

ANNUAL REPORT

2018 - 2019

CARLETON PLACE

130 Lansdowne Ave., Unit 10
Carleton Place, ON K7C 2T7
Phone: 613-257-8260

PERTH

40 Sunset Blvd. Suite 123
Perth, ON K7H 2Y4
Phone: 613-264-1415

SMITHS FALLS

88 Cornelia Street West, Unit A1
Smiths Falls, ON K7A 5K9
Phone: 613-283-8260

**CELEBRATING
23 YEARS !**

BOARD OF DIRECTORS 2018 - 2019

CHAIRPERSON

Abby M. Armstrong

PAST CHAIRPERSON

Terri Brady

VICE CHAIRPERSON

Vacant

TREASURER

Scott E. McIntyre

EXECUTIVE DIRECTOR

Kevin Clouthier

DIRECTORS

Angie Storey

Deanne Carter

Tammy Caswell

Bill Cavanagh

Brenda Cavanagh

Heather Church

We make it possible for Lanark children and youth with mental health needs to live, learn and thrive

MESSAGE FROM THE CHAIRPERSON

Open Doors for Lanark Children & Youth had a great year full of change and progress. We welcomed new staff and Board members, settled in our new offices, and have been building partnerships that will have a lasting and positive impact for the children and youth of Lanark County.

As an organization, we strive to put our best foot forward every day to serve Lanark County children and youth in the most efficient and effective way possible. Open Doors for Lanark Children & Youth's accomplishments and activities includes the advancement of our vision ensuring children and youth are mentally healthy and reach their potential, and to thrive in this ever changing world.

We are proud to be working with a wide range of dedicated caring individuals and organizations; there is a genuine groundswell and focus on ending the stigma of seeking help for mental health.

We have been constantly growing and learning through our involvement with other groups like Planet Youth, and our success is the community's success. This success would not have happened without the ongoing support of our donors, partners, staff, board and volunteers. We will continue to work together to ensure the improvement of the lives of children and youth in Lanark County.

I am proud to say we have a great team committed to working together for the success of our organization. As we enter a new year, I would like to take a moment to recognize and thank Kevin Clouthier, Executive Director of Open Doors for Lanark Children & Youth, for his great leadership, as well as staff and board members for their incredible contributions to this organization and to children and youth mental health. I thank them for their service, tenacity, and dedication throughout the year. Lastly, I would like to thank all of our partners for their dedication and commitment to Open Doors Lanark Children & Youth.

Open Doors for Lanark Children & Youth remains committed to the mental health and wellbeing of children and youth in Lanark County. With our terrific partners, are ready for the challenges and achievements that lie ahead.

On behalf of the Board of ODLCY,

Abby Armstrong, Chair

MESSAGE FROM THE EXECUTIVE DIRECTOR

We are approaching the mid-term of our strategic directions that were formed in 2017. Highlighted elsewhere in this report, our strategic directions asked us to make our services more accessible, to expand service through community partnerships and bring high quality services to those who seek our mental health support.

It is my delight to advise you that this has been a very significant and positive year in the delivery of these strategic goals throughout Lanark County during the recently completed fiscal year. Our commitment to being a Feedback Informed Treatment (*FIT*) organization; that is, delivering Feedback Informed Treatment that highlights collaboration between our clinical staff with the children, youth and parents who access service. This evidence-based practice achieves the goal of partnership engagement that enlists preferences of the child, youth and family with the expertise of our staff. That expertise continues to expand with additional clinical development to better address issues associated with interventions to secure strong attachments, assist those who have experienced significant developmental trauma in their lives and build capacity to assist those who are struggling with substance misuse.

Our partnership development has furthered the creation of a community group invested in becoming the first community in the country to implement the Iceland Prevention Model. Through our participation in this alliance, Open Doors for Lanark Children and Youth continues to represent the mental health needs of youth and is establishing non-traditional partnerships with the Institute for Mental Health Research and Public Health Agency of Canada. Another partnership that has sprouted from Open Doors for Lanark Children and Youth initiative is the fledgling Child and Youth Advocacy Centre that again brings local county resources into partnership with funding from Department of Justice to develop a community response in support of children and youth who experience abuse. An additional partnership has Open Doors for Lanark Children and Youth staff participating in provincial developments to better address developmental trauma.

This Annual report will also highlight the tremendous commitment demonstrated by our staff to serve those who access our service. The volume of service requests once again increased. In turn, our staff has diversified the kinds of services offered to provide increased access. These innovations keep the time that people are asked to wait for service to a minimum time period.

All of these achievements have been accomplished with the support of a talented and dedicated administrative team who contribute knowledge and pioneering processes to create additional time that clinical staff can attend to our mission. Our commitment to continuous quality improvement, implementation of evidence-based practice and improved pathways with partnering health and mental health providers all means better service for children and youth.

Our commitment to the fulfillment of our strategic initiatives has driven our innovation. The evidence of the achievement of the fourth strategic initiative that called for empowered staff to be leaders and contribute to ground-breaking creativity to serve children and youth is highlighted in the high quality service that is making a positive difference in the mental health of children and youth.

Open Doors for Lanark Children and Youth continues to evolve by accepting the challenges of delivering service in an ever changing environment. Overall, the complement of core attributes; caring, passionate and dedicated people using contemporary clinical practice continue to make a vital difference in the mental health of children and youth across Lanark County

Respectfully Submitted,
Kevin Clouthier, Executive Director

STRATEGIC PLAN AND PRIORITIES

2017 – 2021

STRATEGIC PLAN

Mission

Open Doors for Lanark Children and Youth makes it possible for children and youth with mental health needs to live, learn and thrive.

Our Beliefs

- ✓ Children and youth with mental health needs have a right to the highest quality professional services.
- ✓ Mental health treatment services are best delivered within a partnership framework with families, community and service providers.
- ✓ Child and youth mental health needs are real and we provide professional services that work.
- ✓ Behaviour is communication.
- ✓ Mental health needs are a complex interaction of the child/youth with their family, their environment, their communities and their experience.
- ✓ Mental health is a key indicator and driver of overall health and wellbeing.
- ✓ Mental health is a core component of all systems that affect children and youth.

STRATEGIC PRIORITIES

Create and share excellence in child and youth mental health services

- a) Develop and implement evidence-informed Open Doors' approaches, responsive to the needs of each child/youth and their family.
- b) Develop and implement a continuous quality improvement (CQI) performance management system
- c) Develop and share best practices in rural child and youth mental health

Improve access to services

- a) Improve awareness of Open Doors' services
- b) Improve the availability of Open Doors' services
- c) Improve the efficiency of services while improving child and youth outcomes

Strengthen partnerships to provide better service and support to children, youth and families

- a) Expand collaboration with community partners
- b) Increase engagement with children, youth and families
- c) Maintain and seek additional funding partnerships

Develop improved capacity as a collaborative, responsive and self-managing organization.

OUR ORGANIZATION

Open Doors for Lanark Children and Youth is an accredited Child and Youth Mental Health Centre which delivers service throughout Lanark County. Our staff members are highly trained professionals in the fields of family therapy, child and youth counselling and early childhood education. Professionalism is assured as each staff is a member of a regulatory college including Ontario College of Social Work and Social Services, and the Ontario College of Psychotherapists. Each staff member is dedicated to improving the mental health and wellbeing of children, youth and families. When necessary, we arrange for consultation with other mental health professionals in other organizations to secure the most appropriate services to assist children and youth to be healthy. We believe that each child, youth and parent/guardian possesses the strengths and resources to be successful.

Our commitment is to treat each person who accesses our services with dignity and respect. We commit to developing positive working relationships that respect each person's race, culture, religion and sexual orientation. Finally, Open Doors for Lanark Children and Youth commits to working with each child, youth and family to gain understanding of each person's unique circumstances and social relationships so that we can tailor a plan that is uniquely fitted to each young person.

Our services are confidential and we are funded by the Ministry of Children, Community and Social Services - as of April 1, 2019 we are now also funded by the Ministry of Health and Long Term Care. Accessing our services is easy. Look for Open Doors for Lanark Children and Youth staff in schools across the county or at our office locations in Carleton Place, Smiths Falls and Perth.

GRANTS, DONATIONS and FUNDING

Ministry of Children, Community and Social Services
Minister of Justice and Attorney General of Canada
Upper Canada District School Board
The United Way
Caleres Canada Inc.
Perth Chamber of Commerce
Smiths Falls Chamber of Commerce
District A-4 Lions Clubs
Learning Expo
St Mary's Catholic School
Holy Name of Mary Catholic School
Notre Dame Catholic High School
St. James Catholic Education Centre

Giant Tiger – Perth
Janet Beath (Paint with Janet)
Michelle Neville
Bruce Ferguson
Candace Fleming
George McLennan
Donna MacDonald
Bill and Brenda Cavanagh

thank you!

OPEN DOORS AT A GLANCE

QUICK RESPONSE

The Quick Response Service is offered at all three sites. When you first call looking for help, our Admin team will schedule a call back or a meeting with a Quick Response worker. The Quick Response worker will gather all the information we need to get you to the correct service (nature of the problem, history of the issue, family situation, school etc.). While they are getting that information, they will be providing a consult about what it is you are calling about and by the end of the call, you will know what service is needed (*if any*). If your situation is particularly urgent, the QR worker may ask you to come in for a session or two to help stabilize the situation.

BRIEF SERVICES

If it is a good fit, you can access our Brief Services - Sometimes all you need is one to four sessions with a Counsellor to help you get the guidance, information and support you need.

SCHOOL BASED COUNSELLING

Any youth attending high school in Lanark County can access Brief Services onsite in their high school.

COUNSELLING

When families, children or youth need help to address mental health worries or concerns, an ODLCY Counsellor can help. Counsellors assess how factors in a child or family member's life might be affecting their well-being, and are able to propose a treatment plan to help address those factors. They can deliver services in a way best suited for that individual group. Counselling can take many forms, and usually involves children and their families working together to sort through difficulties and solve problems. Most counselling services are successfully completed within three months. Sometimes other systems that support children's growth and well-being, like school staff or health services providers, are part of the treatment process. Sometimes parents or youth are invited to take part in a group or a workshop. Sometimes other specialized services - like psychiatry - are part of the service. It almost always includes some educational information sharing and skill building.

WALK IN

The clinic is right for anyone who feels the motivation to change things and wants to make the most of that motivation! Upon your arrival, you will be greeted promptly and we will ensure you are seen as quickly as possible. If a wait is required, our goal is to minimize it as much as we can.

No referrals or appointments are necessary. The single session will often have a 60-90 minute duration. Many people find that a single visit is all they need to change things, but there is the option to be referred to other services if needed.

YOUTH IN TRANSITION

Transitional aged youth (16-24) can connect with our Youth-In Transition worker to help develop and pursue their goals. We help support youth while connecting them to existing supports and resources within their communities. Supports can include: housing supports, education resources, employment services and training, life skills training (e.g. financial management, household management), health and mental health services, and legal services.

OPEN DOORS AT A GLANCE

FAMILY RESOURCE TEAM

The Family Resource Team (FRT) is an intensive service that works with parents to help identify and respond to the unique challenges faced by their family. Services are offered in a family's home, at times that makes sense for the family. The Family Resource Team strongly believes that every child is different and so is every family. In order to support the family, the FRT will also work with children or extended family members to better the situation at hand, including collaboration with school or other agencies in the community.

YOUTH INTENSIVE CASE MANAGEMENT

The Youth Intensive Case Management Counsellor works with a small number of youth who are experiencing significant difficulties at home, at school and sometimes with the law. Our Youth Intensive Case Management Counsellor is very flexible in finding ways to engage youth in positive outcomes.

GROUP SERVICES

PEER 2 PEER GROUP

Drop-in groups, can join anytime, no need to register or commit

Time: 4:00 to 6:00pm

Location: Open Doors Office in Carleton Place

Description: The peer-to-peer support group brings together youth who are interested in connecting with their peers to talk about mental health in a supportive but non-therapeutic environment. Peers meet to share knowledge, experiences, and emotional, social or practical help with each other, with the support of facilitators. This group also organizes social events and community outings for the purposes of having fun and engaging with other peers and the community.

YOUTH ENGAGEMENT GROUP

Time: 4:00 to 6:00pm

Location: Open Doors Office in Carleton Place

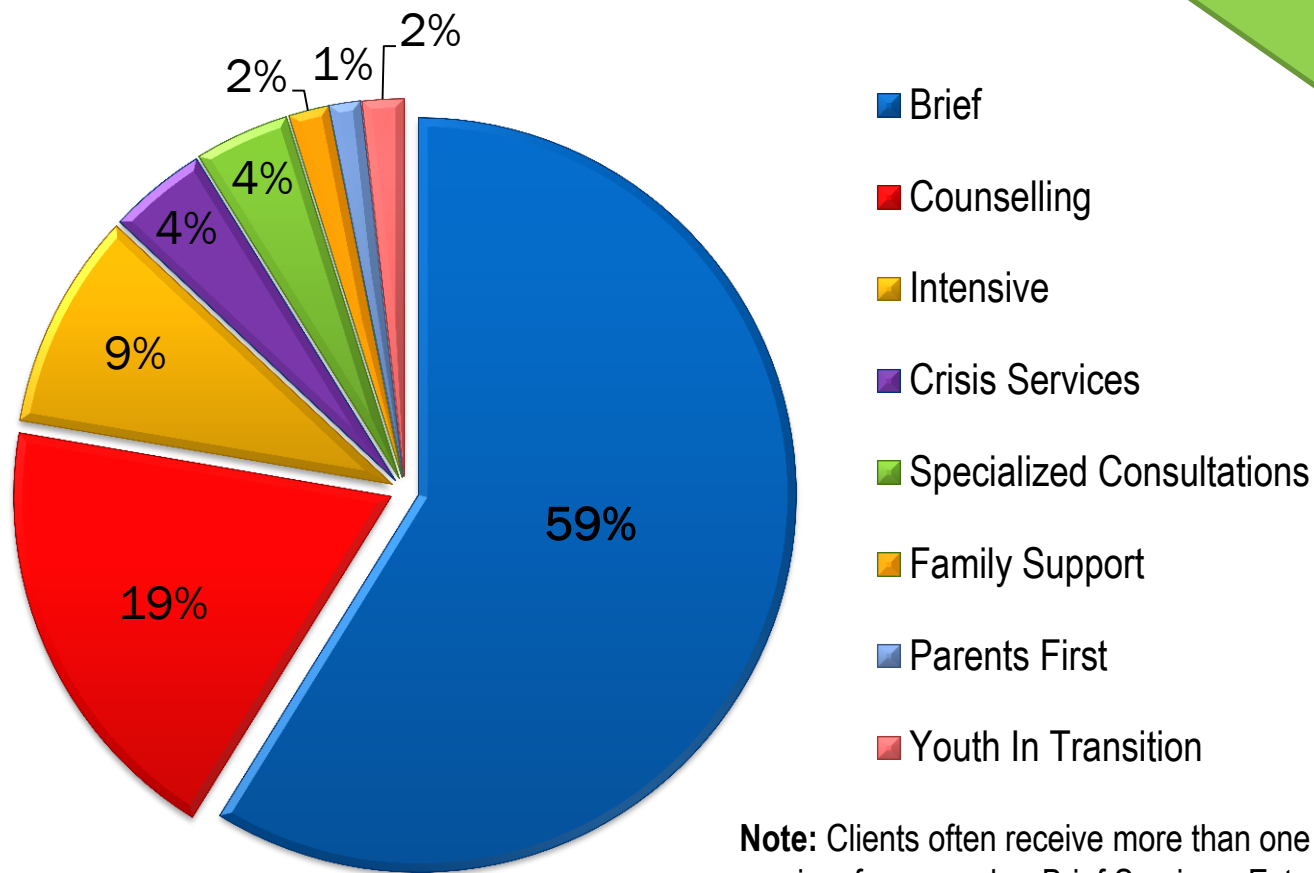
Description: The youth engagement group brings together like-minded youth who are interested in exploring social and political issues that are relevant for youth in their community. These youth are working towards projects that take action to create positive social change through youth-adult partnerships. Some projects include: providing a youth perspective to at ODLCY and the community, planning a youth leadership event to bring together other youth engagement groups from around Lanark county, and supporting a grant application for the Aviva Better Together campaign to contribute to the creation of a Youth Innovation Space in Carleton Place.

ACCESS TO SPECIALIZED SERVICES

Open Doors works closely with the Children's Hospital of Eastern Ontario, the Royal Ottawa Mental Health Centre and the Kingston Health Sciences Centre. These three hospitals have a range of psychiatric services and we link with them to help provide access to these services on site, in person or through the Ontario Tele-Medicine Network.

MAKING A DIFFERENCE

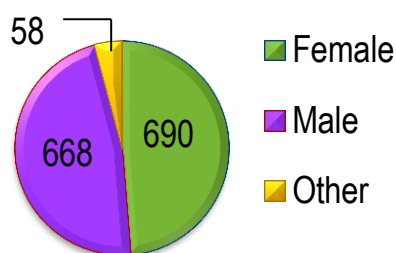
Service Activity Report: April 1, 2018 to March 31, 2019



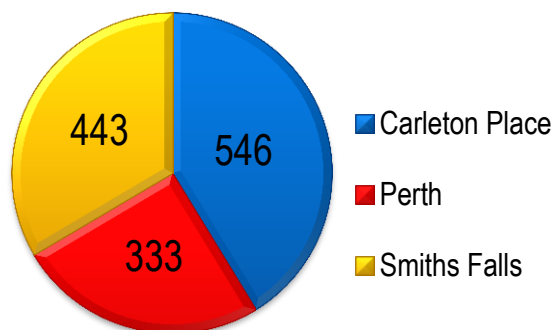
Note: Clients often receive more than one service, for example - Brief Services, Extended Counselling or Group programs

Targeted Prevention: Participants in various workshops throughout the year - 1135 served

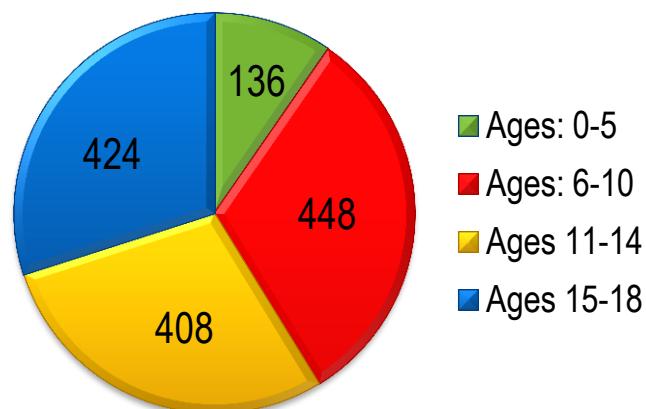
Number Served by Gender



Number Served in Geographical Location



Number of Children/Youth Served



Open Doors for Lanark Children and Youth
Statement of Operations
Year Ended March 31, 2019

	2018	2019
REVENUES		
Ministry of Children, Community and Social Services	2, 494,737	2,580,034
Federal Department of Justice	-	125,000
Upper Canada District School Board	52,500	52,500
Recoveries and Miscellaneous Receipts	50,644	15,035
Ministry of Education	11,139	-
Funding for Special Projects	12,317	-
County of Lanark Best Start Coalition		
	2,621,337	2,772,569
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EXPENDITURES		
Salaries	1,748,789	1,746,239
Employee Benefits	388,330	395,905
Employee Benefits - Vacation Accrual	(18,542)	9,180
Client Personal Needs	646	1,002
Insurance and Membership Fees	25,445	25,716
Occupancy Costs	171,885	224,608
Office Supplies and Equipment	36,031	46,898
Professional Fees	22,413	43,369
Program Expense	9,529	21,634
Publicity and Promotion	7,767	8,260
Purchased Services - Client Needs	15,760	16,635
Recruitment and Education	45,891	23,245
Residential Services - Client Needs	35,454	19,706
Technology	38,217	102,293
Telephone and Communications	3,450	10,028
Travel and Meetings	69,899	81,025
	2,600,754	2,776,371
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NET (EXPENDITURES) REVENUES FROM OPERATIONS	20,583	(3,802)
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CAPITAL INCOME AND EXPENSES		
Amortization	(16,155)	(21,743)
Amortization of Deferred Contributions	13,134	18,811
Deferred Contributions	(15,325)	-
	(18,342)	(2,932)
NET (EXPENDITURES) REVENUES FOR THE YEAR	2,238	(6,734)

STAFF TEAM 2018 - 2019

COUNSELLING TEAM

Sheila Bains
Bob Beckwith
Jessie Burnie
Dana Fontaine
Suzanne Friedrich
Allison Grey
Ella Haley
Judy Hawley
Katrina Kerr
Sandra Leblanc
Erin McMurtry
Jennifer Munroe
Siobhan Oxley
Theresa Payne
Katie Torresan
Cheryl Westlake
Francis Wooby

SCHOOL PROGRAM

Becky Owen

FAMILY RESOURCE TEAM

Devin Bartlett
Rob Burns
Colin Cleroux
Aprill Cole
Megan Cosham
Sheryl Fisher
Jessica Irwin-Leung
Julie Mercier
Leslee Robillard
Katy Van Dorsser
Kaili Warmington

LANARK PLANNING COUNCIL

Sharon Halladay

ADMINISTRATIVE TEAM

Sarah Cavanagh
Holly Glofcheskie
Katrina Larocque
Pat Sargent

EXECUTIVE DIRECTOR

Kevin Clouthier

CLINICAL DIRECTOR

Karen Moore

TEAM LEADERS

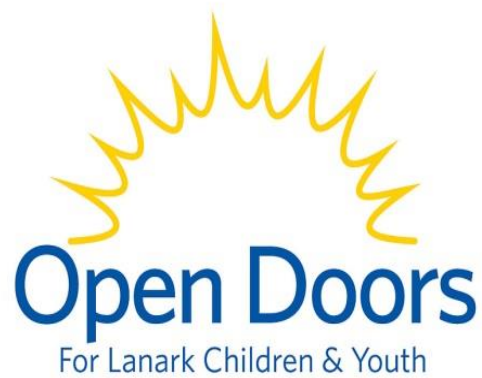
Rebecca Carnochan
Angela Culham
Kenneth Inbar (CYAC)
Hal Wilhite

ORGANIZATIONAL SERVICES

Jane McKerrroll
Laura Scott

CASUAL ADMIN TEAM

Sheryl Bertrand
Catherine Clarke
Leah MacQuarrie
Natalie Smit



Open Doors for Lanark Children and Youth is dedicated to our mission to make it possible for children and youth to thrive. We are aware also of the correlation that exists between emotionally and psychologically healthy children and youth creating a positive future for individuals, families and communities. It is in this spirit that our organization has been a core member of a community group invested in recreating the Icelandic Prevention Model in Lanark County. Commonly known as Planet Youth, the local version will be known as Planet Youth Lanark County. This evidence-based process has been demonstrated to reduce the incidents of youth drug use where it has been implemented.

Open Doors for Lanark Children and Youth is participating in this “up-stream” prevention process so that youth are positively engaged in wellness activities in families, with peers, at school and more broadly throughout the community. Prevention makes sense. With other community stakeholders, Open Doors for Lanark Children and Youth is invested in community building in support of healthy children, youth and families.

“Our community as a whole becomes stronger, healthier and supportive by working together. Using an evidence-based approach to pinpoint what physical and social environments our community needs to strengthen will save time and money.

Prevention methods are really about creating an environment where everyone feels safe, cared for and valued. That is a healthy community.

People who grow up in a healthy community are more likely to become healthy and contributing adults” – Planet Youth Lanark County

CONTACT INFORMATION
info@planetyouthlanark.ca

LANARK CHILD AND YOUTH ADVOCACY CENTRE

Child and Youth Advocacy Centers (CYACs) exist or are being set up in a growing number of communities in Canada, and around the world. They provide a multi-disciplinary, seamless and collaborative approach to addressing the needs of child and youth who are victims of, or witnesses to, sexual and physical abuse, as well as other serious crimes.

In the Spring of 2018, Open Doors for Lanark Children and Youth (ODLCY) was awarded a 5-year grant from the Justice Canada Victims' Fund to develop and pilot a CYAC in Lanark County. Although governed and managed by ODLCY, the service is a collaborative community response. Working together with ODLCY to develop the Lanark CYAC (LCYAC) have been key community partners. They are: Lanark County OPP, Smith Falls Police Services, Family and Children Services of Lanark, Leeds, and Grenville, Lanark County Crown Attorney, Lanark Victim Services, Victim/Witness Assistance Program of Lanark County, Lanark County Interval House, Lanark County Situation Table Coordinator, Upper Canada District School Board, Catholic School Board of Eastern Ontario. The hope is for the service to be operational by summer of 2019.

The site for the LCYAC has been made child and youth friendly - there will be coordination and collaboration between agencies for the benefit of children and youth and their families, the community and the broader systems. In addition, the LCYAC will create a continuum of service that includes police investigation, child protection, victim support and advocacy, and referral to medical and mental health, as well as follow-up care. Forensic interviews will be recorded, which will help reduce the number of times child/youth victims and witnesses have to tell their stories - In turn hopefully causing less trauma and re-victimization. By creating an enhanced and coordinated service model, long-term dependence on such services as mental health and other community services may be reduced.

THE WALK-IN CLINIC AT OPEN DOORS



The walk-in clinic at Open Doors for Lanark Children and Youth was opened in September 2018 starting with the Carleton Place office and expanding to include the Perth office (October 2018) and the Smiths Falls office (December 2018). The walk-in clinic was created with the goal of providing children, youth, and families with the opportunity to speak with someone as soon as possible when the need arises. It endeavours to help those who are facing new and difficult challenges in their lives, those who need help to reevaluate or modify their coping strategies, or those who simply need their voices heard while they work through a familiar issue.

The opportunity for our clients to come and meet our clinicians at the most beneficial time has been a positive and valuable experience. In the time since it opened, the walk-in clinic has served over 100 children, youth, and families at the peak of their motivation to create a healthier, more satisfying life for themselves. Our walk-in clinicians use a solution-focused approach to address a variety of needs and topics, focusing on the strengths and abilities of our clients to help develop new strategies and mindsets to get "un-stuck" from difficult places. We are excited to see this service continue to grow and adapt to best meet the needs of our community!

FEEDBACK INFORMED TREATMENT (FIT)



Feedback Informed Treatment is an approach for evaluating and improving the quality and effectiveness of counselling and behavioral health services.

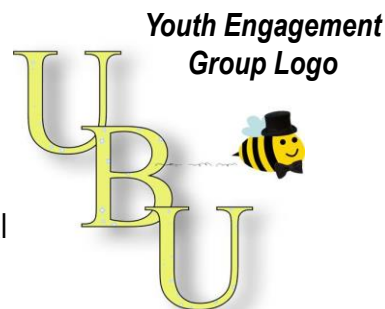
Since 2016, staff at all levels of the agency completed training with our in-house certified trainer, and have been using FIT measures in their direct clinical work. Research shows that the largest predictor of positive outcomes in behavioral health services is the strength of the therapeutic alliance.

Using the FIT measures, our clients are now reporting in a formal, consistent and measurable way. FIT lets us know how helpful they find the approach of their counsellor, and how the received services are impacting their sense of overall well-being.

YOUTH ACTIVITIES AND ACHIEVEMENTS

Some projects include: providing a youth perspective to management at ODLCY and the community, hosting a youth leadership event that brought together youth engagement groups from around Lanark county for a full day workshop on mental wellness, and attending the annual Disable the Label conference.

Our youth also travelled to Ann Arbor, Michigan for a leadership training at The Neutral Zone, a youth-led creative space, and supported a grant application for the Aviva Better Together campaign to contribute to the creation of a Youth Innovation Space in Carleton Place.



The OPEN DOORS FOR LANARK COUNTY CHILDREN AND YOUTH - YOUTH ENGAGEMENT GROUP made a list of what they considered the TOP TEN things to know about ODLCY and our Youth Groups

Ten Things People Should Know About Open Doors

- Confidential
- Safe Space to Talk
- Teaches Healthy Ways to Deal With Things
- Welcoming and Comfortable Environment
- Offers a Variety of Supports and Services
- Talks About How Youth Can De-Stress and Get Support
- We Have Groups
- Knowledgeable and Open Minded Staff
- Snacks If You're Hungry
- Staff Go Out of Their Way To Help

Ten Things We Like About Youth Group

- Safe Space to Talk and Express Yourself
- Can Be Yourself without Judgement
- Opportunities For New Experiences
- Meet New People and Build Friendships
- Can Take a Leadership Role with Support
- De-Stress and Focus on Good Things
- Talk About Topics of Interest for Youth
- The Staff Listen and Encourage
- Can Step Out of Comfort Zone
- Snacks and Pizza Every Week 😊

BUILDING BRIDGES

Building Bridges is the newly developed trauma informed mental health treatment classroom. It is a setting in which students who have mental health challenges can learn and thrive in an environment that is supportive, therapeutic and specialized. The program is designed to streamline mental health treatment between both home and school to ensure consistency and predictability for the student's success. The program provides student's with both academic and social-emotional skills with the intention of returning to the mainstream school setting.

MEET MCKENZIE – OUR FACILITY TRAINED NATIONAL SERVICE DOG



A National Service Dog (NSD) starts its training at 7 weeks old with daily training and weekly training groups. At the age of 18 months, it goes to the National Service Dogs facility to enter into intense training until approximately the age of 2- 2 ½ years old. It is then placed with its family where training continues

This year we had the privilege of welcoming NSD **McKenzie** to Open Doors for Lanark Children and Youth - McKenzie (Mac) is a facility dog trained by National Service Dogs (NSD) - she is trained to provide support and comfort to children, youth and families as they come to ODL CY for service.

You will notice signs around the office letting you know what areas are "Mac Zones" (places where you can see Mac) and Mac Free Zones (places where Mac does not go—in case of allergies or for people who do not want to interact with Mac).

MacKenzie really enjoys spending time with people – especially the kids and youth – she would love to welcome you with a wag of her tail and a chance to snuggle or play!



www.opendoors.on.ca
1-877-232-8260

