



# 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.

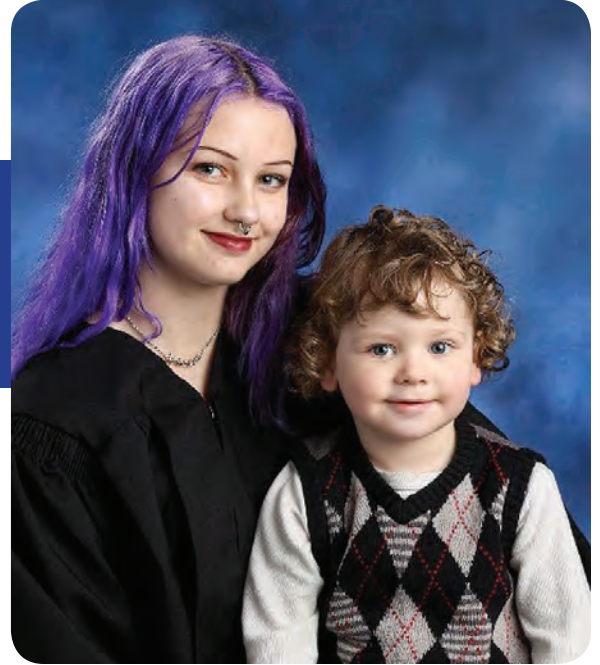
Cat, Class of 2023  
Photo by Tia Photography

**2022-23 ANNUAL REPORT**

## A few words of wisdom from our 2023 Spirit of Youville, Cat



Cat addressing her peers at the Graduation ceremony as the Spirit of Youville, Class of 2023



Cat, Class of 2023, pictured with her child Seth  
Photo by Edge Imaging

*"I know I speak on behalf of every graduate when I say thank you, from the absolute bottoms of our hearts. There is no way we could ever possibly repay you for all you've done and for making such an invaluable difference in our lives and our children's lives. Thank you for never seeing us as less than, as irresponsible, as immature, but for instead seeing us as strong, resilient, capable adults. Thank you for making the impossible possible. You met us where we were at and gave us the tools to be who we are today. Thank you, Youville, for everything."*

*Cat, Class of 2023*



### Our Mission

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

*Youville Centre is committed to fostering a welcoming environment for our employees, clients, and community. Our long-term goal is to incorporate diversity and inclusion within our organization, and we will work towards that goal through discussion, education and celebration of our differences. Youville Centre acknowledges that the journey towards equity, diversity and inclusion within our programs and community is formidable, but worth the dedication.*

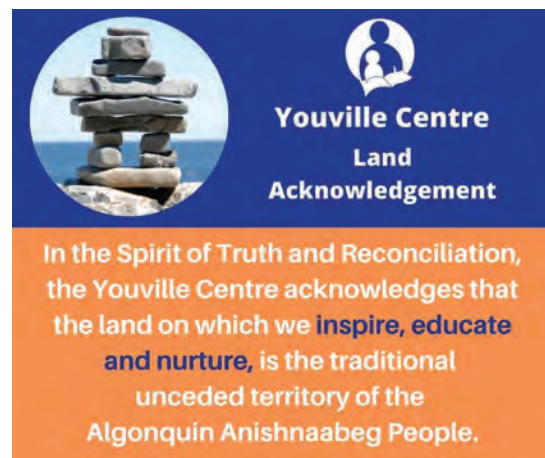
### Youville Centre

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. Since 1985, 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 2022-2023 year; and
- **You will identify** ways that you can get involved to help Youville's important efforts.



# Our History

## 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. 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 enhanced crisis counselling, were added to the program. In the spring of 2000, Youville Centre moved to its current location on Mann Avenue in the neighbourhood of Sandy Hill. After a very successful Capital Campaign, spearheaded by Sister Betty Ann, important renovations were made to Youville's current building in order to respond to the expanding population and the evolving needs of the young mothers and their children. 2020-2021 saw the completion of an expansion project; the addition of the new toddler Lilac room, with 15 licensed childcare spaces, bringing the Child Development Program capacity up to 70 spaces.

## Roof and HVAC Project 2023

In April of 2021, the Honourable Mona Fortier publicly announced joint funding from the Governments of Canada and Ontario for the Investing in Canada Infrastructure Program (ICIP): Community, Culture and Recreation Stream. Youville Centre was pleased to be a recipient of funding for a new roof and new HVAC system. The roofing and HVAC at Youville Centre were nearing the end of their service life and needed to be replaced. Repairs have been performed in recent years to address leaks, mechanical repairs and related damage but a roof replacement was necessary and this funding was essential to ensure the building upgrades can happen and Youville can continue to offer the programs and services to young mothers in our community.

Construction for this project began in the Spring of 2023 and will be completed in the Fall. The logistics of this large project happening onsite have impacted access to our building at times, and we are thankful that our staffing team and clients have been so flexible and accommodating throughout the construction project. We look forward to staying dry with the new roof for many years to come and appreciate the healthy air quality in our building thanks to the improvements to the automated functioning capabilities of the new HVAC system. Ongoing maintenance and energy cost savings can be used for client program costs.

If you would like to financially support our portion of this project, please email [info@youvillecentre.org](mailto:info@youvillecentre.org); we would be extremely grateful for your partnership. We are very grateful for a significant commitment from our Youville Angel Barbara Crook and Dan Greenberg of the Danbe Foundation.

Many program changes have occurred over the past 38 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 2023 Graduation

## Youville Centre 2023 Graduation



This year's graduation ceremony was one step closer to the big audience we used to have onsite before the pandemic. Graduates were able to invite guests to attend in person, and we were able to welcome our volunteer Board of Directors, along with our bursary donors, community partners and dignitaries.

This year we welcomed Executive Director of the Education Foundation of Ottawa, Clarissa Arthur, as our Master of Ceremonies. As a former client (Class of 1996) and staff (2013-2019) at Youville Centre, Clarissa has a special connection to Youville and added her own personal encouragement for the graduates to keep this moment of accomplishment close to their hearts as a reminder of how capable they are as young mothers.

Clarissa introduced our many dignitaries, with a combination of quoted messages and in person inspiring messages of congratulations.

- Her Excellency the Right Honourable Mary Simon, Governor General and Commander-in-Chief of Canada sent a congratulatory letter;
- Honourable Mona Fortier, Member of Provincial Parliament for Ottawa-Vanier; spoke in person;
- Lucille Collard, Member of Provincial Parliament for Ottawa-Vanier; spoke in person;
- Councilor Stéphanie Plante, Ward 12 – Rideau/Vanier; spoke in person;

- Cindy Simpson, OCSB Trustee, Youville Angel and former Executive Director of Youville Centre; spoke on behalf of the Ottawa Catholic School Board;
- Michele Giroux, OCDSB Director of Education; spoke on behalf of the Ottawa Carleton District School Board;
- Lee Redpath, Board President, spoke on behalf of the Youville Centre volunteer Board of Directors.

Lee concluded with these words "Finally, as you celebrate this momentous day, take a moment to reflect on your incredible journey. Remember the sacrifices you have made, the sleepless nights spent studying, and the countless hours spent nurturing your children. Cherish the memories you have created, the friendships you have forged, and the knowledge you have gained. Remember, you have the power to create an amazing future for yourselves and your children - embrace it with open arms!"

A message from Executive Director Peter Embleton followed. Peter said "I want to congratulate each of you graduates for reaching this turning point. You have done this while also being a mother. You have shown us resilience, the stamina and the desire to get it done. People will tell you that life gets easier, that is not always true. Life is hard, but what has happened is that you have gotten better

at dealing with hard things. We cannot pick the music that life will play for us. But we can choose how we dance to it."

Each year, a principal from one of our Education Partners shares a few words for our graduating class. This year, Don Murphy, Principal of St. Nicholas Adult High School shared a few words of congratulations.

As part of our ceremony annually, we have an alumna of Youville Centre come back to speak to our graduates about their journey, and to share words of wisdom for the days and years ahead. This year, our speaker was Lindsay who graduated from Youville Centre in 2012. Lindsay shared a special message to our graduating class; her full speech can be found in the Youville Centre Alumnae section of this report.

Finally, the 13 graduates walked across the stage, one by one, to receive their diploma. Their teachers prepared personal anecdotes to share, and bursary awards were announced. Graduates were photographed with any bursary donors present or with Directors from the Centre's Board who were onsite for the ceremony.

Cat Comeau was the proud recipient of the M.F. McHugh Education Centre Principal's Award. The Principal's Award is given to a student who has exemplified academic persistence, and a dedication to their own learning. Cat was also selected as the Spirit of Youville Class of 2023. Our Spirit of Youville student was chosen because she embodies the Youville "voice". Over her time at Youville, Cat has demonstrated personal growth, leadership skills and academic perseverance while developing her parenting skills along the way.

Many thanks to our dedicated staff in the Child Development Program, Intensive Treatment Support Program, Support Staff and Teachers for supporting our clients through their journeys and for the extensive planning and effort involved in making this day a great success!

***Congratulations to the Class of 2023!***

# Executive Director's Message



Executive Director  
Peter Embleton

I have been Youville Centre's Executive Director since January 2023. It has been the start of an interesting journey so far. This interesting

journey started for me in January of 2022, as I arrived at the Centre and began to learn just how special Youville Centre is. Nonprofits face many challenges, and the COVID-19 pandemic has been a complicating factor in an already complex environment.

If there is one word that could describe the last nine months it would be "construction". This Centre has been a construction site for the majority of this year. It started with a flood when a pipe burst during the polar vortex in February. As soon as the damage this flood caused was repaired, we started our Roof/HVAC project. This showed just how flexible our staff is in adjusting to challenging logistical situations impacting our usual building access and continuing to make meeting our clients' needs the priority. We appreciate how understanding our clients have been as well.

While the pandemic is not having the effect it once had, our clients are still affected by what happened to them. The issues our clients deal with on a regular basis were made worse by the pandemic and they have not gone away as the pandemic has been receding. As I reflect on the past year, two things are very clear. I see a group of people who come together to help a group of young women create a brighter future for themselves and their children. Our staff is led by a dedicated group of Managers, who do their best to make this a great place to work. Teachers, Case-Coordination, Counselors, our Early Childhood Educators and Support staff have shown what a group of dedicated people can do.

I would like to express my thanks to this year's volunteer Board of Directors for the support

they have given to the Centre and to me as Executive Director. We have a number of new Board Members, and like the staff of Youville Centre, they have the same determination to help the young women in our care to improve their lives and their futures.

There are many ways to determine success: all you have to do is look at the faces of the 13 young mothers who graduated from the Centre in June of this year. They have joined a group of over 600 graduates of Youville Centre who were able to meet this milestone over the thirty-eight years of the Centre's operation.

The issues that our clients' have to deal with could have stopped them from achieving their goal of getting their high school diploma. But those issues didn't stop the 13 determined women who graduated this year. We have found that the ability to complete high school in the same building as your child is being cared for by trusted staff, in addition to supports from the teachers, case coordinators and counsellors, helps reduce some of the barriers our clients face, and certainly contributes to their success here.

Youville Centre is an Accredited Child and Youth Mental Health Centre, accredited by the Canadian Centre for Accreditation. We are now in the midst of the four year accreditation process again. The repeating quality assurance cycle assures that we continue to meet an established set of Child and Youth Mental Health standards and indicators; that we fully meet the requirements to be an accredited agency.

Our clients' issues come from a place of trauma. Intimate partner violence, in different forms, and for example; depression, post-traumatic stress disorder (PTSD), substance use, and disordered eating are just some of the things that many of our clients deal with. Having people trained in trauma-informed practices, helping our clients deal with day to day issues of living with a young one, and providing counselling when it's needed are all part of the success-oriented environment that Youville has created.

Everyone at Youville is working toward making sure that our clients get the best outcome possible from their time here. Together we make sure that our young mothers see that they are capable of doing things they thought were not possible for them. They start to see a future, a future that was created by them with the help of the people who make Youville Centre what it is.

We could not do what we do without supportive partnerships, such as the ones listed below, and on pages 38-39 of this report:

- The Ministry of Child, Community and Social Services
- The Ministry of Education
- The Ottawa Catholic and Public School Boards
- Education partners; M.F. McHugh Education Centre and St. Nicholas Adult High School; and
- Ontario Association of Young Parent Agencies

I follow in the footsteps of Sister Betty Ann Kinsella, Sister Maco Cassetta, Judith Sarginson, Cindy Simpson and Bev MacKillop. Each of these women worked hard to place Youville Centre where it is, a leading voice for Infant, Child and Youth Mental Health in the province. In my time here the Centre will continue to place the needs of the young women first and do what is needed to make sure brighter futures are created.

For the young women we have worked with, to those we are working with now and to those we will work with in the future, I would like to quote Dorothy Canfield Fisher, a social activist, author and educator in the early 1900's describing being a mother, "Mother is a verb. It is something you do, It is not just who you are."

And for exactly this reason Youville Centre will continue its long standing partnership with young mothers in the community who welcome our help.

**~ Peter Embleton, Executive Director**



## Board of Directors' Message



Executive Director Pete and Board President Lee (second to the right) accepting Youville Centre's grant from HOPE representatives Ana and Mireille - Photo Cred: Louis Young HOPE Photographer

As I close in on my first year as Youville's Board of Directors President, I find myself incredibly grateful that a place such as Youville continues to exist. The rewards for the work done by the staff and young mothers not only positively impacts two generations, but also society as a whole. The provision of childcare and an education for our young mothers removes barriers to success that otherwise can be overwhelming.

We appear to have made it through the worst of the pandemic and the Centre has more or less returned to 'normal'. It has been a year of change at Youville, with some staff leaving to pursue other opportunities and new ones joining the team. Additionally, we started the year with our new Executive Director, Pete Embleton and he has worked tirelessly to ensure the continued smooth operation of the Centre.

On June 16<sup>th</sup>, the Centre hosted its 35<sup>th</sup> graduation ceremony, along with M.F. McHugh Education Centre and St. Nicholas Adult High School. It was particularly special to have a former client, Clarissa Arthur act as the Master of Ceremonies. The joy, mixed with a healthy degree of nervousness displayed by the graduates was a reminder to all of us just how hard these young women worked to get their degrees!

The Youville staff continue to impress all of us - Board Members, volunteers and donors alike. They work tirelessly to empower and support our young mothers and create a nurturing environment that fosters growth, resilience and confidence. One need only walk through Youville Centre and visit each floor to see just what a special place this is.

This summer the Centre embarked upon one of its largest projects in many years - a new roof and HVAC system. These



Board President Lee presenting outgoing Executive Director Bev MacKillop with an appreciation plaque at the November Board meeting

improvements will reduce both energy and maintenance costs. It is a testament to the commitment and passion of Hillie Sample, our Finance and HR Manager that this project is running smoothly and on schedule. Additionally, the ability of Diana Fairbairn, our Child Development Program Manager and her childcare staff to continue to provide such wonderful care for the children with the ongoing construction is commendable.

Finally, I would like to take a moment to thank my fellow Board Members for their support and encouragement over this past year. It has been wonderful to be able to meet in person and work together to do our part in ensuring the ongoing success of Youville Centre.

**~ Lee Redpath,  
Board of Directors President**

# Youville Centre Volunteer Board of Directors 2022-2023

From September 2022 to July 2023, the following individuals served on Youville Centre's Board of Directors:

**Lee Redpath – President**

Public Servant (retired)

**Andre Potvin – Vice-President**

Professor, Faculty of Education, University of Ottawa

**Valerie Caterino – Treasurer**

Controller, Bro Sun Media Consultants

**Lauren Benoit – Secretary**

Lawyer, Vice & Hunter LLP

**Stefanie Bourada – Director**

Senior Manager, Internal Communications, Canadian Medical Association

**Dr. Neel Chadha – Director**

Family Physician

**Hinesh Chauhan – Director**

Executive Management Consultant

**Kellie Major – Director**

Communications Consultant

**Gillian Mann – Director**

Research Consultant

**Sarah Niman – Director**

Legal Advocate

**Dr. Rana Pishva – Director**

Clinical Psychologist

**Stephanie White – Director**

Department of Justice - Treasury Board Secretariat Legal Services Unit

**Shelagh Jane Woods – Director**

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



2022-2023 Board of Directors pictured at the November 2022 Board meeting; the first in person board meeting since the pandemic



Board Members pictured with CDP Cook Val, ready to serve food to clients and staff at the Christmas luncheon

For a current list of Youville Centre's Board of Directors, please contact us at: [communications@youvillecentre.org](mailto:communications@youvillecentre.org) or visit our website at <https://www.youvillecentre.org/about-us/board-of-directors/>



# Highlights of 2022–2023

## SEPTEMBER 2022

- School resumes onsite for Education Partners MF McHugh Education Centre & St. Nicholas Adult High School/OCSB
- Youville Centre acknowledges Mental Health Centre for World Suicide Intervention Day
- Fantastic Friday's organized by the Sources of Strength (SOS) team for the 1<sup>st</sup> day of class, PJ Day and Hair Day
- Youville Centre Board of Directors hosts it's 3<sup>rd</sup> Virtual Annual General Meeting
- Youville Centre staff and students recognize National Day for Truth and Reconciliation (Orange Shirt Day); a day for communities to come together in a spirit of reconciliation and hope because every child matters
- Clients participate in activity to make Every Child Matters orange shirts



- Youville creates a new staff position on our team: Professional Learning Leader (PLL) who will provide professional learning and mentorship for educators and program support staff, to increase knowledge and awareness in the four priority areas: anti racism and inclusive practices, incorporating Indigenous perspectives and pedagogies, mental health and well-being for children, families and staff and supporting children with special needs through inclusive

approaches; thanks to a short term pilot project funded through the City of Ottawa



## OCTOBER 2022

- Youville Centre holds a Thanksgiving lunch for staff and clients; with a turkey meal and Sources of Strength (SOS) team led activities



- Sources of Strength (SOS) Team decorate for Halloween; plan special activities

- Youville celebrates Early Childhood Educator Appreciation Day; CDP staff are celebrated with certificates, appreciation cards and a pizza lunch



- The Child Development Program sets up Halloween selfies with moms/babies, plans pumpkin art/sensory



- First Lunch and Learn of the year, with support from Famous5 Ottawa and TD Bank; a speaker from TD Bank

# Highlights of 2022–2023

## NOVEMBER 2022

- Staff and clients of Youville pay tribute to our Veterans by watching a live stream of a local Remembrance Day ceremony
- **Self-Care Week; various events held daily, many planned by SOS team and clients make sugar scrubs for Spa Day**



- CDP celebrates National Child Day
- Mark Fairbairn, brother of Youville's CDP Manager, donates his time and takes Christmas portraits of Youville moms and babies
- Ottawa Public Health provides a flu immunization clinic at Youville
- Lunch and Learn sponsored by Famous5 and TD Bank

## DECEMBER 2022

- Youville Staff attend the 2022 Ottawa Christmas Cheer Breakfast; Youville is a recipient of a financial donation from the event
- Clients access "Christmas YouStore" special holiday version of new donations received from our generous community
- Clients and staff participate in a Violence Against Women (VAW) virtual vigil honouring the victims of the Montreal Massacre

- **Youville annual Christmas luncheon is held onsite; staff and clients enjoy a home cooked meal**



- Moms and children receive toys from Caring and Sharing Toy Mountain and Shoebox Project

## JANUARY 2023

- **Youville's Ujima Project Early Literacy Specialist plans special activities for clients around Family Literacy Day, and books are available for clients to take home and read with their children**



## Thank you!

*Thank you to everyone who scheduled and dropped off in-kind donations individually and gave so generously for the holidays!*

### Personal Donors:

- Barbara Crook (Youville Angel)
- Brenda Thomas (Youville Angel) & Friends
- Deb Bigras, Margie Sunstrum (Youville Angels) & Friends
- Zybina Richards (Youville Angel & PJ Elf)

### Organizations and Donation Drives:

- Arbor Memorial Foundation
- Boom! Savings! Charity Shopping Club - Gavin Thompson (Youville Angel)
- Caring and Sharing Exchange
- CBC Radio Staff - Amanda Pfeffer
- Christmas Cheer Breakfast
- Enriched Support Program staff, Carleton University
- Farm Credit Canada
- First Unitarian Church of Ottawa
- Impact Assessment Agency of Canada Staff
- Ottawa Food Bank
- Ottawa Police Purse Project
- PCL Construction Staff
- PEO Chapter J
- Rogers Communications
- Rotary Club of West Ottawa
- Shoebox Project Ottawa
- St Philips Ladies Auxillary & St Clare's Church
- uOttawa Holiday Donation Drive & War Museum Staff



# Highlights of 2022–2023

**Youville Sources of Strength (SOS) team plans special activities for #BellLetsTalk Day**



## FEBRUARY 2023

- Youville honours black history month with a Black History in ECE bulletin board and staff room interactions, children's learning packages from CDP's Professional Learning Leader, a weekly newsletter and Black Canadian Leader posters and bios throughout the Centre
- Youville's Sources of Strength (SOS) team plans activities in recognition of Anti-Bullying Day of Pink
- **Pink Ice Cream Float treats for everyone are available on Valentine's Day**



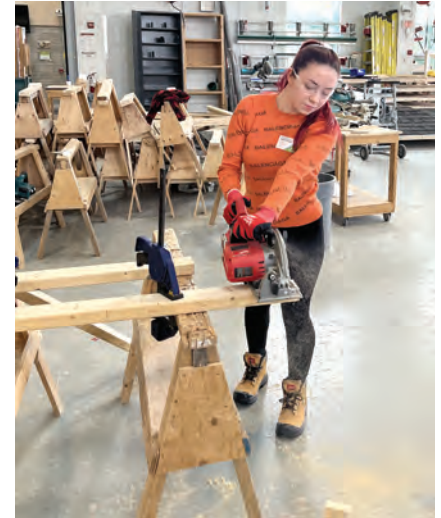
- Lunch and Learn sponsored by Famous5 and TD Bank

## MARCH 2023

- Youville's Sources of Strength (SOS) team organizes a special activity drop off in recognition of International Women's Day
- Youville Centre is grateful to be the recipients of the Knights of Columbus Council 7873 Italian Dinner fundraiser
- Staff are treated to lunch for Social Work Day and Psychotherapy Day
- McHugh teachers facilitate seedling planting and the Horticulture program; the planting of various seedlings for veggies and herbs and some propagation of flowers for our centres outdoor garden beds is underway
- **The CDP closes for a day during March Break to allow for the entire CDP staffing team to participate in a full day of professional learning for the first time, made possible by a partnership with the City of Ottawa's professional learning leader pilot project**



- Clients participate in a field trip to Algonquin College where Skills Ontario partnered with the College to allow young women to explore career pathways in the trades industry; the day included hands-on activities, tours of many departments such as welding, HVAC and electrical and a panel of trades women answering many questions about the carpentry, construction, HVAC and automotive industries



## APRIL 2023

- Sources of Strength (SOS) Team plans Easter/Spring activities and treats
- Youville recognizes our much appreciated volunteers during National Volunteer Appreciation Week
- **Clients (both moms and babes) are treated to an Easter gift from the Giving Grammas; a box with self-care items and a treat bag for the children**





# Highlights of 2022–2023

- **The CDP plans a family Eid celebration for the whole centre; many special treats and activities are set up in Kinsella Hall to welcome families**



## MAY 2023

- Youville Centre is grateful to be a charity recipient of the Knights of Columbus Council 9544 Golf Tournament
- Youville's Sources of Strength (SOS) team organizes Centre Spirit Week activities throughout Mental Health Week and Education Week, ending with Mother's Day celebrations
- **The Ottawa Humane Society visits the Centre to give an Animal-Related Careers Presentation to clients**



- Youville acknowledges Teacher Appreciation Day

- Youville's young mothers are treated to tulips and cake for Mother's Day, thanks to SOS HOPE funding
- **The Centre's RBC banking representative Bonnie stops by to drop off Smile Cookies to our Finance team during Tim's Smile Cookie Week**



## JUNE 2023

- Youville Centre Alumna Tia MacPherson volunteers her time to take photos for the 2023 Graduation
- Students from the Versailles Academy of Make-Up Arts, Esthetics & Hair volunteer their time to offer hair and makeup support for the graduates onsite at Youville
- **Youville Centre celebrates our Graduation Ceremony with 13 graduates for the Class of 2023**



- Youville Centre Sources of Strength (SOS) team plan special activities to celebrate the end of the school year

## JULY 2023

- Youville Centre clients participate in Summer School; courses offered include Art (photography, filmmaking, and visual art), Creative Writing & English
- In addition to our academic programming, clients were offered daily self-care activities
- A SHINE Project Art Day was held; projects include painting two Adirondack chairs and two benches - artwork focus of Equity, Diversity and Inclusion (EDI)
- A Summer School Picnic was held during the second last week of July

## AUGUST 2023

- Staff take the opportunity to rest and rejuvenate during the annual summer closure and then approach planning and preparations for the upcoming school year
- **During the Centre's annual summer closure, the main repair work onsite for the Roof/HVAC construction project takes place**



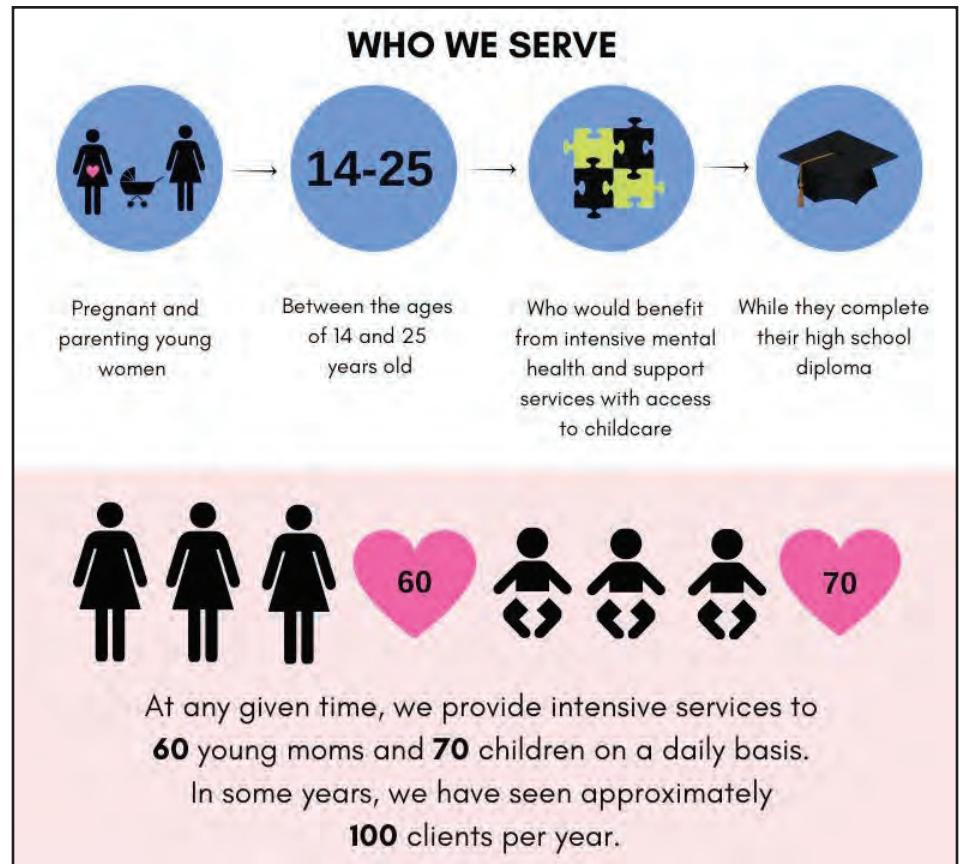
## Who We Serve

Youville Centre is an Accredited Child and Youth Mental Health Agency 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, who qualify for subsidized childcare, who are committed to working towards attaining a high school Diploma, and who are interested in accessing treatment services), will meet with intake staff to complete screening assessments to determine eligibility to attend our agency. Clients whose children will be attending childcare 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 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 who do not meet the eligibility criteria can be referred to the Family Navigator for support with their individual needs.

Clients are then assigned a Case Coordinator from the Intensive Treatment Support Program (ITSP) to learn about the trauma-



informed programs and services, including a review of client Rights and Responsibilities and Risks and Benefits of treatment. Clients are provided with opportunities to share their individual, academic and parenting goals and are supported throughout this process by the Intensive Treatment Support Program staff, Ujima Project Staff (Family Navigator and/or Early Learning Specialist) and Centre partners. Clients are informed of the internal support available to them such as on-site treatment programs focused on mental health and wellbeing, and

external support from community partners (i.e. Ontario Works). Case Coordinators 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 trauma-specific treatment. Clients can then access services such as individual and group mental health therapy, substance use therapy and parent-child therapy.

Following the treatment meetings, clients meet 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, and learning styles, at which time their Individual Pathway Plans are created.

***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 inspiration is their children. Youville Centre and Teaching staff strive to deliver holistic programming that will provide our young mothers with the skills to succeed while always keeping their children's best interests 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, and from minor disruptions to debilitating responses. The impact of an overwhelmingly threatening experience can be incredibly pervasive and affect a person's physical, mental, emotional, relational and spiritual health. Across the continuum, clients may experience anxiety, panic, shock, shame, emotional numbness, disconnection, intrusive thoughts, helplessness, and powerlessness. It is imperative that we use a trauma informed approach to create a physically and psychologically safe and welcoming environment for our clients to create the opportunity for healing. The five key



Treatment Team celebrates Bell Let's Talk Day

trauma-informed principles that we use as our organizational framework are:

- Promote Awareness
- Shift Attitudes
- Foster Safety and Trust
- Provide Choice and Voice
- Highlight Strengths

Youville staff use the reference guides: Crisis and Trauma Research Institute (CTRI) A Little Book about Trauma-Informed Workplaces (2021) and Trauma Informed-Care: Building a Culture of Strength (2019). We refer to the Trauma Matters Guidelines for Trauma-



Self-Care packages for all clients...



Pierrette & Madjem and Bell Let's Talk Day messages

Informed Practices in Women's Substance Use Services (March 2013) when working with clients who have experienced 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 that 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 provide support to 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 multi-disciplinary Community of Practice and communication meeting, with Therapists, Child Development and Academic Staff, to review client progress using best practices from a Collaborative Program Solving lens.

Case Coordinators guide clients through everyday 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



ITSP Case Coordinators Kaitlin & Areli with appreciation gifts during Child and Youth Care Workers Week

Centre, Mirowski Law, Ottawa Public Health, Centre Le CAP, 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, Newcomer Programs/Services and local women’s shelters.

### Individual Treatment Plans

Using the Child and Adolescent Needs and Strengths for Pregnant and Parenting Youth (CANS-PPY) and the Thinking Skills Inventory (TSI), Case Coordinators and their clients collaboratively create the clients’ Individual Treatment Plans (ITPs). 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 ITPs 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. Client ITP goals and strategies, which are updated bi-weekly with the Case Coordinators, are also used to support a successful transition from Youville.

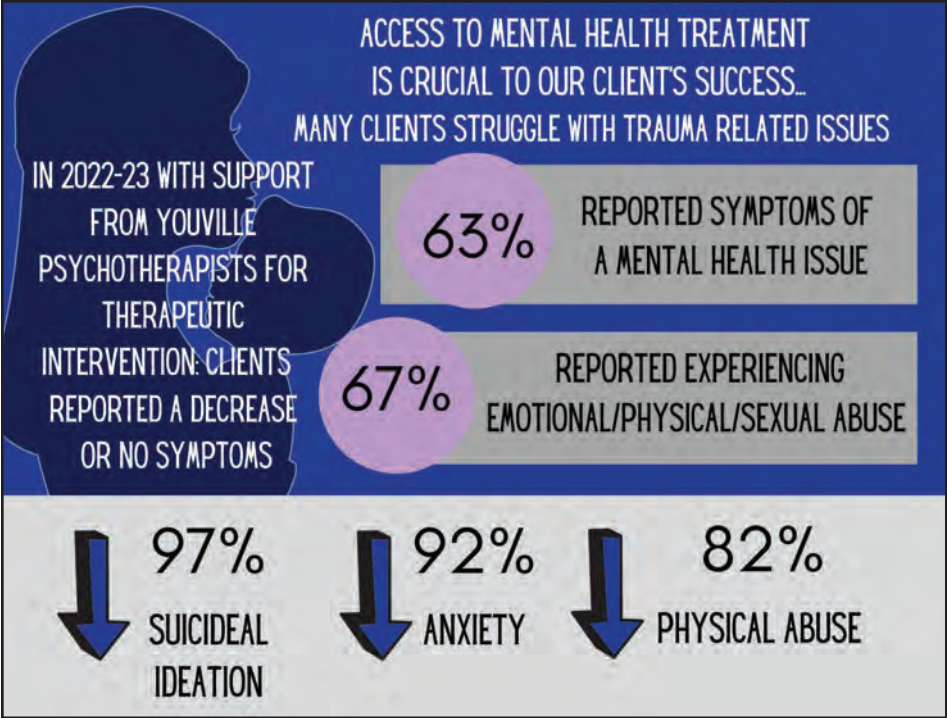
### Mental Health and Substance Use Therapists

The Mental Health and Substance Use Therapists at Youville Centre are Registered and/or qualifying Psychotherapists through the College of Registered Psychotherapists of Ontario. Youville Centre Therapists provide client-centered individual and group therapy to pregnant and/or parenting youth. Therapists use a variety of evidence-based approaches tailored to meet the individual needs of each client, including but not limited to motivational interviewing and harm reduction for substance use issues and dialectical behavioural therapy, cognitive behavioural therapy, acceptance and commitment therapy and emotional focused therapy. They also provide crisis counselling and safety planning as needed, primarily to support clients experiencing intimate partner violence and suicidal ideation.

Our therapists utilize evidence-based, trauma-specific techniques and specialize in mental health treatment. They also address other presenting issues ranging



ITSP Staff Kaitlin, Erica and Brittany and Teacher Tara second to the left, pictured at the 2022 Christmas Luncheon



from self-esteem to abuse (physical, sexual, emotional). We also offer evidence-based approaches to those affected by eating disorders and disordered eating. Therapists are continuing working with the clients on the importance of healthy attitudes toward body image, and eating, aiming for an inclusive space for all gender, ethnicity, and bodies.

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), Parental Stress Scale (PSS), the Global Appraisal of Individual Needs (GAIN-SS), the Child and Adolescent Needs and Strengths for Pregnant and Parenting Youth (CANS PPY), Child and Youth Resilience Measure (CYRM), and the Post-Traumatic Stress Disorder Checklist for DSM-5 (PCL-5) to collect data and evidence to better inform treatment. Our Therapists work closely with the Case Coordinators for intensive treatment coordination, to assist clients in meeting their mental health goals, and they also provide clinical guidance at our Community of Practice meetings to all program teams.

Parent Child Therapist

One-on-one Parent Child Therapy (PCT) is offered by our Registered Psychotherapist. Parent Child Therapy is based on attachment and can be brief or more intensive depending on the individual family's needs. The Parent Child Therapy Program is play-based and provides our young mothers with the skills to respond to their children's cues thus increasing 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 they work together towards establishing and supporting healthy and secure attachment-based relationships.

The PCT program aims to support our young moms, 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 evidence based assessment tools; it becomes possible to tailor services to our client's individual family needs and to help 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), the Ages & Stages Questionnaire: Social Emotional 2 (ASQ:SE2), the Infant and Toddler Temperament Tools, and the Parent Stress Scale (PSS). The Parent Child Therapist also facilitates therapeutic groups including The Circle of Security, as well as Make the Connection parenting courses which are co-facilitated with Child Development Program staff. In addition to individual and group therapy, the Parent Child Therapist provides consultations and professional development to our Child Development Program staff regarding Infant Mental Health, and the Circle of Security philosophy.

## 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. Our Clinical Supervisor 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. A literature review and a review of our Clinical Outcomes are collected annually to inform treatment and the effectiveness

of the assessment tools utilized and the topics of the group therapy offered. All Youville Staff have access to the Clinical Supervisor to discuss concerns of a clinical nature and to debrief incidents. All research requests, guest presenters, and treatment program content is reviewed by the Clinical Supervisor, in addition to professional development opportunities for staff, to ensure they are aligned with the Centre's philosophy.

## 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



2022-2023 SOS Team Photo, with OPS Officer Sarah





A client spinning the SOS wheel for a chance to win a gift card

associated with reducing suicide. 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 use, while also strengthening and improving 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 our young moms 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 become Peer Leaders, who contribute to creating 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, and are often requested to represent Youville at community events.



SOS Information Table at the Sept Orientation Carousel

## 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 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 creation of all of our programs and services. Our events encourage inclusion, culture and diversity.

### *"In Client's Words..."*

#### **The best thing about Youville Centre is ...**

- Getting to walk across the grad stage and finally say I did it with faculty crying and my children there.
- How welcoming and sweet everyone is and everyone is respected and I felt comfortable being myself
- The kindness, acceptance, and inclusion of Youville Centre
- I became a better version of myself
- The sense of community and support
- I have a lots of support love help and care
- With the help and guidance I received at Youville from 2017 until now I had achieved my goal of graduating
- Youville helps me thrive and succeed
- I have accomplished my academic journey because of Youville

~ 2023 Client Survey responses

## Youville Treatment & Therapy Groups

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

### Treatment Groups – Parenting

#### 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 a Registered Early Childhood Educator from our Child Development 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 relationship with their child through language, love, and learning. MTC is co-facilitated by our Parent Child Therapist and a Registered Early Childhood Educator from our Child Development Program.

#### Creativity Café

Creativity Café was a monthly mental wellness and resiliency program that built on life skills, including self-care, using creative outlets such as art and cooking, and developing positive peer relationships. Clients participated in a number of activities throughout the school year that promoted leadership and collaboration including working with Youville's Sources of Strength program Peer Leaders to create activities for various events such as Mental Health Awareness week and Mother's Day. Other activities included holiday-themed crafts, painting and cooking. This year, Creativity Café increased its focus on inclusion including additional activities for Black History Month and Indigenous Peoples Day. This program is facilitated by a Case Coordinator.

#### Transitions

The Transitions Program provided clients with the skills and knowledge necessary to facilitate a smoother transition from Youville Centre to their chosen pathways. This program prepares our graduates for their futures beyond Youville Centre, by connecting them to community resources for both themselves and their children. Clients explore career and postsecondary education as well as affordable childcare, health and counselling options, and many more important transferable skills. Guest speakers included, but were not limited to: Ontario Works, Algonquin College, and Youth Workforce Initiative through Operation Come Home. Facilitated by one of the Case Coordinators, with support from the Alumnae



Creativity Café - oven-baked clay for Valentine's Day



Creativity Café - Pumpkin Painting Fall 2022

Case Coordinator/Family Navigator the program seeks to bridge support from Youville to external services after graduation while being mindful of each client's unique needs.

## 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, present-focused counselling model that addresses the unique needs of individuals who have historical and/or current experience with trauma, PTSD, and/or substance use. Enrollment is offered to all clients regardless of previous or current diagnosis through self-referral or therapist-referral. During the group, clients focus on increasing individual knowledge of emotionally, physically, and psychologically safe behaviors through the introduction of various behavioral, physical, or interpersonal skills topics. Clients are surveyed initially to determine what topics they are interested in exploring during the 8 week, therapist-facilitated, group. Topic flexibility, basic approach to skill building, and the focus on peer support was shown through course evaluations and client feedback to be key components for client engagement.



2023 Bell Lets Talk Day - Counsellors Akriti and Sarah

## Therapy Groups – Parenting

### 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 or a Counsellor.



Clients pictured with flower bouquets, a special treat for Mother's Day

### Pregnancy Circle

Pregnancy Circle is a psycho educational group facilitated by a therapist to support the needs of pregnant clients. 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 often include Ottawa Public Health nurses, midwives, birth companions, support workers from Mothercraft, and lactation consultants.

### Thrive

Thrive is an interactive, and discussion-based group to help understand emotions, develop healthy coping strategies for stress, anxiety and day-to-day stressors, develop effective communication, improve emotion regulation and problem-solving skills, and help build resilience. This program is based on Dialectical Behaviour Therapy (DBT) and

was implemented to promote overall skill-building and coping. This group was new in winter 2022-2023.



## 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 child care serves 40 infants (ages 0–18 months) and 30 toddlers (ages 18–30 months), providing the best possible start in their young lives. Our Child Development Program Manager leads a team of Registered Early Childhood Educators (RECEs), as well as program assistants, kitchen staff, cleaning staff, and clerical personnel who collectively help deliver a quality child care program.



Planting flowers in our mud garden



A Daffodil infant exploring new textures



Child Development Program Supervisor Kelsea and Manager Diana - a dynamic duo



Lilacs watching ducks on a picnic



Tiger Lilies and Sunflowers exploring our beautiful community



Elijah practicing fine motor skills with our new clothesline

### Pedagogy

Using Ontario's pedagogy of the early years *How Does Learning Happen?* (HDLH), and knowledge of the *Early Learning for Every Child Today* framework (ELECT), our Registered Early Childhood Educators create meaningful learning environments and experiences based on the children's interests, to support their holistic development.

HDLH puts emphasis on the views of the child, the role of educators and of the families, and the concept of learning through relationships. Putting the interests and needs of the child first is the forefront of this pedagogy, hence its four foundations: Belonging, Well-Being, Engagement and Expression. Learning opportunities inspired by these four foundations lead to healthy development in the early years.

The Child Development team continues on their collaborative journey to inspire their pedagogical approach with *Adventures with Alice*. Alice's mission is to reignite our passion for play, inspire ideas, and promote reflective

practice. The six (6) “Golden Threads” of pedagogy in *Adventures with Alice*, include Curiosity, Connections and Relationships, Language Development, Thinking, Creativity, and Emotional Well-Being – all of which closely parallel the 4 foundations of HDLH.

## 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. Our Child Development team is trained in administering the Ages and Stages Questionnaires (ASQ3). This screener provides an in-depth overview of children’s developmental milestones for each specific age group. 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. ASQs are completed independently by the parent and the Educator, and are then reviewed together.



Educator Sophie demonstrating expression and engagement with the Tiger Lillies

The developmental screens are used to implement interventions that help mitigate the impact of potential delays when a parent is waiting for a community agency’s referral. The Developmental Support Plan (DSP) is written in the voice of the child that outlines specific ways in which primary caregivers and program staff can support the child in reaching their developmental goals.

We are very grateful to community partners, highlighted on page 38-39 who continue to assist us and support our young families. Our Child Development Program is stronger because of these effective partnerships.



Educator Mandy and the children enjoying the well-being benefits of our natural outdoor spaces

## Parent Engagement

The Child Development Program continues to utilize the virtual documentation tool called “Storypark”. This online software allows staff to post picture stories 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, friends and Educators to view them as well.

This year our Child Development Team implemented a new initiative to further document and highlight the childrens’ experiences using a Living Learning Wall. This fluid documentation is a place to share photos and stories to display the children’s strengths, experiences, interests and growth with our families and community.



Declan building strong foundations with tummy time



Vanaia exercising her developing gross motor skills



## Continuous Professional Development

Continuous professional development allows our staff to remain up-to-date with best practices and current research in areas such as curriculum and pedagogy, early childhood mental health, risk factors for parents and their children, as well as current and relevant parenting strategies. Our Educators also independently register for training that pertains to their personal learning goals.

This year our Child Development Team participated in the Professional Learning Pilot, a new opportunity as part of a Child Care and Early Years Workforce Program for Ottawa. The Professional Learning Pilot was an innovative sector-wide professional learning and mentorship opportunity for the child care and early years workforce for 2022-23. Professional learning and mentoring focus on four priority areas: Anti-racism and inclusive practices, incorporating Indigenous perspectives and pedagogies, mental health and well-being for children, families, and staff and supporting children with special needs through inclusive approaches



Educator Christine and Darren building connections

Thanks to this pilot on March 17<sup>th</sup>, the entire Child Development Team participated in their first ever full day of professional learning as a team. Educators and program staff engaged together to learn and focus on leadership and capacity building.

## Infant Mental Health Promotion

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

- work collaboratively with children, parents, and community partners to prevent developmental problems;
- intervene early when children are identified as being at risk;
- encourage a sense of security, safety, and the ability to establish and maintain satisfying and healthy relationships;
- support a child's learning and development;
- 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.



Educator Coreena and Elly engaging and belonging

A child's development in the early years is crucial; this is a period of time where the relationships children form build the foundation for their perception of their self-worth and abilities, as well as that of their caregivers and of the world around them. We believe that parent education is vital, and that when parents are armed with information regarding their child's development in regards to their social-emotional and cognitive needs, they are better prepared to understand how best to respond to their child. Our team of educators participate in training provided by Infant and Early Mental Health Promotion (SickKids) as well as the opportunities provided by Practice Change Champions and the Ottawa Child and Youth Initiative.

Six of our RECE's are trained in the facilitation of the Make the Connection (MTC 0-1 and MTC 1-2) parenting program which is meant to increase the parents' awareness of their





Anaël patting a baby to sleep

baby's attachment system and empower them to become more confident in their parenting role. This program is offered in both the Fall / Winter and Spring school semesters. By targeting our interventions early, and directly working within the parent-child dyad, we are providing the most effective form of infant mental health prevention and intervention.

## Conclusion

This year Youville Centre successfully enrolled in the Canada Wide Early Learning and Child Care (CWELCC) agreement with the City of Ottawa and Province of Ontario. This national child care plan supports quality, accessibility, affordability and inclusivity in licensed child care.

The goals are to create more affordable, quality licensed child care spaces; support the early childhood workforce through enhanced compensation, training, and professional learning opportunities; and improve accessibility by addressing barriers to providing inclusive and flexible child care. This will be a transformative period in the history of licensed child care. This year eligible families have been able to receive a partial reduction of fees of up to 52.75% and will continue to experience further reductions. This has been much needed, welcome respite for families faced with rising costs and increasing financial demands.

Our Child Development Program continues to strive to support our young families and

provide a quality early learning and care environment. As we continue to learn to live with the pandemic and its impacts, we face new events and challenges such as this winter's burst pipe and related water damage, which included our Lilac Toddlers having to temporarily relocate, but also the continued challenges faced by our current large scale roof and HVAC replacement. The educators and support staff ensure that the programs creatively operate without interruption and with the children's health, safety and development as a top priority. We will continue to advocate for the ongoing support and resources to ensure we continue to prioritize the needs of our most vulnerable populations, two generations at a time.

### The Four Foundations of

## How Does Learning Happen?

How Does Learning Happen? is organized around four foundations. These foundations, or ways of being, support children's potentials and provide a view of what they should experience each and every day.

- **Belonging** is a child's sense of connectedness and value in their relationships with others and the world around them.
- **Well-Being** refers to a child's physical and mental health, and wellness. With a healthy body inside and out, children can learn self-help skills, practice self-regulation, and develop a sense of self.
- **Engagement** means a child is involved and focused in what they do, and is driven by their natural curiosity. Through this type of play, a child can learn problem-solving skills, and creative and flexible thinking.
- **Expression** is when a child immerses themselves in a language-rich environment. Expression includes body language, words, and the use of materials to develop communication skills.



Ensuring our programs center around these four foundations provides early childhood educators with a comprehensive approach to support children's growth and learning. (Government of Ontario, 2014, p.6-8)

<http://www.edu.gov.on.ca/childcare/howdoeslearninghappen.pdf>



## About the Ujima Project



**Building strong young families**

The Ontario Association of Young Parent Agencies (OAYPA) was awarded a grant of \$5.5 million over three years from an anonymous funder to establish Early Childhood Development Hubs throughout Ontario. Abiona Centre (formerly known as Massey Centre) serves as the Project Trustee.

This project will improve early outcomes for babies born to at-risk families across the province by supporting the early development needs of underserved, vulnerable children of adolescent mothers by creating Early Childhood Development Hubs across the province.

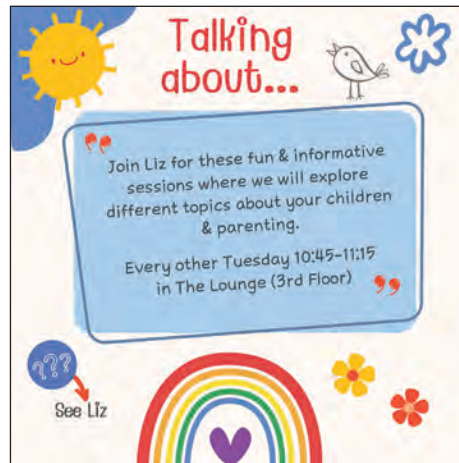
These hubs will offer essential components of early literacy, speech and language services, service navigation, and optimal infant, early childhood and family mental health under one roof. 1000 children and 900 young mothers will benefit each year from this project. The agencies hosting Early Childhood Development hubs are:

- Fresh Start Support Services
- La Maison Ste Marie/St. Mary's Home
- Abiona Centre for Infant and Early Mental Health
- Camino Wellbeing and Mental Health
- Regina's Place, Jeanne Scott Parent & Child

Resource Centre, Good Shepherd Youth Services

- Rosalie Hall
- Rose Young Parent Division Durham Catholic Family Services
- Rose of Sharon Services for Young Mothers
- Youville Centre

This project is also supported by the Young Families Program at SickKids Hospital. This team will offer resources and support to all of our hubs including a Pediatrician, Nurse Practitioner, and Social Worker. Families with complex cases will be connected with additional SickKids services including telepsychiatry.



The project also received funding to work with Infant and Early Mental Health Promotion (IEMHP) on this project. IEMHP will lead the training and evaluation of this project over the next three years. Youville Centre is proud to have been selected to

host an Early Childhood Development Hub and hosts two positions to work alongside our programs; a Family Navigator and Early Literacy Specialist, since January 2022.

### Family Navigator

The Family Navigator is a key contact for young parents and their children seeking resources to help them live independently in the community, or exploring kinship or co-parenting options. Young parents and their infants are partnered with the Family Navigator, who will engage in a collaborative approach to determine the range of young parents and infant/children service needs and their readiness to access treatment/care. The Family Navigator facilitates access to timely care, utilizing detailed and extensive knowledge of mental health, infant and early childhood attachment and is a "bridge" between the family and services for young parents offered by community agencies.

The Family Navigator assists in removing barriers for young parents by building and fostering relationships within the Ottawa area. The Family Navigator is developing a database of resources that include the following, but not limited to:

- Marginalized Families
- Racialized Families
- LGBTQ2S+ Families
- Infant and Early Childhood Mental Health
- Medical/Mental Health Supports and Addictions Services
- Housing
- Community Support Services



Early Literacy Specialist Liz exploring strategies with clients for sharing books with their children

- Cultural Diversity, Newcomer Programs
- Low-Income Support
- Employment
- Education
- Counselling

## Early Literacy Specialist

The Early Literacy Specialist supports early literacy and numeracy programming for young mothers and their children 0-6 years old. The Early Literacy Specialist provides individual and group interventions, workshops or consultations to young parents, caregivers as well as internal Youville Centre programs. Working in a team approach, the Early Literacy Specialist collaborates with other service providers at Youville Centre to provide comprehensive support to young parents and their children.

The Early Literacy Specialist identifies language and communication, social-

emotional and other child development issues and strengths through early and routine developmental screening using the Ages and Stages Questionnaires (ASQ). From this screening, the Early Literacy Specialist, in collaboration with the parents and child development program educators, develops individualized developmental service plans for children with identified issues. Strategies and resources for use at home and childcare are provided to support optimal development, referrals to speech and language services, relevant healthcare providers and other developmental early intervention supports may also be made..

Underpinning this, is a solid foundation and understanding of infant, early childhood and adolescent mental health, integrating the importance of a non-judgmental, youth-focused, trauma-informed approach and working closely with health care leaders and other relevant partners to determine gaps in existing models of care.

In the past year, the Early Literacy Specialist participated in individual and group activities with the Youville Centre clients. The bi-weekly "Talking About" sessions which were popular with the young parents. Session topics included Creating Routines for Love and Learning; Raising Happy Eaters as well as several make-and -take sessions. Make-and-take sessions incorporated hands-on activities such as making materials to support favorite books such as The Very Hungry Caterpillar and Brown Bear, Brown Bear. During individual meetings, the Early Literacy Specialist worked with parents to support all aspects of students' experiences as parents, with a particular emphasis on relationship building and child development. With each session, whether individual or group, new board books were given to participants.

In collaboration with Rural Family Connections, the Early Literacy Specialist offered the Chat Room Playgroup program at their EarlyON site in Metcalfe. The program is a 6-week parent and child program focusing on supporting early language development and parent engagement. A virtual version of the Chat Room Playgroup program was also offered in partnership with Mothercraft Ottawa. The program was well received and because of interest, the 4-week program was offered twice this spring.

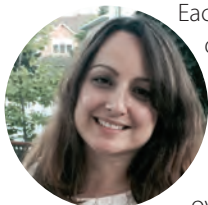
With the support and resources provided by the Early Literacy Specialist, the Child Development Team was able to continue on their journey of professional growth in child development. The Early Literacy Specialist also played an invaluable role in supporting families through external referrals and transitioning to alternate early learning programs.



## About Academic Programming

### M.F. MCHUGH EDUCATION CENTRE

#### Principal's Message



Each of our students have developed their own success stories with their learning. This year we had twenty seven students and over 200 course credits accumulated. Our students have a lot of reasons to celebrate. The love, support, encouragement and commitment provided to these amazing students that has allowed them to be where they are today. Despite facing the constant challenges over the past few years, Youville

is not just a place for learning for them, but as a place of safety and security. It is a place of connection.

Our students experienced different learning opportunities that provided them with goals to continue their education to the next level. The various field trip opportunities connected them directly to a number of educational courses that prepare them for the transition to post-secondary education.

Our staff have taken the learning outside of the four walls of the classroom through everyday skills, such as organization, time management, effective virtual communication and self-efficacy, through

cross-curricular programming. We also embraced STEAM opportunities with our students benefiting from an authentic review of foundational concepts missed or not retained due to pandemic-related learning disruptions.

M.F. McHugh Education Centre is grateful for the continued opportunity to work collaboratively with the Youville Intensive Support Program (ITSP), Child Development Program (CDP), administration and volunteers who ensure our students develop the tools, resources and support to access school and empower them for their future.

**Margarita Zirollo, Principal**

## ABOUT the M.F. MCHUGH EDUCATION CENTRE at YOUVILLE CENTRE

Our school provides English-language educational programming for students in the Ottawa-Carleton region who attend government-approved education and community partnership programs such as Youville.

Youville's young women achieve Grade 9-12 compulsory credits in English, Math, Science, Social Sciences, Geography and History, Careers and Phys Ed. Students select and complete elective courses from a broad range of disciplines including the Arts, Social Sciences, First Nations, Métis and Inuit Studies. Our Technology credits in Green Industries, Hairstyling and Esthetics also offer hands-on, career pathway preparation.

Learning at McHugh is personalized according to students' lived experience

and strengths. All students collaborate with their teachers to build their Individual Education Plan which ensures instruction, the learning environment and assessment are differentiated to their unique learning profile. In addition to academic activities, learning skills are explicitly and carefully fostered. Each student identifies goals (such as self-advocacy and time management) and creates a year-long plan to develop skills and practice tangible strategies while benefiting from feedback and modeling from their teachers.

McHugh Education Centre recognizes the challenges of balancing parenting and school. Students who attend our school work with teachers who employ a considerable 'tool kit' for student success

to recover credits and/or accelerate credit attainment.



McHugh Teachers pictured on Halloween 2022



Client Madjem (centre) pictured with St Nick teacher Heather (left) and McHugh teacher Kaethe (right) holding her son JJ, after presenting an Education Partner update at the May Board meeting

Teachers are able to assess and recognize students' prior school and life experiences in the awarding of credits through a Prior Learning Assessment and Recognition process.

Blended courses by combining expectations from two interdisciplinary courses into one cohesive "2 for 1" course experience.

Our teachers have a broad range of curriculum knowledge and are able to assess for credit many of the rich and authentic therapeutic learning experiences provided by Youville Centre (e.g. counseling, life skills and leadership.) Real-life experts-in-the-field, community members and guest speakers share their industry knowledge and technical skills with our classrooms. Youville's partnership with iSisters is one example of these enriched opportunities that connect our students to real-world learning.

Post-secondary planning is highly supported. Each classroom teacher acts as a personal Guidance Counsellor to support transitions to the world of work, entrepreneurship, apprenticeship, college, university or the St. Nicholas Adult HS classroom. We facilitate

attendance at MAKE THE CUT, Carleton University and Algonquin College's transition program. Our students have the opportunity to participate in the Dual Credit Program offered by Algonquin College. Dual Credit students learn and achieve simultaneous high school and college credits. They experience the demands of a college course, and can even get a jumpstart on their college program while in their supported environment at Youville.

As we move past pandemic times, we look forward to a bright 2023-2024 and the expansion of hands on learning, especially a Culinary Arts course and the return of our co-developed Lifestyle Courses which support students' mental health, parenting and life skills needs and are delivered in partnership with our dynamic Youville ITSP and CDP colleagues.

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*"Every mother I've met here has a story that is wildly different from mine, but there are parts we all have in common. We are young mothers in a world not made for us, we fight hard for our lives, our children, and our high school diplomas. About 50% of teen mothers do not graduate from high school. But what I see right now is a room full of beautiful women who demanded more for themselves and for their children. We have also been lifted up here to achieve that. Teachers who worked with us, supported us, and never thought for a second that we were any less capable because of our position. Teachers whose lessons extend beyond the classroom."*

*Cat, 2023 Spirit of Youville,  
excerpt from June graduation speech*

**ST. NICHOLAS ADULT HIGH SCHOOL PROGRAM****Principal's Message**

I am thrilled to once again be a part of Youville Centre's Annual Report for 2022-23. As we reflect on the past year, which was a little more normal in terms of the past pandemic challenges of previous years, it is my privilege to be a part of the milestones, challenges, and triumphs that have shaped our journey with Youville Centre.

First and foremost, I extend my deep gratitude to the entire Youville Centre family...the dedicated staff, tireless volunteers, supportive partners and, most importantly, the resilient and special young mothers and children who make up our caring community.

The Ottawa Catholic School Board's spiritual theme of *Gratitude Rooted in Joy, Fills Us with Hope* underscores our strong ties to Youville Centre, in that we are grateful for this partnership, giving hope to Youville's young women in the present who may have felt discouraged in the past. Providing an empowering environment at Youville for students to continue their education while receiving support for themselves and their children is an underscored goal of the utmost importance to the OCSB. Our teacher leaders strengthen and enhance this goal by providing both instruction and support in a variety of high school courses, assisting students in their acquisition of a high school diploma which opens so many doors and paves numerous pathways.

Our connection to Youville Centre allows us to fulfill one of our Board's strategic commitments of Be Community, while increasing the level of a first-class education for all learners, satisfying a second commitment of Be Innovative. As we look ahead to the future, we will continue to fulfill our community needs and we remain deeply committed to ensure that Youville Centre continues to represent hope, achievement, and joy for young families. On behalf of the students, faculty, staff, and administration at St. Nicholas Adult High School, thank you for your continued collaboration, support, commitment, and partnership overall.

**Don Murphy**  
**Principal,**  
**St. Nicholas Adult High School**

**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 on their 21<sup>st</sup> birthday. Students in the St. Nicholas program are between the ages of 21 and 25.

St. Nicholas Adult High School provides flexible, teacher-supported, virtual high school credit courses for adults (18+) living in Ontario. All courses are online and students access course content and assignments through a Learning Management System called Brightspace (by Desire to Learn/D2L). In addition to e-learning technology, St. Nicholas students

are also encouraged to learn and master Google Apps for Education.

St. Nicholas students enrolling at Youville Centre meet with their teacher and, in consultation with an Intake and Assessment Officer and Guidance Counsellor, they select their first course. This selection process repeats as the student begins each subsequent course. Students continue to confer with an Intake and Assessment Officer and/or Guidance Counsellor to plan their specific pathway to obtain a high school diploma. Students who are eligible to complete Prior Learning Assessment and Recognition (PLAR) or Mature Student Evaluations are referred to the PLAR Assessor. Where applicable, the

St. Nicholas teacher refers to the student's IEP to identify any accommodations, program modifications, and/or alternative programs as well as specific instructional and assessment strategies that have been recommended in the past. St. Nicholas 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.



## Summer School 2023

Once again this year, through a partnership with the Ottawa Catholic School Board Youville Centre was provided with two teachers who delivered in-person summer school courses during the month of July.

This year, students were able to select one academic course based on their educational pathway, which moved them one step closer to earning their high school diploma (OSSD). The courses offered this year were: Art (photography, filmmaking, and visual art), Creative Writing & English, and History & Indigenous Studies.

In addition to our academic programming, clients were offered regular self-care activities such as coloring, nail care, doodles, and painting. Clients were given the opportunity to connect with their peers and the treatment/academic team through the weekly Terrific Tuesday Events, spirit days, Bingo games, and friendly Kahoot and Jeopardy challenges. A fun field trip was taken to the National Art Gallery, and as a celebration to end summer school, a picnic and movie day took place, indoors due to inclement weather.

During the summer programming, a special Art Day took place, thanks to funding from a SHINE Youth Led Arts microgrant (Crime Prevention Ottawa); the project theme is Anti-racism and clients designed and painted two adirondack chairs and two benches.

During summer school, clients were able to access YouStore for personal care items, SWAP (clothing items for them and their children), weekly Food Bank, along with ongoing support from the Intensive Treatment Support Program team.



Client Art from Summer School 2023



2023 Summer School SHINE Art Day Chair 1



2023 Summer School SHINE Art Day Chair 2



2023 Summer School SHINE Art Day Benches

## utilizing strengths and achieving goals

### Youville Centre Alumnae

Over the past 38 years, Youville Centre has served over 1,500 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 while enjoying their success as parents, and becoming committed employees and active members in the community. We are grateful to alumnae who return to Youville and share their personal perspectives with our current moms, inspiring them to stay focused on their goals despite challenges they may face. Some of our former graduates have also made in-kind and financial donations to help the young moms attending Youville Centre today in gratitude for the support that they received from Youville.



Executive Director Pete attending a Women's Business Network event pictured with Alumna Jennifer

### The Alumnae/ Transition Program

The Alumnae/Transitions Program supports alumnae with the difficulty of transitioning from Youville Centre into the world of work, post secondary education or other programs. The main goal is to help clients in accessing community resources that are similar to the Youville Centre resources. The program is also designed to work closely with ITSP Case Coordinators who co-create Transition Plans with current clients. This program is accessible to Youville graduates from the past two years. The Alumnae Case Coordinator works with clients to best meet their evolving needs by offering participants one-on-one appointments to support clients with a variety of needs including, but not limited to: housing, budgeting, academic/career path planning, and resume building. All clients in the program are invited to attend alumnae events.

Feedback from client surveys indicated that mental health support remained a crucial gap in services, and that clients required ongoing support to transition to community counselling. Funding was sought and in the Fall of 2022, this aspect of the program resumed.

Other feedback from client surveys indicated that they would like to resume

Alumnae Café on site. The transition from being onsite regularly to no longer being onsite has affected the clients and they would like a slower hand off to the community. A few events happened in the fall of 2022 and activities and ideas are being considered to be implemented again in September 2023.

### Staying in Touch

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

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

Twitter: @YouvilleCentre

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](mailto:communications@youvillecentre.org).

*"There is no way I would be where I am today without having attended Youville during that difficult time in my life. The support offered and services that they brought into the centre was life changing for me. And I know it was life changing for a lot of the other moms also."*

*Taralyn, Class of 2004*

## utilizing strengths and achieving goals

### Lindsay's Story

*Lindsay, a 2012 graduate, shared her story and words of inspiration for the Graduating Class of 2023 as our Alumnae Guest Speaker. Here is what she had to say:*

"I'm here today because I'm your biggest cheerleader.

I remember being in your shoes and I'm here to say: I believe in you, you're capable and no matter what happens, that's always going to be true.

I remember my own Grad, I felt a mix of emotions. I was nervous to be out on my own, scared of the unexpected but excited for a beautiful future with my son!

I enrolled in College, Police Foundations at Algonquin. My motivation for that choice was to help youth at risk, like me. I had endured unfortunate events that could have been my excuse for going down a very dark path, a path my sister took who

has been missing for many years.. Her name is Melinda, I love her so much and dedicate my speech today to her. She was one of my biggest supports and the best auntie, before her life took a different turn. Somehow, our stories diverged, and I broke away from that realm.

I am passionate about helping at-risk youth, thus I embarked on my journey to get a college degree. Midway through college there was a moment that changed my life, I discovered self-compassion. I had a prof whom I admire the most; she seems to me she has it all. When I came to her office one day in tears, questioning why I didn't have it all like her. She took a moment and told me about all the support she has around her. She had a full time nanny, woah. I never had realized that nannies were real. It seemed like a fairytale to me. It made me realize that I am doing the best that I can. It was when I recognized that I was being too hard on myself. Self-compassion helped be more

kind and generous to myself. It helped me navigate my way through life and, most importantly, through college.

I have a beautiful 13-year-old high schooler who is lucky enough to have his biggest advocate as a mom. He has autism and the system has been so difficult to navigate but I've done it all for him and that's in large part because of Youville.

Youville's child care and ITSP first pointed out to me that some of his behaviors were signs of autism. I never forgot the day my ITSP worker drove me to the crossroad to support me and my child. Before my son's diagnosis, Youville helped me learn about coping strategies and gave me resources.

Being at Youville allowed me to breastfeed him throughout the day for two years. I took three buses to and from Youville, even during blizzards. I attended class at Youville with better attendance than any of my other previous schools. It was my safe place, my belonging place. The beauty of Youville was that I didn't have to choose one over the other. That all changed here. A new chance at life, really.

Youville taught me that my son is the reason to go to school, not an excuse to drop out. Even people around me didn't believe that I would graduate. Have you ever walked onto a bus and received disapproving stares from strangers? Those strangers were probably adults, well, in my case, they were. Danielle Ford, a new friend I came across online while preparing for this speech, said it best in her recent Ted Talk about her own experience with teen pregnancy, to quote

### Did you know?

Alumnae clients 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, which 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. Alumnae are encouraged to consult our website for more information about applying for bursaries.

*Our 2023 Alumnae and Second Generation Bursary recipients are featured on our website at <https://www.youvillecentre.org/our-impact/alumnae-bursaries/>*



## utilizing strengths and achieving goals

her, "600,000 teenagers have a baby each year in the USA. We spend so much time, energy and money teaching abstinence and protection, but teenage pregnancies still happen. Then what? We just give up on these girls? Instead of viewing a young mom as a complete failure, let's view her as a young woman who is dealing with school, friends, family, hormones and now she's raising a baby. This is the time where she can either give up or push through."

You're here today because you pushed through and I'm so honored to be here for your celebration. Mistakes are ok. You will make MANY. It is your chance to show the world that YOU are capable. To show yourself that you can rise above the narrative that teen moms give-up and instead, we push through rather than accept the stigma that society has placed on us.

That said, you may wonder, where am I now, what have I done since graduating myself from Youville about a decade ago. I'm always a work in progress. I've worked hard, sometimes at employment but right now I am working hard at being a mother because that is where my most important duty lies. I know in my heart that employment is not the only measure of success or the only way to contribute positively to society. I've completed college, won award bursaries and hold a diploma in Police Foundations and another in Advanced Financial Services. I've worked at busy casinos and volunteered at Ottawa's biggest homeless shelter. But as it stands, right now caring for my son, it's an around-the-clock job as he has some challenges that need my full attention. My


career ambitions, like many moms, are on the back burner until later and that is not only okay, but worth celebrating as a success. It's a relentless job that only a parent's love can give strength to.

My son is incredible, despite his struggles, he is persevering, and he mirrors believing in me just as I believe in him. Together, I really feel we can conquer anything.


I just had a huge success in family court and was awarded full custody of my son. The mama-bear instinct in me has never been so fierce. As I took in this win, I looked around and wondered what was next? What shall I

do now that every ounce of energy I have isn't focused on protecting my son. There was only one thing to do, I picked up the phone and dialed the number for Youville. My place of belonging. On the phone it came rushing back, all the acceptance and beauty that I recalled from about a decade ago. So while I'm here celebrating you, I hope you have a moment to celebrate with me too. All of us have a new beginning today, a chance to look at our futures and map them out exactly as we like.

I have dreams, as do you. Here's to us ladies, it's us against the world and we got this "cheers!" And Remember SELF- COMPASSION!



**YOUVILLE CENTRE  
ALUMNAE BURSARY  
RECIPIENT  
2023**



**WOMEN'S COMMUNITY  
OF BODY BUILDING  
AWARD**

Esther Shashire  
Class of 2018

Pictured with Donor Christine Harrison

## It Takes a Village

### Youville Centre's Medical Clinic

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.

Bi-weekly at Youville Centre Dr. Megan Harrison, an adolescent pediatrician and Debbie Turner a pediatric nurse from CHEO offer a medical clinic with the following goals in mind:

- To provide primary medical care in a stress-free, trauma-informed and comfortable environment for both Youville moms and their children;
- To create a trusting relationship with the clients 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 medical provider and to have appropriate follow-up for concerns;
- To 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, The Ottawa General Hospital and other external medical service providers if required.



Dr Megan Harrison and Nurse Debbie Turner pictured with a client in the Medical Office

### Mentorship Program

The Youville Centre Mentorship Program typically has two components:

1. one-to-one mentoring and,
2. monthly Lunch and Learn speakers series

The one-to-one mentoring is offered to interested Youville Centre clients who are ready for a mentor/mentee relationship. Once a month, or more frequently if possible, mentors and mentees enjoy meeting for lunch offsite. Mentees enjoy building relationships and receiving encouragement from their mentors.

**Since the pandemic our one-to-one mentor/mentee program has not resumed, and this program is currently being re-assessed to better suit the needs of the clients.**



OCA - Women in Construction & Stratford Group Donation Photo at Nov. Lunch and Learn, left to right -Megan, Vicki, Tracy, Kaitlyn, Stephanie, client Shaylene

Our successful monthly Lunch and Learn speakers series took place with support from Famous5 Ottawa and TD Bank. Women from the community are chosen to speak to our young moms about careers while they enjoy a delicious lunch. The stories of inspiration and encouragement help our clients to consider a wide array of pathways and ideas as they plan their future career paths.

*If you are interested in this program, please contact us at: [programs@youvillecentre.org](mailto:programs@youvillecentre.org).*

## 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 moms and their children, in a typical year. Prior to the pandemic, our volunteers worked with us regularly in many areas and programs in the centre. During the pandemic our onsite volunteer program was placed on hold due to COVID restrictions; we have resumed a reduced amount of volunteers in limited capacity.



Daffodil Volunteer Yolande

## THANK YOU!

### YOUVILLE CENTRE VOLUNTEERS!







Pictured: Chris & Lynn, two of our amazing SWAP shop volunteers!

*"I am always so happy to come into Youville, hoping I can provide some comfort, cuddles, and smiles to the babies and toddlers. I also get a lot because I can support the staff whether it's helping a baby eat or sleep or doing the laundry. I am grateful that I can help the wonderful staff. Thank you for the opportunity to be a part of this wonderful organization!"*

*Yolande, volunteer*



# It Takes a Village

## Volunteer Acknowledgements

In addition to our volunteer Board of Directors; who actively remained in their supportive/governance roles during the pandemic, Youville Centre would like to recognize the following outstanding volunteers who, through their gift of time and talent, contributed to our success over the last year in the limited volunteer opportunities that we have resumed:

### SWAP:

- Lynn Page
- Christine Caletti
- Elizabeth Emond
- Esther Shashire

### Child Development Program:

- Yolande Cremer
- Agathe Houle
- Evelyn Stevens



Youville Angel Brenda and her team delivering Christmas boxes for all moms and babies



Staff Areli and Bethany pictured with a donation of items from the Recollective

### Photography:

- Tia MacPherson (Graduation 2023 & Front Cover Photographer)
- Mark Fairbairn (Christmas Photos)

### In-Kind Donation Procurement:

- Youville Centre Angel: Gavin Thompson (Boom! Savings! Charity Shopping Club)
- The Recollective (Carla & Kelly)



Giving Grammas Dropping off a donation of Easter treats for babies and moms on April 6

## 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 and are able to access items they may require for themselves and their children, such as clothing, shoes, accessories, small household items, books and much more. Our YouStore hosts brand new donations of clothing, toys, hygiene products, and household items. YouStore is available to all students after their bi-weekly check-ins with Case Coordinators, or Therapists, and on an emergency or as-needed basis. During the Christmas season, the YouStore expands to help our young moms to provide a special Christmas for their children.

Since the pandemic halted donations, we have been considering offers on a case by case basis and accepting items of need only and scheduling drop offs. This change has really helped us to stay organized. Thank you for your patience as we balance storage logistics with our current clients' needs. We will update our website regularly with our current needs.

## Youville Centre Angels 2023

Since its inception at our 25<sup>th</sup> Anniversary Celebration, Youville Centre has continued the tradition of honouring special partners, donors and volunteers with a "Youville Angel" Award. This award is given to individuals who provide unwavering support to our young moms and their children, and who through their advocacy, have furthered our mission and vision for Youville Centre.

Our Angel Awards are presented to people who have touched our hearts. Although we have celebrated 38 Angels in our history, each and every Angel has made life better for our moms and their children in a very special way. This year's recipients are no exception, and later in the fall we will be holding a special celebration to honour the recipients. Stay tuned for an announcement in the fall of 2023.



Santa Gavin (Youville Angel) and a client's baby at the Christmas Luncheon

## Angel Awards 2012 to now

### 25<sup>th</sup> Anniversary Celebration 2012

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 2017

Leanne Cusack  
Deb Robinson  
Cindy Simpson  
Megan Wallace

### AGM 2020

Geoff Burridge  
Barbara Crook  
Shelagh Jane Woods

### Graduation 2015

Dwayne Brown  
Jonathan Crosier  
Dr. Sarah Oliver

### Graduation 2018

Patrick Blanc  
Elizabeth Emond  
Gavin Thompson

### Graduation 2020

Chris Caletti  
Monica Goodhue  
Diny McMahon

### Graduation 2016

Linda Daily  
Shannon Gorman  
Michelle Valberg

### Graduation 2019

Linda Milton Perreault  
Zybina Richards

### Graduation 2021

Mathieu Fleury  
Kelly Rasmussen

### AGM 2016

Jay Sanko

### Graduation 2022

Brenda Thomas  
Margie Sunstrum  
Debbie Bigras

# It Takes a Village

## Community Partnerships

It is important to us at Youville Centre to work together with other community organizations to best serve our young mothers and their children. Whether we refer our 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
- Herzing 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)
- Clothespin
- Distress Centre Ottawa and Region
- Dress for Success
- Family Law Information Centre (FLIC)
- First Words Preschool Speech & Language Program of Ottawa
- Furniture Bank
- Helping with Furniture
- Hopewell
- Housing Help
- Inuuqatigiit Centre for Children, Youth and Families
- Legal Aid Ontario
- Minwaashin Lodge
- OCISO
- OC Transpo
- Operation Come Home
- Odawa Native Friendship Centre
- Ontario Works
- Parent Resource Centre (PRC)
- Pinecrest Queensway Community Health Centre
- Planned Parenthood Ottawa

### Client Resources

- 1Click1Call
- Caring and Sharing Exchange
- Causeway
- Children's Aid Society (CAS)
- Children's Hospital of Eastern Ontario (CHEO)
- Children's Inclusion Support Services (CISS)
- Children's Treatment Centre (CTC)
- Seats for Kids - Transport Canada
- Sexual Assault Support Centre
- Sexual Health Clinic
- Shelter Movers
- The Ottawa Food Bank/Food Bank Canada
- The Sharing and Caring Exchange
- The Snowsuit Fund of Ottawa
- The Social Housing Registry
- Toy Mountain
- Upstream Ottawa Mental Health Community Support
- Vanier Community Service Centre
- Victim Crisis Unit
- Victim Services Ottawa
- Victim Witness Assistance Program
- Wabano Centre for Aboriginal Health
- Youth Services Bureau (YSB)
- YouTurn



Youville staff Brittany, Elaine and Arianne attending community partner Causeway's meet and greet on Oct 4, 2022





MPP Lucille Collard pictured with Youville staff Pete and Karen, and Board VP Andre Potvin (right) during a visit to the Centre in April



MP Honourable Mona Fortier addressing the Class of 2023 at Graduation



City of Ottawa Councillor Stephanie Plante visiting the Daffodil Room during a building tour of the Centre in April



OCDSB Director of Education Camille Williams-Taylor and Associate Director Brett Reynolds in the Lilac Room, during a tour of the Centre in October

## Community and Treatment 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)
- Ontario Centre of Excellence
- Centre D'Appui et de Prévention (Le CAP)
- Child and Youth Mental Health Network (CYMHN)
- Children's Mental Health Ontario (CMHO)
- City of Ottawa Children's Services
- City of Ottawa Learning, Earning and Parenting Program (LEAP)

- City of Ottawa Public Health (including Healthy Babies/Healthy Children)
- Crime Prevention Ottawa
- Crossroads Children's Centre
- Dave Smith Youth Treatment Centre
- Dress for Success Ottawa
- Emily Murphy Non-Profit Housing
- Elizabeth Fry Society
- Fairy Godmother of Ottawa
- Family Services Ottawa
- Gifts In-Kind Network, Rideau-Rockcliffe Community Resource Centre
- Infant and Early Mental Health Promotion (IEMHP)
- iSisters Technology Mentoring
- Kids Comes First Ontario Health Team

- Ministry of Children, Community and Social Services (MCCSS)
- Ontario Association of Young Parent Agencies (OAYPA)
- Ontario Centre of Excellence
- Ottawa Child Care Association (OCCA)
- Ottawa Coalition to End Violence Against Women (OCTEVAW)
- Ottawa Network for Education (ONFE)
- Ottawa Youth Justice Services Network
- Ottawa Police Services (OPS)
- Pathways to Care
- Sandy Hill Community Health Centre
- Saint Paul University (Couples Counselling)

- Sexual Assault Support Centre (SASC)
- Sexual Health Clinic
- Substance Abuse Youth in Schools (SAYSAC)
- Suicide Prevention Ottawa
- St. Mary's Home
- The John Howard Society
- The Ottawa Child and Youth Initiative
- United Way East Ontario
- Vanier Community Services Centre
- Young Parent Support Network (YPSN)
- Women's Initiative for Safer Environments (WISE – Safety Audits)
- Women's Shelters
- Kids Up Front

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	\$ 2,832,409

EXPENDITURES

Early Child Development Program

		%	%
		TOTAL	PROGRAM
Salaries & Benefits	\$ 1,413,202	53%	76%
Program Support / Outreach	\$ 229,632	8%	13%
Occupancy Costs	\$ 86,188	3%	5%
Amortization & Administrative Costs	\$ 103,554	4%	6%
	\$ 1,832,576	68%	100%

Intensive Treatment Support Programs

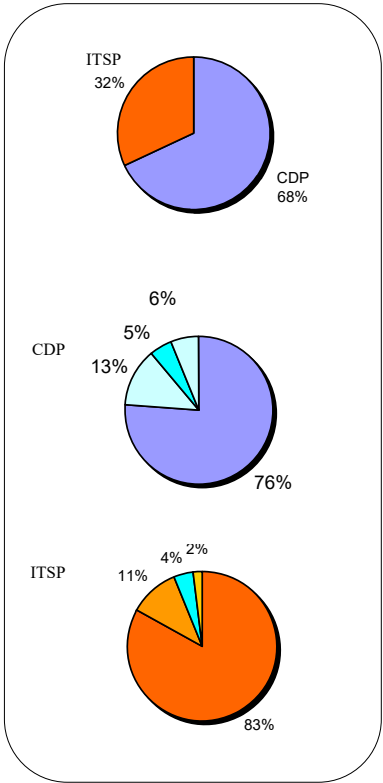
Salaries and Benefits	\$ 743,085	27%	83%
Program Support / Outreach	\$ 93,849	3%	11%
Occupancy Costs	\$ 31,535	1%	4%
Amortization & Administrative Costs	\$ 13,610	1%	2%
	\$ 882,079	32%	100%

TOTAL EXPENDITURES

\$ 2,714,655

Surplus funds are used to cover previous deficits and to enhance future programs such as the recent expansion of childcare spaces. Youville undertook a roof/HVAC replacement in 2023.

\*\*\* For detailed actual financial results please see the audited financial statements.



## 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 2023 fiscal year, ending March 31, 2023.

### 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

The Ministry of Infrastructure, Government of Canada

### Foundations, Grants, and Corporate Donors

Apple

Association of Financial Professionals Ottawa

Baskets & Blooms For You Inc.

Bell Let's Talk Community Fund

Best Buy Canada

Bottomline Technologies

Brighter Futures for Children of Young/Single Parents

Bronzed by B

Canada Galaxy Pageants

Canadian Museum of Nature

Canadian Women's Foundation

Ciena

Community Foundation of Ottawa

Congregation of Notre Dame Visitation Prov. Centre

Danbe Foundation

Dominion Chalmers United Church

Dominion Chalmers United Church Women

Eastern Ont. & Western Que. Christmas Cheer Foundation

Ericsson Community

Famous 5 Ottawa

Felicis Holdings Inc.

Filles D'isabelle

Godspeed Communications

Grey Sisters of the Immaculate Conception

Hammer & Associates Inc., Brokerage

Harmil Group

Hazeldean Dental Group

Hope & Aspire Fund

IBM Employees' Charitable Fund

Immaculate Heart of Mary Catholic Women's League

IODE Memorial Silver Cross Chapter

IODE Walter Baker Chapter

Kelly Family Foundation

Kiwanis Club of Nepean

Kiwanis Club of Rideau

Knights of Columbus - St. John the Apostle #10470

Knights of Columbus Council #5558

Knights of Columbus Council 16005

Knights of Columbus, Divine Infant Council #7873

Knights of Columbus, Holy Redeemer Council #9544

Knights of Columbus-Canon John Burke Council #6217

Love Your Body Fitness

M.F. McHugh Education Centre

Manotick Tree Movers Inc.

Margaret N. Egan CA Professional Corporation

Mary Berthe Fund

My Tribute Gift

OMI St. Peters Prov. Parish (Canadian Martyrs)

Ontario Trillium Foundation

Ottawa Catholic School Board

Ottawa Physiotherapy & Sports Clinics

PCL Constructors Canada Inc.

PEO Chapter J

RBC Bank

Rotary Club of Nepean-Kanata

Rotary Club of West Ottawa

Shepherd's Fashions

Sisters of Holy Cross

St. Clare-Dwyer Hill, CWL

St. Clare Mission

St. John the Apostle Parish

St. John the Apostle Parish, CWL

St. Mary's Home/St. Mary's Outreach Centre

St. Monica Parish

TD Bank Group

Telus Friendly Futures Foundation

Telus

The George & Susan Neilson Family Foundation

The Ottawa Food Bank

The Paul Menton Centre

Thomas Neilson Holdings Ltd.

TL Brothers Renovations

United Way Centraide

Ziebarth Electrical Contractors Ltd.



# It Takes a Village

We would also like to express our sincere thanks to the many individual donors including those who supported the following events:

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

**Mother's Day Giving Campaign** – Donors

**Spring Online Auction** – Donors/Participants

**Graduation** – Bursary donors and in-kind donors

*Thank you to our Supporters:*



Gloucester High School Medlife Club with Teacher Laura dropping off collected donations



April Donation Presentation - Knights of Columbus Council 10470 representatives Michael and Fred pictured with Youville staff



Amal dropping off shoeboxes donated by the St. Elias Cathedral Antiochian Women's group

## It Takes a Village



TD Donation Drive Donor Patrick pictured with donations and ITSP Coordinator Kaitlin



Cheque presentation with Arbor Memorial Foundation representatives and staff



Cheque presentation with the Knights of Columbus Council 7873; proceeds from the 2023 Italian Dinner



PCL Construction 2022 Holiday Donation cheque presentation



Staff Karen and Diana at the Knights of Columbus Golf Tournament in May representing Youville



Cheque presentation photo with Wayne from the Knights of Columbus Council 9544; golf tournament proceeds



Cheque presentation with Youville Angel Barbara Crook, Bram and Mary from the Danbe Foundation and Youville staff



Youville Angel Gavin dropping off a donation of new in-kind items for our YouStore



*Thank you to our generous community!*



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Youville Centre

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