

“Today I know
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Matthew Mortfield
Broadcast Television and
Videography school and
Youthdale graduate

2016/2017
Annual
Report

 Youthdale

Compassion, Innovation, and Hope.

YOUTHDALE TREATMENT CENTRES



Message from the Board Chair

2016/17 continues to be a year of transitions for Youthdale, with the retirement of Dan Hagler, the founder of the organization and its leader for more than 40 years.

The ability to adapt and meet the needs of children with complex mental health needs and their families, in an innovative and caring way, has been the hallmark of Youthdale since its inception.

We are truly indebted to Dan's vision and leadership in the development of this remarkable organization over a span of almost five decades.

The Youthdale Board is keenly aware that this is also an extraordinary time in the children's mental health sector, providing significant challenges which we're prepared to meet, and opportunities of which we will strive to take advantage.

Youthdale is grateful for the continuing support of the Ministry of Children and Youth Services, the Toronto Central Local Health Integrated Network, and the Ministry of Health and Long Term Care. We are committed to collaborating with the Toronto Lead Agency and other service partners in enhancing accessibility and responsiveness to children and their families.

We are looking forward to opening the new Schedule 1 Facility in the 2017/18 fiscal year, operating under the Mental Health Act. We are particularly excited, as it is a tangible response to the unmet needs of youth age 16-19.

Last but not least, our Board wishes to recognize and express our deep appreciation of the dedication and untiring efforts of the staff at Youthdale. To those at the frontline – a huge thank you for your hands-on work, insight, and forbearance in engaging with the children and families we serve!

A handwritten signature in blue ink, appearing to read 'J. Macdonald'.

Thomas Macdonald,
Board Chair

Condensed **Statement of Operations**

	2016/17 (000s)	2015/16 (000s)
Revenues		
Ministry of Children and Youth Services	12,076	12,221
Per Diem	1,567	1,574
Ministry of Health and Long Term Care	5,463	3,712
Other	1,075	978
Total	20,181	18,485
Expenses		
Salaries and Benefits	12,396	11,767
Building Occupancy	4,192	3,710
Other	3,025	2,761
Total	19,613	18,238

These statements are excerpts from the Audited Financial Statements for Youthdale Treatment Centres. The above amounts are a consolidation of the following Financial Statements: Youthdale Treatment Centres – Toronto Region; Youthdale Treatment Centres – York Region; and Youthdale Treatment Centres – Enhanced Psychiatric Services. These statements should not be considered complete without the notes to the Audited Financial Statements.

Youthdale **Service Delivery** 2016-17

	2016-17		2015-16	
	Clients Served	Days of Care	Clients Served	Days of Care
Psychiatric Crisis Service	9,595	–	8,604	–
Clinical Consultation and Assessment	648	–	296	–
Individual and Family Therapy	658	–	293	–
Day Treatment School	76	–	80	–
Intensive Support and Supervision Program	28	–	23	–
Preparation for Independence	112	–	86	–
Intensive Extended Day Program	17	–	26	–
Acute Support Unit	126	2,562	130	2,639
Transitional Psychiatric Unit	62	2,601	56	3,037
Residential Treatment	74	14,058	79	15,023



At an early age, Matthew realized he had behaviour problems. “As early as eight or nine years-old, I had anger issues, and I really wasn’t listening to my Mom.”

Youthdale
Profile:
**Matthew
Mortfield**

Broadcast Television and
Videography school and
Youthdale graduate

“By the time I was 12, I was yelling, screaming, and punching walls. I guess I was spoiled, and I acted out when I didn’t get my way or something really bothered me. I even punched my head, so I was hurting more than just my hands.

“One day I was wrapping the bungee cords from my sleeping bag around my neck after a particularly loud screaming and wall kicking incident. I think it was at that moment that my Mom decided she just couldn’t handle me. When she picked me up after school, she took me to stay at my grandparents’.

“My grandparents were great. After a few weeks there, they thought I could use some professional help. We got in touch with Jewish Family and Child Services, and they connected us with Youthdale.

“I arrived at the TPU (Transitional Psychiatric Unit) at Youthdale. I was there for a number of weeks and, following a bunch of paperwork, I went to a Youthdale residence.

“At first the residence was OK, but a few months in, my Bar Mitzvah was approaching. The challenges of learning the Hebrew required caused me a lot of stress. I hadn’t heard any Hebrew at home, so it was really difficult.

“I acted out, stomping around and slamming doors. At first I was charged a nominal fee of \$5 or \$10 for any damage I caused, but then the charges started to increase. This was my spending money, so I learned to stop damaging property pretty quickly.

“After my Bar Mitzvah was over, I settled back in to house life. The small group and great counsellors and house managers really made me feel at home. The small class size and one-on-one help I got at school made a real difference.

“With the help of the teachers and my counsellors, I discovered that I have a slight learning disability, so I’m easily distracted, and am better verbally than in reading and writing. This realization helped me find the right approaches to school and work for me, and this continues to help me today.

“After a few years I was back in regular classrooms with normal class sizes, and I was succeeding. In middle school I got my first chance to make stop motion movies, and this was the beginning of my interest in video.

“The summer camp was great. I had my problems at first but, as in the house, my privileges grew over time. I became a CIT (Counsellor in Training) for my last three years at camp. I was fired for a day, twice, for behaviour issues, but all in all it was a fantastic experience. I even got to do some video work at camp.

“The house and camp atmospheres helped change my perspective. I began to think about how others perceive me and react to my outbursts. The staff helped me, and pushed me when needed, and really tried to understand me.

“In high school I began to learn how to design video games, and my co-op placement involved a Toronto District School Board arts program, where I learned how to make, shoot, and edit video.

“One counsellor was like a father to me, and all of them were relaxed and ‘chill’ about things. They helped me learn how to control my emotions. Today, I still have outbursts, but I know how to manage better.

“When it came time to go beyond high school, they even helped me fill out the forms for the YouthCAN program, which enabled me to go to college, and pursue my passion of broadcast and video production.

“Youthdale’s camp, baseball picnic, and skating party are some of my fondest memories, and I’m still in contact with many of the kids and staff at Youthdale to this day.

“Thanks to the great people at Youthdale, today I know how to deal with challenges, how to plan my life, and what I want. I’m a college graduate on the hunt for a career in video editing, camera work, or as a video technical director.”

The **finishing touches** are underway on the **new transitional-age youth unit!**



It still looks like a construction zone but, before long, the new unit for youth 16-19 will open its doors.

Thanks to the Province of Ontario and Youthdale's dedicated staff, including the incredible energy of Youthdale founder Dan Hagler, this huge undertaking is about to become a reality.

Transition-age youth are an underserved group in mental health services, and the demand for Youthdale's day treatment program for youth 16-19 demonstrates the need for this facility.

The **2017 Compassion Award winners** demonstrate the **best of Youthdale.**

Now in its third year, the Compassion Awards recognize exceptional Youthdale employees who show compassion far above and beyond their job's requirements. The awards were funded by donations from Dr. Brenda McDowell and Youthdale founder Dan Hagler.

This year's awards selection committee received nominations for many staff from across Youthdale, and chose **Teresa Ricciuto** and **Pauline Williams** as the 2017 winners.

Other nominees were also acknowledged for their dedication and above and beyond efforts to help make Youthdale the best mental health services provider:



Teresa Ricciuto and Pauline Williams, the 2017 Compassion Award winners.

Vida Addison
Eugene Cuoto
Alexandra D'Ambrosio
Rachelle Dulude
Brooke Mackmillan
Shannon Miller
Maiko Pascoal

Dejan Pavlovic
Ashley Piercey
Anna Quattrocchi
Karen Rumble
Steve Simser
Jamie Wilson

Special thanks
to these outstanding members
of the Youthdale team!



Art Therapy at Youthdale

Often children and youth aren't willing or sometimes even able to describe how they feel inside when they're not in the best moods. This can make traditional psychotherapy difficult for these patients.

Youthdale has integrated art therapy (arts-based psychotherapy) throughout the agency, providing another way for children and youth to express themselves.

Art therapy can be a turning point, in helping children and youth communicate through drawing, painting, sculpting, and more. Children can express themselves, even when they may not wish to talk or when they feel like words are inadequate.

This can help therapists, by helping them understand the patient's mental state and emotions, without relying solely on the patient's ability to verbalize.

The young artists themselves describe the benefits of art therapy:

"...you learn about yourself in a whole new way... in art therapy, there's no right or wrong answer. You can express yourself in any way you want or need and you can let out everything that everyone else is telling you to keep in."

"In art therapy, you can be focusing on yourself without even knowing it. You can express yourself in ways I didn't even know you could."

"I don't really like talking to express myself. I like to show how I'm feeling through drawing or writing and this helped me learn those skills."

"I can keep my calm when I'm doing art. If I'm just meeting and talking with my doctor or staff about what I'm going through, I may not be able to keep calm in the same way."

"To me, art therapy is so different – in a good way. You can express yourself by drawing, painting, coloring, whatever and no one can say 'I disagree with you' or 'you shouldn't say that.' Sometimes people just don't understand what I'm trying to say. In a drawing, it's easier for me to express myself and help others understand."

We offer **options, compassion** and **hope**.

Whether it's problems dealing with others, depression, a learning disorder, a sleep issue, or something altogether different, we can spot what others may miss. Our extensive child and youth experience also helps us manage the most difficult situations, and provide real hope to those we reach.

Youthdale's services include crisis support, psychiatric and psychological assessments, medication and treatment evaluations, education programs, residential treatment facilities, a child and youth sleep clinic, and even a summer camp. Each is focused on the well-being of children, youth, and their families.

Youthdale's helpline is open 24/7 at 416-363-9990. If you or someone you know could benefit from our services, please give us a call.

Youthdale Treatment Centres **Mission:**

To provide children, adolescents and their care-givers access to the best available psychiatric care and support, restoring hope and helping individuals to reach their full potential.

World-class diagnosis, treatment, and research.

Youthdale is recognized across Canada and worldwide for its success treating children with the most complex mental health needs, and has been serving Ontario children and their families for almost 50 years.

The Youthdale Treatment Centres Foundation helps Youthdale fund important and innovative research, program enhancements, and new treatment initiatives. www.youthdalefoundation.com

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Compassion, Innovation, and Hope.

YOUTHDALE TREATMENT CENTRES

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