

During our closure due to the pandemic, clients were given access to a counsellor-supported therapeutic group. In a safe, virtual space, the commonality of personal and emotional stress was discussed in small groups. Specific topics addressed include coping with isolation, social wellbeing, managing emotional stress and fear, and coping/self-care. Clients were given opportunities to listen/share and support each other towards the development of strong, positive coping strategies for life's stresses. Alternatively, clients could explore content on their own schedule, at their own pace with virtual support as needed.

Therapy Dog

Therapeutic Paws of Canada is a non-profit organization of volunteers providing animal resources for human needs (physical, mental, educational, motivational, socialization) through regular visits to hospitals, residences and schools. More information about this program can be found at www.tpoc.ca. The Therapy Dog program was offered in the fall and during our flu clinic this year to help students connect with an animal to promote positive effects on anxiety, overall mental health, and emotion regulation in an informal setting. Suzanne and her therapy dog Sam, a Cavalier King Charles Spaniel provided therapy visits, supervised by an ITSP staff, where clients were able to interact with them voluntarily and at their leisure. The therapy dog's presence was very well-received, especially at our flu clinic. Clients enjoyed being with Sam as he is a highly affectionate, extremely patient, playful and eager to please therapy dog. Unfortunately, due to COVID 19, the Therapy Dog program was suspended though we hope to resume the program when it is safe to do so.

Circle of Security

Circle of Security (COS) is an evidence-based program that equips parents that have experienced grief, trauma and loss to better respond to their child's emotional and developmental needs. Specifically, COS is intended to provide research based knowledge to parents in an accessible manner, with an emphasis on the relationship between the parent and child. By learning to observe and interpret the child's behavior using the Circle of Security, parents will develop skills to understand their child's emotional world, support their child's ability to successfully manage their emotions, enhance the

development of their child's self-esteem, while honoring the innate desire for their child to feel secure within the relationship. COS is facilitated by our Parent Child Therapist. During our closure, due to COVID-19, COS was replaced by a virtual Parenting Stress Group that was facilitated by the PCT and individual Parent Child Therapy sessions that were offered virtually.

Positive Discipline in Everyday Parenting (PDEP)

Positive Discipline in Everyday Parenting (PDEP) was designed to help parents learn how to teach children effectively, while understanding where their children are at developmentally. It's an approach that can be used to guide all interactions with children, not just the challenging ones, to promote healthy child development and strong parent-child relationships. PDEP helps parents learn to problem solve, so they can teach those skills to their children. PDEP views children as learners, and parents as mentors. It is based on research showing that long-term learning is fostered in warm, nurturing environments that provide information, guidance and support. During our closure, due to COVID-19, Positive Discipline in Everyday Parenting was replaced by a virtual Parenting Stress Group that was facilitated by the PCT and individual Parent Child Therapy sessions that were offered virtually.

Pregnancy Circle

Pregnancy Circle is facilitated by a therapist to support the needs of pregnant clients. The information provided can be offered through both group and individual sessions. When offered in a group setting, guest speakers are invited to expose clients to different perspectives and types of support

available in the community. Guest speakers include Ottawa Public Health nurses, midwives, birth companions, support workers from Mothercraft, and lactation consultants. In light of the pandemic and our closure, information and resources specifically for our pregnant clients was assembled and made accessible on the Youville Student WIKI; additionally, individual virtual therapy sessions were also offered as needed.

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 childcare serves 40 infants (ages 0–18 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.



CDP Staff – Halloween 2019

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 RECE's are provided with the opportunity to complete their certification, through Infant Mental Health Promotion. When child care centres were mandated to suspend operations, due to COVID-19, the staff used this opportunity to engage in further professional learning. Through a generous community donor, the team embarked on a collaborative journey to inspire their reflective practice with Adventures with Alice, dynamic training for the early years. The Child Development Team was also able to take advantage of this time to complete many other valuable professional development opportunities such as Brain Story Certification, Trauma Informed Care and Conscious Discipline to name a few.

Using the Early Learning for Every Child Today Framework, for Ontario Early Childhood Settings (ELECT), and the How Does Learning Happen: Ontario's Pedagogy for the 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



RECE Allie with CDP Table at Orientation Carousel

they assist each child in meeting his/her developmental milestones.

The HDLH document 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. This enables them to create environments that provide opportunities for the children that align with their interests and competencies. Children then begin 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 practice to consider possibilities and justify program planning.

The Child Development Program continues to utilize the exciting virtual documentation tool called "Storypark". This online software allows staff to post 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. Storypark was proven to be an invaluable tool for Educators to virtually communicate with families during our closure due to COVID-19. The Educators posted circle time videos, book readings and activity demonstrations to engage the little ones at home. Parents were also able to utilize the online platform to communicate with the Educators and share videos of their children's interests, activities and development.

We are also grateful to community partners who continue to assist us and support our young families. Vital connections in the community are maintained with agencies geared to supporting young children's needs. In 2019-2020, we worked closely with the following partners: City of Ottawa Children's Services, Ottawa Child Care Association, 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 Team are trained in administering the Ages and Stages Questionnaires (ASQ3). This screener provides an in-depth overview of children's developmental milestones for each specific



Elena working hard on her stacking ring tower

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 individually by the parent and the Educator and are then 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 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



Aleyah engaged in messy outdoor play

needs of the mother and child during the waiting period for external 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.

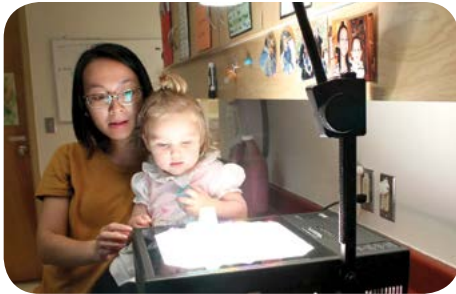
Infant Mental Health Promotion



RECE Mandy and Kayden engaging in one on one play

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;



RECE Jessie and Izzabella exploring with a light projector

- 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



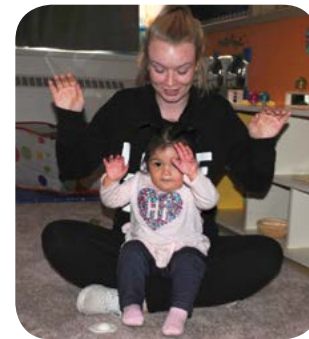
RECE Julie and Myriam exploring manipulative shapes

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.

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. This year we were fortunate to be able to train an additional 8 staff to become certified facilitators.

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 Parent Child Therapist 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.

This year provided many new challenges with the COVID-19 pandemic. Our team collaborated to ensure we could continue to engage and support children and families remotely, whether it was through virtual circle times or providing art & crafts home deliveries. Our Child Development Team also used this opportunity



RECE Shelby and Mila engaging in one on one circle time

to explore new skill sets and platforms through the use of blog posts, newsletters and online documentation and virtual meetings. As we embark on the gradual return to onsite services, the Educators continue to navigate innovative ways to operationalize the recommended guidelines, while providing quality early learning experiences and keeping our staff, children and families health and safety a top priority.

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.

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.

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

The M.F. McHugh Education Centre Program



M.F. McHugh Teachers at Orientation Carousel

The M.F. McHugh Education Centre provides English-language educational programming for students in the Ottawa-Carleton region who attend government-approved education and community partnership 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 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 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
- Technology

About Academic Programming

ST. NICHOLAS ADULT HIGH SCHOOL PROGRAM

Principal's Message



Philip Capobianco, Principal, St. Nicholas Adult High School

St. Nicholas Adult High School is pleased to continue building an active and very strong partnership with Youville Centre. Our teacher leaders provide both instruction and support in a spectrum of high school courses while assisting students to earn their high school diploma. Following graduation, Youville graduates will be able to access a wide range of opportunities in College, University, and the world of work.

Our partnership with Youville Centre allows us to fulfill our vocation while increasing the level of education for all learners. On behalf of the students, faculty, staff, and administration at St. Nicholas Adult High School, thank you for the continued collaboration and commitment.

**Philip Capobianco, Principal
St. Nicholas Adult High School & Continuing and
Community Education, OCSB**

St. Nicholas Adult High School Program

In September 2016, St. Nicholas Adult High School established a partnership with the Youville Centre to offer a secondary school education for the clients who age out of the M.F. McHugh 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 teacher-supported. All courses are online and students' access course content and assignments through a Learning Management System called Brightspace (by Desire to Learn). In addition to e-learning technology, St. Nicholas students are also encouraged to learn and master Google Apps for Education.

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 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



St. Nicholas Adult High School Teachers at Orientation Carousel

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 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, Guidance Counsellors, and the teacher, the Youville Centre mothers aged 21 to 25 are supported in working toward their Ontario Secondary School Diploma (OSSD) and in their transition to post-secondary studies or future employment opportunities.

About Academic Programming

Summer School

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

This year, students were able to select one academic course from four student-driven options that best met their academic needs, as well as their personal interests. Courses offered were divided into four areas; business/ entrepreneurship, leadership/ healthy living, indigenous studies/ art and English/ success skills. Each of these courses allowed our students to earn another credit toward their high school diploma (OSSD).

In addition to our academic programming, a virtual youth engagement group was offered weekly. Fantastic Friday's gave clients an opportunity to connect with their peers and treatment/ academic supports.

During summer school, as clients did not have access to our on-site food bank and YouStore, our Intensive Treatment Support staff delivered necessities to all clients.



**YOUVILLE CENTRE
SUMMER
SCHOOL
2020**

WILL BE OFFERED VIA VIRTUAL
LEARNING FROM JULY 2-23, 2020.

COURSES RANGE FROM -->
BUSINESS/ENTREPRENEURSHIP
LEADERSHIP/ HEALTHY LIVING
INDIGENOUS STUDIES / ART
ENGLISH / SUCCESS SKILLS

**PLEASE NOTE: LIMITED CHILDCARE
SPACES AVAILABLE AT THIS TIME,
PENDING RE-OPENING.**

TO REGISTER: EMAIL
PROGRAM@YOUVILLECENTRE.ORG

M.F. McHugh Education Centre

Fantastic Friday

THEME: Message day
Challenge: Send in a photo wearing a top with words or a picture on it with a good book or blog you've read.

What is your favourite book?

game-of-thrones
myers
web
bones
lonesome
girl-wash-your-face
wonderlan
alice
claudine
meridian-amber
kizer
charlottes
dove
celina
lovely
gone
girl



Summer School 2020 Fantastic Friday

utilizing strengths and achieving goals

Youville Centre Alumnae

Over the past 35 years, Youville Centre has served over 1,400 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, committed employees, and active members in the community. We are grateful to alumnae who return to Youville and share their personal perspective with our current moms, inspiring 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.

The Alumnae/ Transition Program

The Alumnae/ Transitions Program evolved from Clinical Outcomes 2018-2019 report and Alumnae Survey 2018/2019. It is accessible to recent Youville graduates from 2018 to present.

The program supports alumnae with the difficult transition from Youville Centre into the world of work, post secondary education or other programs. The Alumnae Manager works with clients in the community and on-site at Youville to best meet the client's evolving needs. The program is also designed to work closely with ITSP Case Coordinators when implementing Transition Plans for current clients and acts as a resource for the Transitions Course.

The Program offers participants one-on-one, face to face or telephone, appointments to support clients with a variety of needs including, but not limited to: housing, budgeting, academic/career path planning, resume building and connecting with community resources. All clients in the program are invited to attend a monthly alumnae café event designed to offer social connectedness amongst alumnae and their children. The Alumnae/Transition Program works closely with the Youville ITSP program to facilitate a smooth transition for Youville clients from the Centre to external programs and services.

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

Twitter: @YouvilleCentre

Facebook: Youville Centre – Ottawa

Instagram: HumansOfYouville

Sharing real life experiences is a great way to inspire Youville's current clients. As an alumnae, if you would like to discuss ways in which you could give back to Youville Centre, please email us at:

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, in honour of our previous Executive Directors. 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 the most amazing way. Alumnae are encouraged to consult our website for more information about applying for alumnae and Second Generation Bursaries.

Kassandra's Story

At Youville Centre, we always appreciate when alumnae remain in contact with the Centre, or reach out to connect and update on where they are now. Kassandra Gravelle, a 2013 Youville graduate, is one such student. Kassandra was enrolled in the Herzog College Community Service Worker program, and in the fall, she chose to highlight Youville's programs and services, for one of her projects on community organizations. Along with a few other students in her program, she returned to the building for a tour, and to interview staff. This project helped to inform her classmates on the work our non-profit organization does, and students in her program worked together to run a bake sale fundraising event, benefiting Youville Centre.

Kassandra was interested in a student placement at Youville, applied, and was the successful candidate for this position. In February, Kassandra began her internship, working with the Communications and Development team, supporting with a variety of tasks and responsibilities. Kassandra

utilizing strengths and achieving goals

came up with the creative and humorous content for the Ultimate Date Night Raffle social media campaign (example below), with daily posts highlighting each participating sponsor. Due to the covid-19 pandemic, she completed the end of her placement working remotely, and she also designed this amazing artistic graphic (pictured below) that was featured with our Mother's Day social media message. Thank you Cassandra!



Kassandra's hard work was greatly appreciated, and we know she will continue to connect with Youville in meaningful ways, as she has a passion for non-profit community organizations, especially ones that support young mothers! Kassandra has prepared her story, and shared it below, as she believes that Youville Centre was an important step in her journey, and hopes this message will provide awareness for our donors, especially during the annual Mother's Day May Matching campaign, of the impact Youville Centre had on her life, and many other young mothers.

Here is Kassandra's Story...

"I sought out Youville during a very uncertain time in my life. I was still attending high school, with only a year left until graduation, and I was pregnant. My son was born at the very beginning of my final school year, which prevented me from attending that specific high school. I wanted to be someone who my son was proud to call "Mom," so I self-referred to Youville in order to achieve this.

As an already anxious young first-time mother, I was filled with anxiety at the thought of leaving my son with anyone, so having the childcare on site helped me overcome that huge barrier. With him being in the same building as I was, I was able to visit him whenever I needed to and was even able to spend the lunch hour with him whenever he wasn't napping. My son's time in the Youville daycare helped him learn and grow in ways that I was scared I was not able to provide him at the time. While I never fully overcame my own separation anxiety until after our time at Youville, the confidence I slowly built, thanks to the caring support of the childcare staff, enabled me to fully overcome it when I was ready.

During my first week in the classes, I told my homeroom teacher she "shouldn't get used to my being there," as I wasn't planning on staying at Youville very long. I started at Youville in January and was told that graduation would be in June, so I made it my goal to get my six credits in time to graduate. My homeroom teacher, as well as every other teacher I had at Youville, helped me to the best of their abilities to reach that goal, all while pushing me to do my best work and make sure I was proud of the work I was completing and handing in. I graduated from Youville only five months after starting at Youville, in the same month that my peers from my old high school graduated. I'm so grateful to the teachers for their kind encouragement during my times of discouragement because I strongly feel that without them, I wouldn't have achieved that goal.



Kassandra and Mason
in 2013

Youville is most commonly known for their childcare and their classes, however, it was someone outside of those that I feel made the biggest impact on me during my time. At Youville I had an amazing counsellor who, for the first time ever in my history of seeking out counselling, made me feel heard, understood, and free of judgement. In just a few meetings, she made me rethink everything I had previously thought about counselling, and I finally felt like my mental health truly mattered to someone else. My

utilizing strengths and achieving goals

counsellor is someone I have often thought about after leaving Youville, and thinking of her always brings a smile to my face because I know that the girls that see her after me are in good hands and with someone who genuinely cares.

Youville Centre is somewhere I'm proud to have gone to. The variety of staff helped me grow as a mother, and grow as an individual. At Youville, I made several friendships and some of those were lifelong friendships. I now have two daughters as well as my son, and if any of them ever came to me with the same situation I was in, or even if they confided to me that their friend was in that position, I would without hesitation recommend The Youville Centre for help. The Youville Centre itself may just be a building, but those within it are a family that welcomes everyone that needs them with open arms."



Kassandra's children; Mason, Syrena, Jennifer

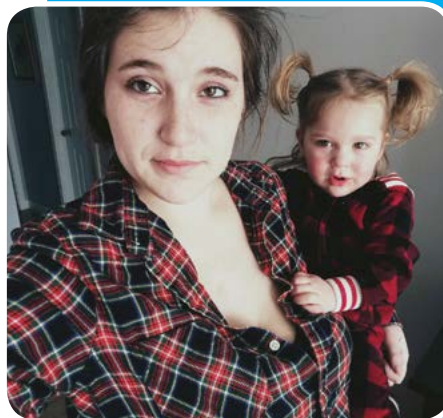
In student's words



Scarlette and her mom Chelsea

"Youville has helped me so much in the past months. I've been engaged in more ways than just academics. Youville has helped me become more patient with my daughter, make financial choices, and meet amazing people. My daughter loved going every morning to see her friends in the Snapdragon room. She has also improved her speech, learned new games and improved her social skills while being there with me. I actually looked forward to counseling. The staff is so amazingly friendly and loving. I can't thank Youville enough for everything they have done for us!"

~ Chelsea



Izzabella and her mom Sam

"I'm so glad that during this rough time we have the amazing staff at Youville. I love getting cool ideas of activities from CDP to do with the kids. ITSP Staff and teachers at Youville have gone above and beyond to try to help us young mom's at Youville stay on track and I couldn't be more grateful. Without Youville I wouldn't have amazing counselling sessions. I'm so lucky to be connected virtually!"

~ Sam

Healthcare at Youville Centre

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

Dr. Oliver's Medical Clinic

Weekly at Youville Centre, Dr. Sarah Oliver, a General Practitioner at the University of Ottawa Health



Services offers a medical clinic with the following aims in mind:

- 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 in efforts of making them 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;
- Attend to presenting medical issues without barriers, including physical health, mental health, and childcare concerns; and
- To act as a liaison between Youville moms and consultants at CHEO or The Ottawa General Hospital.

Throughout the pandemic, Dr. Oliver continued to support our young mothers and their children with health needs. Dr. Oliver offered virtual health services over the phone and/ or video chat.

Mentorship Program

The Youville Centre Mentorship Program has two components:

1. one-to-one mentoring and,
2. a monthly Lunch and Learn speaker's 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.

Volunteer mentors are pre-screened, trained, have clear criminal reference checks, and are matched carefully by our Multi-disciplinary team. If you are interested in this program, please contact us at: communications@youvillecentre.org.

Our successful monthly Lunch and Learn speaker's series takes place with support from Famous5 Ottawa and TD Bank. Women



Lunch & Learn Guest Speaker Mabz Brisson speaking to students

from the community are chosen to speak to our young mothers on a variety of topics while they enjoy a delicious lunch. This opportunity is aimed at motivating our pregnant and parenting adolescent mothers with stories of inspiration and encouragement.

If you are interested in this program, please contact us at: programs@youvillecentre.org.

During the closure, due to COVID-19, virtual contact continued between mentees and mentors.

Volunteering at Youville Centre

We are so 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:

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

**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.*

It Takes a Village

Volunteer Acknowledgements

In addition to our volunteer Board of Directors, Youville Centre would like to recognize the following outstanding volunteers who, through their gift of time and talent, contributed to the success of the 2019-2020 year.

Food Bank

Claire Cheesman
Marcia Sismon
Sherry Tumusiime

Swap Shop

Barbara Aldworth
Ria Challen
Elizabeth Emond
Diny McMahon
Lynn Page
Lise Sauve

Youstore

Monica Goodhue
Chris Caletti
Gavin Thompson



Food Bank volunteer
Marcia



PCL Volunteers assembled new cribs

Child Development Program

Michelle Beach
Peggy Bosc
Ana Brown
Claire Cheesman
Hilda Chow
Yolande Cremer
Parminder Dhami
Gayle Gard
Joan Gibson
Tawnya Glandon
Carol Gusen
Lisa Poulson
Sydney Ramsey
Linda Sarlo
Pat Slight**
Ella Wert
Simonne White

I.T. Support

Pierre Kerr

Building/General Maintenance

Al Kuiper
Geoff BurrIDGE

Driver

Jean Lemieux



SWAP Volunteers –
Elizabeth and Ria



Volunteer Driver Jean
dropping off donations



Volunteer Joan Gibson and family at
Community Wellness BBQ

Photography

Michelle Valberg
Olivia Moore

One-to-One Mentors

Amanda Arial	Laura Mindorff
Zlata Burt	Stephanie O'Manique
Tracey Clary	Lee Patriquin
Renee Lemieux	Sarah Taylor
Kellie Major	Simonne White

**Pat Slight

We would like to take a moment to acknowledge the retirement of a long term volunteer in the Child Development Program this year. For 16 years Pat Slight, came in every Monday morning, to rock babies in the Daffodil Room. When she started volunteering, she would commute from the rural area of North Gower, south of Ottawa, via OC Transpo's once daily route. She would be gone all day, and after she finished her morning at Youville, she spent the afternoon sight-seeing around downtown or reading at Chapters until the long bus ride home. When she moved into the City, her commute time shortened and her dedication continued, well into her 80's and with the additional challenge of her vision loss. Pat has always been a cheerful face in the Daffodils on Mondays, for staff and moms, and her amazing life stories and great sense of humour are widely known in CDP. As one staff who has known Pat for almost her whole time volunteering said to her on her last day, "Everyone at Youville has benefitted from your wisdom, your kindness and your love for the moms and babies. You are the best baby whisperer in the world!"



Volunteers – Staff pictured with long time Daffodil volunteer Pat (now retired)

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. Our gently used donations are sorted, washed, organized, and placed on display. Our clients have access to this volunteer run space three times per week during lunch 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. 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.



Donations from St. Jerome staff



Donation of Diapers from Youville Angel Gavin

Youville Centre Angels 2020

Since it began at our 25th Anniversary Celebration, we have continued the tradition of honouring special partners, donors and volunteers with a "Youville Angel" award. This year, we plan to present the award to six exceptional individuals who have provided unwavering support to our young moms and their children, and have been constant advocates of our Centre's mission and values. Three awards will be presented at the Annual General Meeting to Geoff Burridge, Barbara Crook and Shelagh Jane Woods. The awards will be presented at the Graduation Ceremony to Chris Caletti, Monica Goodhue and Diny McMahon.

GEOFF BURRIDGE



Angel – Volunteer Gardener Geoff Burridge

You have to arrive very early on a Tuesday morning from April to October to catch this Youville Angel in action. He moves purposefully and quietly through the Youville Centre gardens, creating a masterpiece enjoyed by all. There is a certain kind of everyday magic that comes with watching our gardens grow. Children, moms, staff, volunteers, and visitors enjoy the aesthetically pleasing sight of our many little gardens at Youville Centre. Everyone comments on the beautiful plants and flowers that just magically appear every year with many wondering why we never have weeds.

Geoff Burridge is a very spiritual man who views gardening as a wonderful blessing. He and his wife Joan have 3 beautiful daughters, and 4 grandchildren. Geoff retired as a principal from the Ottawa

It Takes a Village

Catholic School Board, and true to his kind loving spirit, he wanted to give back. Once a teacher, always a teacher! "Never let a teachable moment slip by" was often the subject of our many discussions. Just when Geoff didn't think we were watching, YC children, moms and staff were learning life lessons through his gardening. Moms identified these 3 most important lessons;

Learning to look at things from a different perspective can save you a lot of heartache – Geoff always said if the plant doesn't thrive in that spot, move it. Although change is difficult, we work together with our moms and children to understand that change can lead to positive growth.

Optimism is important – Returning week after week to love and till our gardens with the belief that they will grow to be beautiful is similar to us teaching our moms to trust that the future holds the possibility of better things, new growth, and sunshine.

The beauty of our gardens came with hard work and a constant eye on the plan – As our moms watched our gardens grow they are reminded that hard work is the secret ingredient for every good thing in life.

"To plant a garden is to believe in tomorrow"

– Audrey Hepburn

Thank you, Geoff, for sharing your gifts with us. As you go forth to share your gifts with others, please know that you will always be an Angel to us.



Angel – Donor Barbara Crook with Shoeboxes

BARBARA CROOK

Barbara Crook is a writer, mental health advocate and philanthropist in Ottawa. She is involved as a volunteer or board member in organizations dealing with mental health, youth at risk and the arts. One of her favorite projects for the last two years has been making Christmas and Mother's Day Shoeboxes for the mums at the Youville Centre.

Barbara and her husband, Dan Greenberg, support their charitable endeavors through their family foundation, the Danbe Foundation.

"Dan and I believe that the true measure of a society is how it takes care of its most vulnerable members," she says. "That includes those with broken spirits and broken minds, who can't advocate for themselves until we give them the tools and the space to heal. And until we treat them with respect and compassion."

She has been recognized for her outstanding contributions to the community with the Order of Ottawa in 2014 and the Meritorious Service Medal, presented by Governor General Julie Payette, in 2018.

Barbara, we are so fortunate to have yourself and the Danbe Foundation team as members of the Youville Centre family. It is an honour to present you with an Angel Award this year. We truly look forward to continuing to work together.



Angel – Board Member Shelagh Jane serving gravy at Christmas Luncheon

SHELAGH JANE WOODS

Shelagh Jane Woods retired after over 25 years experience working for the Federal Public Service, with 18 of those years being in Executive positions. She has vast educational background and training in the areas of the arts, history, Canadian studies, and language studies. Shelagh Jane also had many Leadership opportunities in her career, which made her a natural Vice President on Youville Centre's Board of Directors and as Chair on the Development Committee. Shelagh Jane served an impressive full six year term with us.

Shelagh Jane's leadership abilities, writing and editing skills and her willingness

to jump in and help with any task were always admired and appreciated. She has a wonderful sense of humour and personality which many people are drawn to. All of this combined with her passion and commitment to Youville Centre made her a fantastic asset to our team.

SJ, you will always be a special part of the Youville Family. It is our honour to present you with this Angel Award for all you have done for Youville and for all of our young mothers and babies.



Angels – YouStore Volunteers Chris and Monica

CHRIS CALETTI & MONICA GOODHUE

Typically an Angel Award recipient is highlighted individually, but these two are rarely seen one without the other; Chris and Monica are great friends who volunteer together at Youville Centre! Driven by two women with a passion for organization and hearts of gold; the past three years, our YouStore has never looked better!

Chris came to us with experience in event planning and organizational skills from her days volunteering with her children's elementary schools, spring fairs and with the Christmas Hamper Program. Chris puts into action her desire to spend her time making a difference in her community.

Monica joined our volunteer team after retiring from a 30 year career as an elementary school teacher. She lives out her desire to make a difference in the lives of others, and she believes that our young mothers can accomplish great things when they have the social support, education and guidance of others.

Chris and Monica are selfless individuals consistently striving to bring our YouStore to perfection. Throughout the years, staff and clients have frequently referred to these women as our angels. ITSP staff sincerely exhales a sigh of relief knowing the YouStore is in good hands. Most importantly, Chris and Monica dedicate their time and energy into creating a space easily accessible to clients, while offering them a unique shopping experience.

Whether it's creating goodie bags for Valentine's Day, Mother's Day, or organizing the Christmas YouStore, they never turn down an opportunity to offer clients an unforgettable experience throughout their time at Youville.

A favourite quote Chris has shared is "What you do for yourself alone dies with you... what you do for others and the world remains and is immortal."

Words cannot express how grateful we are to have Chris and Monica as part of our team. It is our honour to present you both with Youville Angel Awards this year.



Angel – SWAP Volunteer Diny McMahon

DINY MCMAHON

It is no easy task sorting, organizing and maintaining our SWAP program. Fortunately for Youville Centre, Diny has volunteered her time to ensure clients and their children are given the opportunity to access such a valuable resource.

Diny's mother-in-law had a personal connection with Youville's Founder, Sister Betty Ann Kinsella, and Diny was a supporter of the Centre in many ways prior to joining the volunteer team.

Diny began volunteering at the Youville Centre in the Child Development Program, bringing 10 years of experience as a private home child care provider with her. Diny also has volunteer experience with Girl Guides of Canada, Navy Cadets and as a board member with Child Care Providers Resource Network (CCPRN).

Diny's dedication has given Mom's the opportunity to meet the needs of both

It Takes a Village

themselves and their families by receiving items found in SWAP. Throughout the years, she's taken the time to get to know clients and their children while making them feel special picking out a new shirt for summer or a toy for their son/daughter.

Diny has a few words of wisdom for our young mothers: *"For many years our family motto has been NEVER GIVE UP. We have this on our license plate on the family car and my daughter even had this tattooed on her ankle. Such a simple phrase that will serve you well in many aspects of your futures. To all of the amazing young Moms, keep up the great work. It is a privilege working with you."*

From the bottom of our hearts, we want to say thank you. We are thrilled to present you with a Youville Centre Angel Award.



LEAP Worker and Youville Angel Patrick at Community BBQ

Angel Awards 2012 to now

25th Anniversary Celebration 2012

Angel Awards

The Honourable John Baird
Don and Jean Eldon
Steve Georgopoulos
Dr. Tom Harle
Dennis Jackson
Max Keeping
Hassa Mirchandani
Marlene Shepherd

3 Special Awards

Motivate – Sister Maco
Cassetta
Nurture – Sister Betty Ann
Kinsella
Educate – Judith Sarginson

Graduation 2014

Peggy Austin
David Smith
Theresa Smith

Graduation 2015

Dwayne Brown
Jonathan Crosier
Dr. Sarah Oliver

Graduation 2016

Linda Daily
Shannon Gorman
Michelle Valberg

AGM 2016

Jay Sanko

Graduation 2017

Leanne Cusack
Deb Robinson
Cindy Simpson
Megan Wallace

Graduation 2018

Patrick Blanc
Elizabeth Emond
Gavin Thompson

Graduation 2019

Linda Milton Perreault
Zybina Richards

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 clients to community resources or work in collaboration with partner agencies, we are grateful to work with:

Education Partners:

- Algonquin College
- Carleton University
- Heritage College
- La Cité Collegiale
- M.F. McHugh Education Centre
- Ministry of Education (MOE)
- Ottawa Carleton District School Board (OCDSB)

- Ottawa Catholic School Board (OCSB)
- St. Nicholas Adult High School
- University of Ottawa (Legal Clinic, Medical Students)

Client Resources

- Children's Aid Society (CAS)
- Children's Hospital of Eastern Ontario (CHEO)
- Children's Inclusion Support Services (CISS)

- Distress Centre Ottawa and Region
- Dr. Sarah Oliver
- Family Law Information Centre (FLIC)
- First Words Preschool Speech & Language Program of Ottawa
- Furniture Bank
- Helping with Furniture
- Hopewell
- Housing Help
- Mirowski Law
- OC Transpo
- Ottawa Rape Crisis Centre
- Operation Come Home
- Parent Resource Centre (PRC)
- Pinecrest Queensway Community Health Centre
- Seats for Kids - Transport Canada
- The Ottawa Food Bank
- The Sharing and Caring Exchange
- The Snowsuit Fund of Ottawa
- The Social Housing Registry
- Vanier Community Service Centre



Dr. Oliver pictured at the Orientation Carousel

- Victim Services Ottawa
- Wabano Centre for Aboriginal Health
- Youth Services Bureau (YSB)
- YouTurn

Community Partners

- Bethany Hope Centre
- Brighter Futures for Children of Young Parents
- Canadian Mental Health Association (CMHA)
- Canadian Mothercraft of Ottawa Carleton
- Centre for Addiction and Mental Health (CAMH)
- Centre Psychosocial
- Child and Youth Mental Health Network (CYMHN)
- 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)
- Crossroads Children's Centre
- Dress for Success Ottawa
- Emily Murphy Non-profit Housing
- Fairy Godmother of Ottawa
- Fetal Alcohol Spectrum Disorder Coalition of Ottawa (FASD)
- Gifts In-Kind Network
- Infant and Early Childhood Mental Health Initiative

- iSisters Technology Mentoring
- Ministry of Children, Community and Social Services (MCCSS)
- Ontario Association of Young Parent Agencies (OAYPA)
- Ontario Centre of Excellence
- Ottawa Network for Education (ONFE)
- Ottawa Police Services (OPS) & Fran Herzig (School Resource Officer)
- Substance Abuse Youth in Schools (SAYSAC)
- Shoe Bank of Canada
- The Ottawa Child and Youth Initiative
- United Way Ottawa
- Volunteer Ottawa
- Young Parent Support Network (YPSN)
- Women's Initiative for Safer Environments (WISE – Safety Audits)

Treatment Partners

- Community Suicide Prevention Network
- Dave Smith Youth Treatment Centre
- Elizabeth Fry Society
- Ottawa Coalition to End Violence Against Women (OCTEVAW)
- Saint Paul University (Couples Counselling)
- Sandy Hill Community Health Centre
- Sexual Assault Support Centre (SASC)
- Sexual Health Centre
- The John Howard Society

It Takes a Village

Funding Model

SUBSIDY AND OTHER INCOME

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

TOTAL SUBSIDY AND OTHER INCOME	<u><u>\$ 2,586,858</u></u>
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EXPENDITURES

Early Child Development Program

		%	%
		TOTAL	PROGRAM
Salaries & Benefits	\$ 1,256,711	53%	74%
Program Support / Outreach	\$ 301,779	12%	18%
Occupancy Costs	\$ 103,026	4%	6%
Amortization	\$ 7,001	0%	0%
Administrative Costs	\$ 25,670	1%	2%
Sub-total	<u>\$ 1,694,187</u>	<u>70%</u>	

Intensive Treatment Support Programs

Salaries and Benefits	\$ 436,743	18%	76%
Program Support / Outreach	\$ 85,012	3%	15%
Occupancy Costs	\$ 8,788	0%	2%
Amortization	\$ 19,850	1%	3%
Administrative Costs	\$ 24,867	1%	4%
Sub-total	<u>\$ 575,260</u>	<u>23%</u>	

Property Fund Amortization

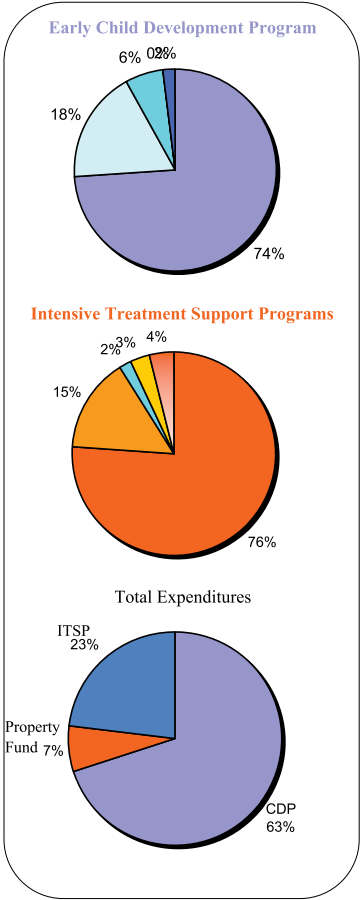
	\$ 163,117	7%
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TOTAL EXPENDITURES

	<u><u>\$ 2,432,564</u></u>
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Surplus funds used to cover previous deficits and to enhance future programs including expected large capital project deficit in fiscal 2021.	\$ 154,294
	\$ 154,294

* Please see audited financial statements for more information.



Fundraising Report

Youville Centre would like to thank the following government funders, corporations, foundations, organizations, and groups for making a significant financial contribution in the year of 2019-2020.

Government Funders

The City of Ottawa

The Government of Canada

The Ministry of Children, Community and Social Services (MCCSS)

The Ministry of Education, Government of Ontario

Foundations, Grants, and Corporate Donors

100 Men Who Care

100 Women Who Care

1310 News

2Keys Corporation

ABC Life Literacy with TD Bank

Arbour Memorial Foundation

Aurora Brotherhood of Ottawa

Belair Direct

Bell

Bold Moms of Ottawa

Canadian Motorcycle Cruisers 011 & UN/NATO Veterans Group

Caring and Sharing Exchange

CHEO and Kids Come First Ontario Health Team

Christmas Cheer Foundation

Community Foundation of Ottawa

Congregation of Notre Dame Visitation Province Centre

Costco

CTV News

Danbe Foundation

Famous5 Ottawa along with TD Bank

FCI

Full Armour Ministries

Gabriel's Pizza

Godzspeed Communications

Herzing College

HOPE Volleyball Summerfest

Hydro Ottawa

Industrial Agency

IODE Laurentian Chapter

IODE Walter Baker Chapter

iSisters Technology Mentoring

Kelly Family Foundation

Kids Come First

Knights of Columbus, Canon John Burke Council #6217

Knights of Columbus, Divine Infant Council #7873

Knights of Columbus, Good Shepherd Council #9005

Knights of Columbus, Holy Redeemer Council #9544

Knights of Columbus, St Edith Stein #13049

Labour Community Services Ottawa

Little Ray's Reptiles

Lundy Construction

Luv 2 Groove

Magnet Signs Ottawa

Manotick Tree

MBNA

Napoli's Café

Ontario Trillium Foundation

Osgoode Properties

Ottawa Catholic School Board

Ottawa Moms Group

Ottawa Network for Education (ONFE)

Ottawa School of Art

PCL Construction

Pelee Island Winery

PEO Sisterhood

RBC

REALTORS Care Foundation

Richcraft

Rotary Club of Nepean-Kanata

Rotary Club of Ottawa

Rotary Club of West Ottawa

Secret Lab

Shepherd's Fashions

Shoe Bank Canada

Shoebox Project Ottawa

Smith & Reid's Insurance

Taggart Parkes Foundation TD

TELUS

Thyme Maternity

Tony Graham Toyota

Toy Liquidation Store

United Way Ottawa

University of Ottawa

Versailles Academy

Westboro Moms and Dads Group

WHOM Strategies

Third Party Fundraisers

IODE Laurentian Garage and Bake Sale

3 Grandma's Christmas Hamper Project

HOPE Summerfest Facebook Live Concert

Annunciation of the Lord Parish CWL

It Takes a Village

YOUR SUPPORT CAN MAKE A DIFFERENCE



\$100 can assist a young mother by providing a month's worth of transportation for her and her child



\$500 can supply a month's worth of nutritious breakfast and lunch meals for a young mother and her child



\$1000 can provide bursaries at graduation to help with training and post secondary costs and expenses



\$2500 can help provide onsite access to mental health and addictions counselling



At Youville Centre, we are affecting 2 generations at the same time. We believe all dreams are possible; your support will help to see that a young mom has the access to the programs and services she needs to utilize her strengths and achieve her goals.

"It takes a village to raise a child" ~ Traditional African Proverb



Youville was a charity recipient at the Christmas Cheer Breakfast

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 Virtual Fashion FUNraiser

Mother's Day Matching Campaign – Donors and corporate match sponsor

Graduation – Bursary donors and in-kind donors



3 Grandma's Christmas Box drop off

Thank you to our Supporters:



Government of Canada

Gouvernement du Canada



It Takes a Village



Hydro Ottawa Volunteers Decorated the Centre for the Holidays



PCL staff presented a cheque to Youville Centre for a donation of a toddler climber loft



Rotary Club members presented donated gift cards for moms to Bev MacKillop for Christmas



Canadian Motorcycle Cruisers 011 and UN/ NATO Veterans Group dropped off diapers for our young families



One of Gavin and the Boom Savings Charity Shopping Club's regular donations of diapers and toiletries



A generous quilting group donated a brand new hand made quilt for each mother for the holidays



Barb and Janet from IODE Laurentian Chapter present Bev with a donation in July

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

Facebook: Youville Centre - Ottawa

Twitter: @YouvilleCentre

Instagram: HumansOfYouville