



**vanier**

Children's Mental Wellness

CARING. SUPPORTING. TRANSFORMING LIVES.

**2019 - 2020**

**ANNUAL  
REPORT**



# Mission, Vision, Values & Strategic Directions



## Mission

Vanier Children's Services improves the lives of infants, children, youth and their families through the provision of mental health services and supports based on clinical excellence, collaboration, partnerships, and system leadership.

## Vision

A London-Middlesex Infant, Child and Youth Mental Health System, supported by the unique contributions of Vanier Children's Services, providing timely, child-centered, family-friendly, culturally-informed, comprehensive services and programs.

## Values

Respect  
Compassion  
Inclusivity  
Collaboration & Shared Decision-Making  
Evidence-informed

## Vanier Children's Mental Wellness Strategic Directions 2017 - 2021

- Integrated, Child-centred, Family-friendly Service Delivery
  - Leads Effective Service System Transformation
- Committed to Enhancement of a Healthy Workplace

# Message from the Board Chair and Executive Director

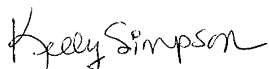
## Leading the Way in Children's Mental Health in London Middlesex

Over the past six months the lives of our children, families, and staff have been turned upside down by the COVID-19 pandemic. We are very proud of Vanier staff who demonstrated resiliency, flexibility, and dedication by providing mental health services to our children and families during this time of crisis. As this pandemic continues to spread in the community, Vanier remains committed to serving children and families struggling with mental health challenges.

2019-2020 has proven to be another successful year for Vanier Children's Mental Wellness. We increased our capacity to serve infants, children, youth, and their families. Expanded our crisis services in the community, rebranded our organization with a new focus on mental wellness, new logo and brand identity. Through donations we made significant capital improvements to the facility for children and staff to enjoy, including new flooring in each of the cottages, and completed the renovation of our gym with new basketball nets and equipment. Our work would not be possible without the support of our Board of Directors, funders, and donors.

In an effort to build an innovative culture built on quality improvement, we began to implement quality improvement training for leaders, rolled out quality improvement tools, and implemented quality improvement projects with the goal to provide the best possible care for our children and families. As a Lead Agency, Vanier is grateful for the strong and collaborative relationships we have built with our community partners. Through a collaborative process, Vanier led the development of a Multi-year Strategic Plan for the Children's Mental Health Sector in London-Middlesex in 2019-2020. We anticipate there will be challenges and opportunities in 2020 -2021. By working together, we are up for the challenge of continuing to provide exceptional care to the children and families we serve in London-Middlesex.

With Gratitude,



Kelly Simpson  
Executive Director



Jean-Marc Boisvenue  
Board Chair



## Ian's Story

Ian's early childhood saw him living in poverty and neglect as he witnessed domestic violence and substance abuse among the adults in his life. Ian struggled with foster placements which resulted in multiple breakdowns.

In January 2018, Ian arrived at Vanier. He resisted any connections with staff and acted out frequently due to fear. As time passed, Ian began to connect and was more comfortable allowing staff to support him when his feelings and emotions were too much for him to handle. He developed his own resilience, regulation, and coping skills while beginning to find joy and happiness in participating in daily activities. Ian began playing ball hockey and had a chance to show off his skills and exemplified what it was to be a team player. During his time at Vanier, his legal guardians continued to seek the perfect home for him with a view for adoption.

In the winter of 2019, two amazing women expressed interest in adopting Ian. When the pandemic hit, the world slowed down and impacted Vanier's usual ways of supporting transitions to adoption. The Cornerstone team was creative about how they could keep the process moving and Ian was introduced virtually to his new moms and the connection was instant; the sparks between the three of them were undeniable. As time progressed, they were able to begin to connect in person and further develop their bonds, a sense of new hope was beginning to unfold.

After 3 years of care at Vanier, Ian leaves for his forever home as a strong, resilient, and loved boy. He thrives on human connection and recognizes that he is so deserving of all the good things in life. On the days that are tough he knows he will get through them with trusting and caring adults by his side along with the skills, talents and wisdom within him.



# Aaron's Story

Aaron was referred to Vanier's Intensive Services Program to receive assessment and intensive treatment to address his ongoing sensory and mental health complexities in the classroom. He presented at school with anxiety and had challenges socializing with other children. His academic progress was delayed and he was bullied by his peers. Aaron is supported at home by his mother, who had tried various programs and supports to determine why her son struggled academically and socially.

The Intensive Services Team consists of child and youth counselors, child and family therapists, teachers, psychologists, and psychiatry. The team support and collaborate with children and families when they are involved in Vanier's treatment classrooms and live-in treatment programs. Aaron's inquisitive and curious nature made him gravitate towards fixating on his interests. His anxiety was driving impulsive behaviour that made it difficult to relate to others. Aaron felt that people did not like him, and he was not sure why. Aaron was diagnosed with Autism Spectrum Disorder which allowed for new treatment options that matched his neurodevelopment needs and steered him and his family towards the right services.

Vanier worked closely with Aaron and his mother to explore how his needs may look different when working with new treatment. A new perspective was beginning to unfold for this family and hope and opportunity began to shine through. Aaron began to feel better about himself, experienced less anxiety and began having positive interactions with his peers through the treatment classroom.

Both Aaron and his mom are proud of the progress they have made and the stronger relationship they have built. Aaron now enjoys school and has additional classroom supports at school while he waits for placement in an Autism Spectrum Disorder Classroom. The family is truly thankful for the skills and strategies they learned at Vanier. Aaron is on the right path for a bright future.



# Key Accomplishments

This past year was a very exciting and busy time for Vanier. We tackled several large projects including a full gym renovation, new flooring in all three cottages, we rebranded to Vanier Children's Mental Wellness with a new logo and tagline and we expanded the Crisis & Intake Team to offer mobile crisis supports.



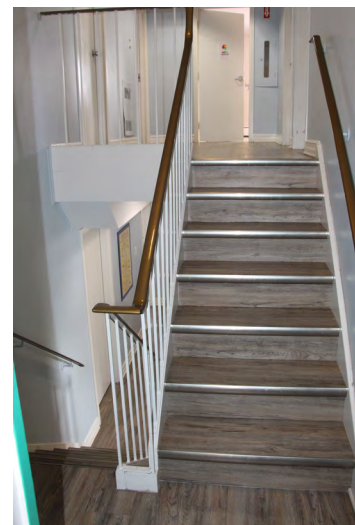
The Crisis and Intake Team is a partnership between WAYS, Craigwood, and Vanier. CIT offers crisis and brief services and completes some intake requirements for the partner agencies. CIT is a multi-agency program that seeks to reach families and service providers (medical, education and community), to support treatment for better outcomes among children and youth (up to 18).

With special thanks to [Robin Honey](#) and her design team for helping us to refresh our name and logo.



The gym renovation would not have been possible without the support of our donor - [Peace of Mind Charity](#). We are excited to have a grand opening to show off our beautiful gym.

In 2019, the CIT model was expanded to offer mobile crisis supports. The CIT team are working out of the CMHA Crisis Centre to offer immediate help for children and families who are in crisis. This crisis model has been very effective in preventing avoidable visits to the emergency department. The demand for crisis services in London-Middlesex continue to grow.



Thank you so much to the Ontario Trillium Foundation for providing Vanier with a much needed and appreciated OTF Capital Grant to replace the floors in our residences. They look amazing and we could not have done it without them.



# Emma's Story

Emma is an eight year old girl who was overwhelmed by feelings of worry, fear, and anger. She would get very angry when things did not go her way and fight with her siblings. Emma's emotions were often getting in the way of her ability to play with her friends and siblings. She became socially withdrawn and no longer expressed interest in going to the skate park where she liked to visit daily. Her mother was overwhelmed by her emotional outbursts and increased irritability. She tried her best to support Emma but nothing seemed to be working. Her mother quickly realized they needed help as they were at their breaking point. She called the Crisis and Intake Team (CIT) at Vanier Children's Mental Wellness.

The CIT team is a partnership between Vanier, Craigwood, and WAYS. They offer 24/7 supports for families who need help with managing their child's mental health concerns. The CIT team listened to Emma's mom and agreed that they should go to the CMHA Crisis Centre for immediate crisis supports.

The family arrived at the Crisis Centre and were greeted by a CMHA mental health worker and a member of the CIT team. The CMHA staff met with Emma's mom, listened to the situation, and offered support. The CIT staff met with Emma separately and provided her with the support she needed to begin managing her emotions differently. CMHA and CIT staff then met with the family together to develop a plan.

Emma's family were very thankful for the support they received. They reported that they felt confident with the plan that they co-designed. The family was very appreciative of the crisis support, and identified that without the Crisis Centre they would have gone to the emergency department. Emma's mom was confident in the clinical support and expertise provided to her by the CIT team and CMHA staff.



# Measuring Performance

Our clients are children from birth - 14 years of age and their families.

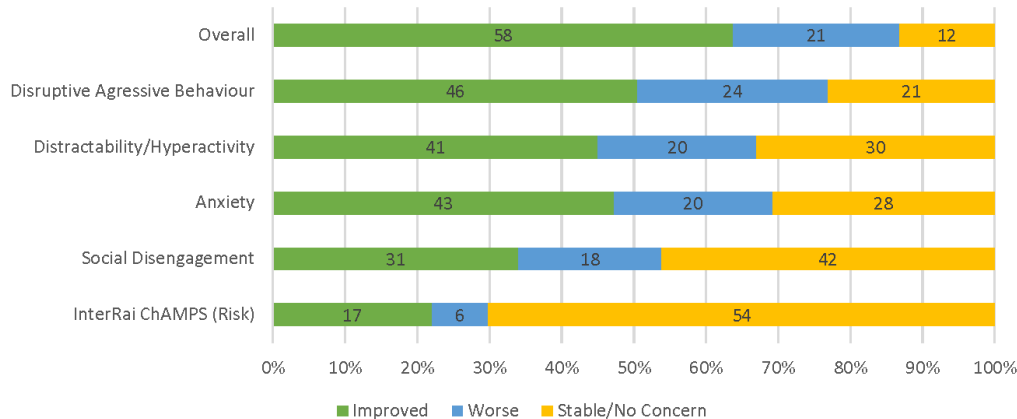
## Utilization Statistics

Clients using our services	2434
Calls to Crisis & Intake	3478
Clients in Residential Treatment	48
Talk-in Clinics- Clients	282
Talk-in Clinics- Sessions	360

## Number of Clients

2434
3478
48
282
360

## Service Outcomes



## What did we do well?

Flexible  
Understanding  
Listening  
Supportive  
Focused

*"Our worker treated us with respect and kindness. He communicated well with us and took the time to listen to us".*

## What can we do better?

Wait Times  
Longer sessions

*"Shorter wait times and more sessions than 10 to 12. My child was just getting comfortable and actively participating"*




## CLIENT SATISFACTION

Service helped child cope	77%	Client satisfaction with wait-time	69%
Service helped family get along	78%	Client felt they were treated well	96%
Family learnt new skills	85%	Clients felt they had a role in decision making	94%
Reached goals	80%	Client felt culture was respected	96%
Worked together with worker to achieve goals	91%	Client felt service well coordinated	95%
Both strengths and problems were discussed	91%	Client connected to other services needed	91%
Client felt worker focused on their needs	93%	Client would use service again/recommend	95%

## TOP PRESENTING ISSUES

Aggression, Family Issues, Anxiety, Anger Management, School Behaviour Issues, Non-compliant / Oppositional / Defiant, Relationship / Attachment Issues, Parental M.H. Problems, Incl. Anxiety & Dep., Attention Problems / Hyperactivity, Mood Swings



## Assuring Quality

### **Intensive Live-In service system navigation in the London-Middlesex and surrounding areas - Quest Quality Improvement Project Funding**

Vanier Children's Mental Wellness was selected to be part of the first cohort of ten agencies in Ontario to be part of the Ontario Centre of Excellence for Child and Youth Mental Health Quest project. Quest is a quality improvement (QI) initiative based on Lean Six Sigma. Quest teams are provided quality improvement coaching with a focus on care pathways. Vanier's project was chosen based on their potential for system-level impact. Working with the Core Services Leadership Council, this project will improve the pathways for children and youth who are seeking intensive live-in services in the London Middlesex and surrounding region through the resolution process for admission to live-in services and the transition after discharge out of live-in services.

### **Parent and Infant Relationship (PAIR) Clinic - Pillar Nonprofit Network Community Impact Award Finalist**

Vanier Children's Mental Wellness was one of ten agencies who received funding in the Centre's second Innovation Initiatives grant cycle in 2018-19. Vanier used the funding to co create and evaluate infant mental health drop-in clinics in neighbourhood-based, multi service Family Centres throughout their community. Their clinics offered single session therapy focused on the parent and infant relationship (PAIR) as well as, informal consultation services during early years drop-in groups. By integrating the clinic into existing Family Centres, Vanier was able to access families who would not normally have sought mental health services due to stigma or other barriers. As a result, they were able to provide early intervention and targeted prevention services for over 260 families who otherwise might not have received such services. At the end of the pilot, 93 percent of parents said they felt more confident in their ability to connect with their baby and 97 percent said they felt better able to give their child the emotional care needed. Family Centre staff members also said they better understood the social and emotional challenges associated with infants and parents and 96 percent felt better prepared to initiate discussions with parents when they felt concerned about a child's social or emotional needs. With the data from the pilot, Vanier was able to see the value in re-allocating funding and made the decision to continue to fund the PAIR clinic under their core services.

### **INsite Clinic – Pillar Nonprofit Network Community Collaboration Award Finalist**

In November 2010, six community partners, Anova, Craigwood, Family Service Thames Valley, WAYS, Women's Rural Resource Centre and Vanier, received multi-year funding from the London Community Foundation to "Transform the system response to mental health through cross sectoral collaboration". The goal of the project was to coordinate across sectors, funder requirements, geographies, and the life space to bridge the gap between child, youth, and adult mental health, as well as, between the intersection of violence against women and mental health. This initiative has impacted Emergency Department diversions and achieved client and community outcomes.

# Managing Risk

Vanier Children's Mental Wellness engages in risk management practices to identify risks, estimate impacts, and identify risk mitigation and communication strategies. As an agency, Vanier has a strong commitment to risk management.

## Service Delivery

- Licensing for Live-In Treatment Services – standards have been met or exceeded. Licence renewed annually
- MCYS Risk Assessment tool completed and approved annually
- On-call Manager is available 24/7 for all programs
- Crisis and Intake Team (CIT) available 24/7

## Technology

- EMHware (Client Information System) implemented, training and compliance achieved

## Health & Safety

- Certification training for all members of the Joint Health & Safety Committee
- Workplace inspections completed and follow up actions taken when necessary
- Safety inspection completed by London Police and follow up actions underway
- Training for Violence in the Workplace, including harassment, bullying, and domestic violence

## Privacy

- Annual Privacy Report submission
- Dedicated Privacy Officer



## Lead Agency

Vanier Children's Mental Wellness has served as the Lead Agency for CYMH in London Middlesex since the "Moving on Mental Health" (MOMH) initiative was launched by the provincial government in 2014. The purpose has been to increase timely access to appropriate and effective mental health services by reducing system fragmentation, increasing families' ease of connection to and navigation between parts of the system, and optimizing the allocation of available resources across types of services based on actual need and evidence of effectiveness.

At the provincial level, Vanier and the other 33 Lead Agencies have been working together, with the support of the Ontario Centre of Excellence for Child and Youth Mental Health and CMHO, to develop an Annual Provincial Priorities Report To develop recommendations to improve the children's mental health system in Ontario. In London-Middlesex, Vanier provides leadership and support to the CSLC, which is comprised of senior leaders who receive children's mental health funding to deliver core services. The CSLC supports the Lead Agency in its system planning, service delivery & program alignment and performance management. A multi-year CYMH strategic plan has been developed for London Middlesex. Two key priorities of focus are intensive live-treatment services and improving system planning through data collection.

As part of advancing the priority of "Coordinated Access and Intake", CSLC implemented the Enhanced Crisis Project. The aim of this project is to enhance Children & Youth Mental Health Crisis Services in London Middlesex. Through this initiative, CSLC explored ways to expand hours of service, increase access to psychiatric supports and integrate a mobile crisis response to divert children and youth from avoidable visits the emergency department.

The CSLC continues to advance their review of "Live-in Intensive Services" for children and youth, which consumes nearly 60% of their available resources. Vanier received Quest Quality Improvement Funding through Children's Mental Health Ontario (CMHO), to support child, youth and family engagement to understand lived experience when receiving Live-in Intensive Services in London Middlesex.



Anago; Boys and Girls Club of London; Community Services Coordination Network; Craigwood Children, Youth and Family; London Family Court Clinic; London Health Sciences Centre, Child and Adolescent Mental Health Care Program; Merrymount Family Support and Crisis Centre; St. Joseph's Health Care, Parkwood Institute, Adolescent Psychiatry Program; St. Leonard's Community Services; Vanier Children's Mental Wellness; WAYS Mental Health Support.

# A Year in Review - Financials

Year Ended March 31, 2020 (With Comparative Figures for 2019)

Revenue	2019-2020	2018-2019
Ministry of Health	7,097,748	6,811,115
Fee for Service Programs	2,180,300	2,364,872
Fundraising & Grants	256,252	205,218
	<b><u>\$9,534,300</u></b>	<b><u>\$9,381,205</u></b>
Expenditures		
Salaries & Benefits	\$7,605,342	\$8,228,248
Food Services - Residential	102,174	99,394
Building Occupancy	416,836	299,360
Purchased Services - Clients	446,356	280,169
Program Expenses	75,785	85,465
Professional Fees	223,073	85,864
Office Administration	179,035	174,418
Information Technology	137,649	166,405
Staff Training & Travel	85,538	\$126,748
Other	234,091	68,586
	<b><u>\$9,505,879</u></b>	<b><u>\$9,614,657</u></b>



Audited financial statements are available on our website.

# Our Supporters

Last year, over 100 individuals, businesses, and foundations supported Vanier Children's Mental Wellness by donating over \$100,000!

Donations include cash, gift cards, toys, services, clothing and books. These donations directly impact the children and families we serve. We truly appreciate every donor and we look forward to welcoming new donors.

**You** helped families to have a memorable holiday season. **You** made it possible for children and families to attend groups. **You** renovated our gym. **You** provided new floors. **You** provided funds for children to participate in extracurricular activities. **You** provided a family with a hot meal. **You** gave a child a blanket made just for them. **You** put a smile on a child's face. **You** are amazing!

Without you this would not be possible.

# THANK YOU!



Ontario Trillium Foundation



Fondation Trillium de l'Ontario



# Our Staff

## Staff Celebrating Years of Service Awards

Susan Atchison	30 years
Brenda Granger	30 years
Carolyn Averill	30 years
Karen Boyd	25 years
Jimmy Mahabir	20 years
Reanne Zrini	10 years
Jill Pariser	10 years
Krystle Hamilton	10 years



Vanier staff having some fun, raising awareness, helping the community, accepting awards and just having fun! Congratulations go out to those celebrating Years of Service!

Thank you for all you do!



# 2019 - 2020 Board of Directors

Vanier Children's Mental Wellness is governed by a community Board of Directors. Our dedicated board members volunteer their time to support our agency.

## Executive Members

Jean-Marc Boisvenue	Chair
Loretta Hillier	Co Vice-Chair
Sandra Datars Bere	Co Vice-Chair
Graham Leitch	Treasurer
Paul Levac	Secretary

## Directors

Brendan Clouthier  
Tara Sanders  
Thomas McKinlay  
Chris Magowan  
Sally Zandri  
Meredith McEwan



We would also like to take this opportunity to thank the board members who have moved on throughout 2019 - 2020.

Deanna Baldwin  
Jan DeRose





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To learn more about Vanier Children's Mental Wellness or to make a donation, please contact us.

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[www.vanier.com](http://www.vanier.com)



MINISTRY OF HEALTH



United Way  
Elgin Middlesex



Ontario  
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