

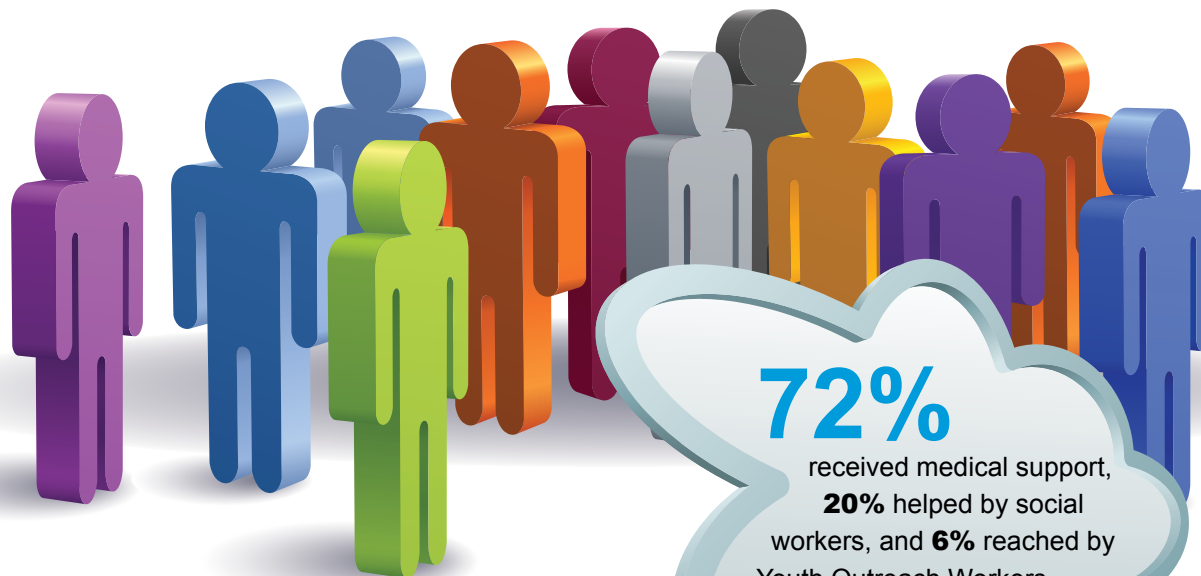


# top10

## Reasons for a visit

1. Contraception (female) 21%
2. Requests for results of test(s) 17%
3. Family discord 13%
4. Feeling depressed 11%
5. Feeling anxious 9%
6. Fear/concern about Sexually Transmitted Disease (female) 7%
7. Problem with behaviour of adolescent 6%
8. Visit for annual health examination 6%
9. Fear/concern about being pregnant 5%
10. Visit for preventive immunization medications 5%

# theyearinnumbers



## agegroups

13-14 years of age	5%
15-16 years of age	16%
17-19 years of age	40%
20-26 years of age	34%
Under or over age	5%

## origins

64% live in Ajax  
27% live in Pickering  
9% other

## gender

81% female  
19% male

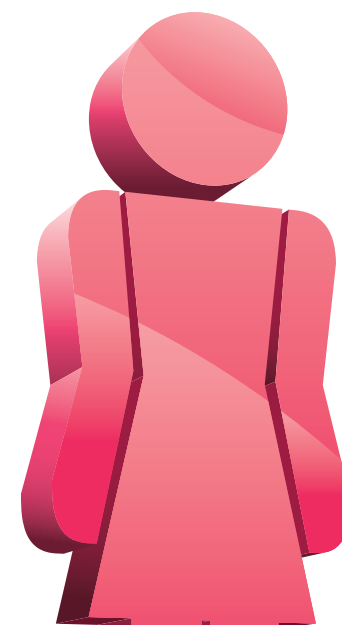
**10,722** individual events and encounters

**676** new clients

**3,835** active registered clients

**582** group settings or community events, reaching **16,221** participants

The Audited Financial Statements for 2010/2011 fiscal year for The Barbara Black Centre for Youth Resources o/a The Youth Centre are available upon request



# 2010/2011

## theyearinreview

The Youth Centre had another big year in 2010/2011, with activity on every front.

The number of clients that we served actually matched or exceeded previous annual volumes in terms of active clients, individual encounters, and groups or community events. Our client record system also completed the transition to a fully electronic model, with all program teams adjusting to this fundamental change in how we conduct business.

Meanwhile, our Board of Directors adopted the Governance Excellence Model (GEM) as its leadership framework. And it made some significant changes in meeting agendas and orientation processes to reinforce its strategic role within the organization.

This Annual Report offers much more information regarding our activity with clients, as well as progress on the 2010 – 2013 Organizational Work Plan. We invite you to spend some time reviewing the document to learn more about our activities and the way they impact the lives of our clients.

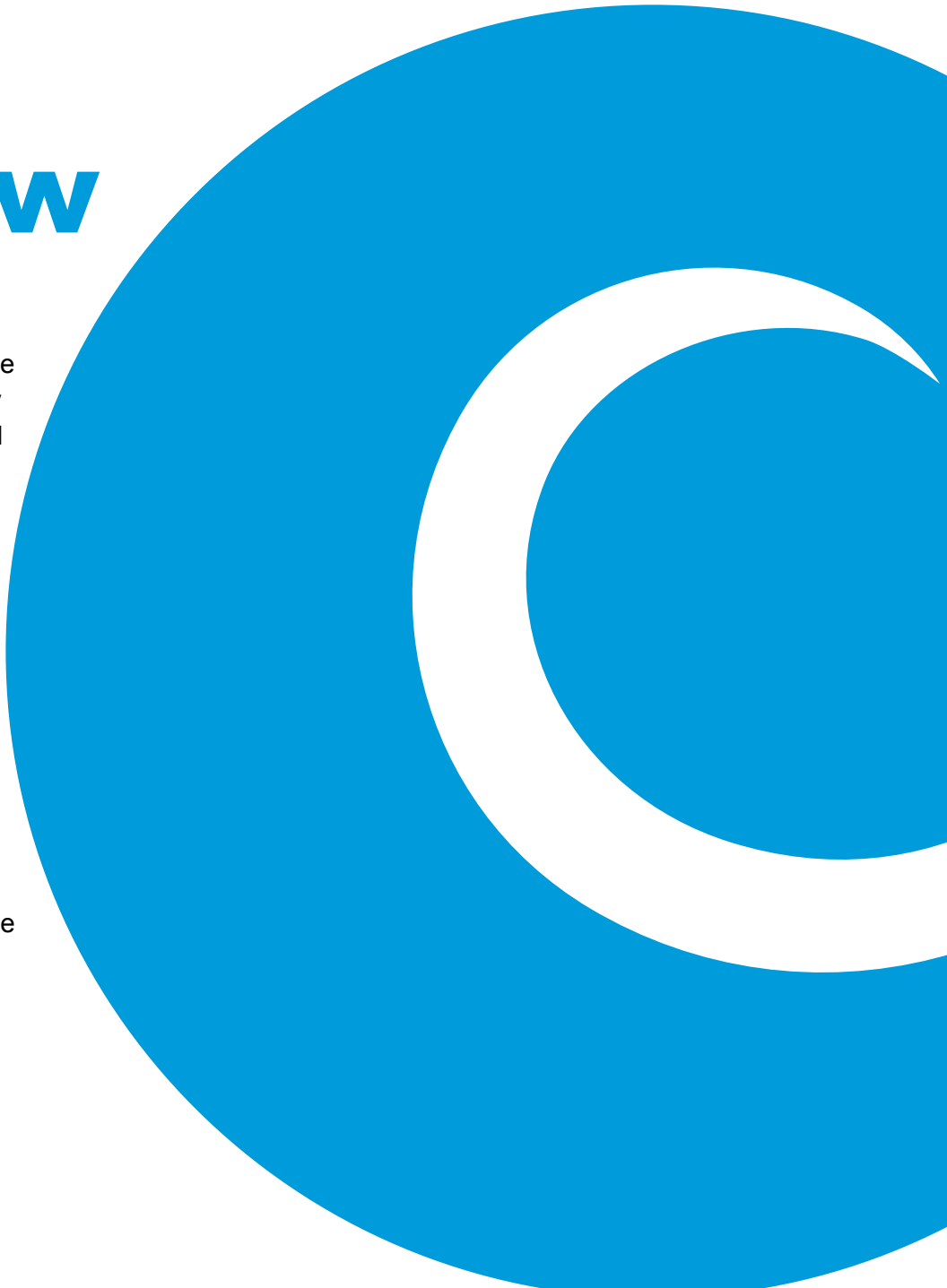
Of course, this year's achievements have been the direct result of hard work by the volunteers on our Board of Directors and our very dedicated and conscientious staff. We offer our most sincere thanks to all of those individuals for their contributions to The Youth Centre. We would also like to acknowledge our program volunteers and the many community partners with whom we collaborate.

A big thanks also goes to the youth of Ajax and Pickering who put their trust in us.

**Sincerely,**

**Chris Aaltonen**  
**Chair, Board of Directors**

**Susan Bland**  
**Executive Director**



## organizational **workplan**

# Making progress

Last year, The Youth Centre's Board of Directors and staff joined together to develop the 2010-2013 Organizational Work Plan – a document which outlines four priorities and 15 goals, guiding more than 60 strategies or activities.

The following outlines this year's progress in addressing the four priorities:

## **1. innovative and accessible**

- Our mandate was expanded to serve clients from 13 to 29 years of age, following a review into updated research on youth growth and development.
- A new demographic profile and health needs profile of our community and client base identified program priorities and key populations.
- All programs and services have been reviewed within the context of a Results-Based Logic Model, identifying ways to align existing systems, and noting gaps which need to be addressed.
- Stage 1 and 2 of the Capital Planning Submission for the Pickering satellite were re-submitted, meeting new Ontario Ministry of Health requirements.
- We were chosen to participate in Quality Improvement and Innovation Partnerships (QIIP), with a focus on the Office Practice Redesign to increase the efficiency of services.
- Electronic Clinical Records were implemented for all program teams.

## **2. qualified and committed**

- Recruitment and orientation processes for the Board of Directors were reviewed with a focus on building leadership.



- Training opportunities were hosted for staff and Board members.
- The Board adopted the Governance Excellence Model as the framework for its role in leading the organization.
- Changes were made to Board meetings and staff meetings to help maintain a strategic focus for discussions and decisions.
- A new Clinical Manager position was created, establishing a fourth member of the management team.

## **3. accountability**

- We participated in research led by the Community Health Centres Sector's Performance Management Committee.
- Three staff members delivered youth-related presentations during the Association of Ontario Health Centres conference in June 2010.

## **4. relationships**

- A Communication Plan was created, updating our website, creating a facebook page, and delivering more frequent media releases.
- New partnerships and integration opportunities were explored with local agencies and organizations.
- The Youth Centre partnered in the Town of Ajax's Encourage Me Ajax campaign.
- More youth were trained and utilized as program volunteers.

## medical services

# “My friend told me to talk to you.”

“My friend told me to talk to you,” Jaden admitted during a visit to The Youth Centre’s walk-in clinic.

The 17-year-old had been fighting with her mother and friends, and when really stressed she was eating way more than she should. In those cases, she hid in the bathroom and purged.

Her friend was the only person who knew. Jaden was afraid that if she told her parents they would be mad, or begin to monitor everything she did.

The only reason she opened up to The Youth Centre in the first place was the promise of a non-judgmental environment.

Our Nurse Practitioner offered supportive

counselling on the importance of healthy eating patterns, as well as the need to reach out for help from healthcare professionals and her parents.

Jaden was relieved by the positive results of a physical exam, and said she wanted to stop harming herself. She agreed to talk to one of The Youth Centre’s Social Workers, and made an appointment with the Dietitian for further support.

Eventually, she was convinced to talk to her family’s doctor, who was able to help Jaden talk to her parents.

And it all began with an open environment.

## 2010/2011 highlights

- The transition to Electronic Medical Records is complete.
- A Registered Nurse has joined the team.
- Scheduled appointments and walk-in clinics have been supplemented by new same-day and urgent appointment slots for primary healthcare services.
- Weekly primary healthcare services have been offered through Dunbarton High School, and weekly medical outreach has been extended to Herizon House.
- Presentations on sexual health have been delivered through Ajax-Pickering schools.
- The Game Plan – a new informative and interactive program for boys and girls in Grade 8 – looks at healthy relationships, decision-making, and sexual and reproductive health.
- A Healthy Weight Management Program is scheduled to launch in 2011.
- The team participated in The Youth Centre’s Mental Health Workgroup, developing a template for documenting depression. A Best Practice Depression Audit confirmed the role of Nurse Practitioners in performing mental health assessments.



## **counselling**services

### Rebuilding friendships

Depression was robbing Jason of his life. He withdrew from school and his peers. Friendships had disappeared.

But after seeking medical care for depression, he was ready to focus attention on rebuilding his social life. His Social Worker at The Youth Centre helped to develop a strategy to account for his absence from the lives of former friends, and still maintain a sense of privacy concerning the details of his depression.

Ultimately, he discovered that his peers were not judgmental, either. With their friendship – and the help of Social Workers – he has rebuilt his social network.

### **2010/2011**highlights

- Offered individual counselling with the support of four experienced therapists.
- Delivered presentations to Newcomer Youth.
- Participated in workshops at the And Still We Rise Conference, and Association of Ontario Health Centres Annual Conference.
- Piloted Grade 8 workshops into boys' health.
- Delivered skill-building workshops on handling criticism, reducing procrastination, obtaining better sleep, being assertive, relaxation, and healthy thinking strategies.
- Facilitated groups focusing on conversation skills and self esteem for girls.

## young**parent**support

### From pregnancy to parenting

Tamara was 15 when she began to access The Youth Centre's medical services and Social Workers.

She learned she was pregnant a year later. And The Youth Centre was ready to help once again. The Medical Team referred her to Young Parent Support, which began to offer Food 4 Thought nutrition programs, and referred her to a school program for teen moms so she could finish her

high school diploma. After delivering a healthy baby girl, she returned to access medical services and breastfeeding support that included a home visit.

Today, Tamara is a healthy single mom, caring for her daughter and attending school. The Youth Centre's Young Parent Support Program continues to be there to help.

### **2010/2011**highlights

- Events for the Young Parent Support Team's clients included a Tumbles and Toys free indoor play event, summer picnic, Christmas party complete with Santa and gifts, and a Thanksgiving holiday dinner.
- Demand for emergency supplies including diapers, wipes, baby food and formula continued to increase.
- A generous donation from Durham Region Police Services, as well as 14 holiday hampers from a local community member, helped to support Christmas programs.
- Staff members continue to participate in community groups that include the Breast Feeding Coalition, Prenatal Coalition, Young Parent Coalition, and Community Respite Committee.
- Hands-on cooking classes continue to be offered to parents and toddlers to help foster healthy eating skills at home.





**young parent  
support**

### **mission**

The Youth Centre is a community health centre accessible to all youth of Ajax and Pickering. Our inter-disciplinary team of professionals offer health and wellness programs in a non-judgmental environment. We provide youth the opportunity to make informed choices that lead toward their personal growth and well-being.

### **vision**

Youth in Ajax and Pickering will have access to programs that assist them to make informed choices that lead toward their personal growth and well-being. The Youth Centre, a not-for-profit organization governed by a Board of Directors, will achieve this through:

- provision of programs and services by an inter-disciplinary team of professionals and others who have the appropriate combination of knowledge and skills to meet the needs of youth
- provision of the first level of care, including health promotion and illness prevention, health assessments, diagnosis and treatment of episodic and chronic conditions, appropriate referrals and supportive care
- a high standard of care, consistent with established best practice
- multiple, accessible service sites and outreach programming
- multiple communications strategies
- partnerships with health and youth-serving agencies, businesses and other organizations in Ajax and Pickering
- a diversified funding base.

### **values and principles**

We believe that each youth is a unique and valued member of the community and will therefore be treated with respect, openness and care.

We will create a non-judgmental, confidential and trusting environment.

We support the diversity of our communities. We will strive to ensure programs and services are accessible to all youth of Ajax and Pickering.

We strive to ensure access to current information and services, consistent with the broad determinants of health, and support the rights and ability of youth to take responsibility for their own health and health care choices.



## healthpromotion

# “I love this place!”

Janet had been a familiar face at The Youth Centre’s programs. She was there to learn healthy eating practices through Dish Up Dinner, and treat herself through the Spa Spectacular.

This year, she returned as a confident and talented contestant in a talent show funded by the Take the Lead Coalition – a program that funds youth-led

projects which benefit Ajax and Pickering.

Janet stood out from the crowd, engaging the audience with her charisma and energy.

“It feels so good to be back here,” she said to one of The Youth Centre’s Health Promoters, during a rehearsal for the show. “I love this place!”

## 2010/2011 highlights

- The Take The Lead student leadership initiative funded a growing list of successful youth-led projects including the Talented by Nature talent competition, and an outdoor environmental teaching space.
- The 2nd Annual Durham Pride Prom took place at the Oshawa Golf and Curling Club, attended by more than 100 LGBT youth, their friends and volunteers. Planning is underway for another fantastic event this year.
- Workshops reached 40 participants during the Durham District School Board’s And Still We Rise: Black Student Conference.
- We partnered with the Social Work Team for The Real You – an inspirational group to increase the self-esteem and self-image of girls.
- Hosted the 2nd Annual GSA Night, Durham’s only social and networking event for members of local high schools’ Gay-Straight Alliances.
- The Black Valentine sexual health awareness campaign reached more than 1,000 students and staff at Dunbarton High School
- The Health Promotion Team continues to provide education in local classrooms and in the community, addressing issues such as bullying prevention, body image, substance use, stress management, healthy relationships, leadership and more.
- Highly-attended March Break and Summer Health Promotion Programs included the Dish Up Dinner nutrition education and cooking program; the Spa Spectacular program for girls; and our new youth engagement program, Community Leadership Crew.
- Collaborated with the Town of Ajax in drop-in programs at the McLean Community Centre and Ajax Community Centre, providing youth with fun activities and a healthy snack.

## dietitian

# Healthy food for better thoughts

Seventeen-year-old Rachelle always seemed to feel anxious, stressed, overwhelmed and tired, and one of the causes emerged when a Social Worker referred her to a Healthy Eating 1 on 1 session.

She was hardly a healthy eater. Rachelle rarely ate breakfast and lunch, usually limiting herself to one meal a day and unhealthy snacks because she felt too busy at school. Rather than drinking water, she consumed three cans of pop, a cup of coffee and a glass of milk a day. Her cooking skills were limited, usually leading her to fast food or Kraft Dinner.

Our Dietitian discussed the importance of Canada's Food Guide, the benefits of eating three balanced meals and snacks per day, and the options for healthy eating in restaurants. She learned the links between stress and nutrition, how to time meals in a busy day, plan meals and menus, and basic cooking methods with a few healthy recipes. With the help of The Youth Centre's Dish Up Dinner program, she began to improve her cooking skills and focus on healthy eating.

Blood work completed before her next visit confirmed the impact that Rachelle's poor eating habits were having on her health. The iron levels were low. But as she embraced healthy eating goals, her energy and mood improved, and she signed up during the Dish Up Dinner program during March Break.

It is an ongoing process. Rachelle asked to continue to check in with the Dietitian every month, to keep her motivated. Combined with regular visits with a Social Worker, the stress, anxiety and low-energy levels have come under control.

She has discovered how the right foods can lead to better thoughts.



## 2010/2011 highlights

- Healthy Eating 1 on 1 sessions informed youth about healthy eating, weight management, vegetarianism, sports nutrition and much more. Personalized meal plans are also created to help make healthy choices.
- Young mothers were offered information about pre- and post-natal nutrition, and the healthy eating to support breastfeeding.
- Workshops showed how to introduce infants to solid foods, and demonstrated how to make baby food. Clients received a popular kit to help make baby food at home.
- Presentations through the Young Parents Support program covered healthy eating during pregnancy, healthy eating while breastfeeding, dealing with picky eaters, and nutrition for infants and toddlers. Many programs reached out through sites such as the Early Years Centres in Ajax and Pickering.
- Healthy Eating classroom presentations were delivered across Ajax and Pickering.
- The popular Dish Up Dinner hands-on cooking and nutrition program was offered during March Break and twice in the summer.
- Weekly visits to the Dunbarton Wellness Centre have offered information on healthy eating, vegetarianism, sports nutrition and more.
- The free, eight-week Weight Smart Program showed overweight youth how to eat sensibly and lose weight in a healthy way. Parents also learned how to support their overweight teens.
- A Nutrition Month Event offered with the Durham Family Health Team promoted the theme of "Celebrate food ... from field to table!"



youth**outreach**workers

## In case of emergency ...

Jennifer's life seemed to be spiraling out of control at home. She offered stories of abuse, and thoughts of suicide.

The Youth Centre's Youth Outreach Workers were able to provide the 17-year-old with supportive counselling, self-help workshops and emergency housing she desperately needed. Since she left home with nothing but the clothes on her back, we were able to help provide her with necessities such as personal hygiene items, clothing and food.

In the weeks and months that followed, The Youth Centre's mediated family counselling sessions helped to bridge gaps in the family home and relationships.

Today, Jennifer is thriving in an apartment of her own, and has applied to college with new hope for the future.

The Youth Centre continues to support her every step of the way.

## 2010/2011 highlights

- Drop-in programs offered for Grade 7 and 8 students at Bolton C Falby Public School and Bayview Heights Public School.
- Outreach events were established at Dennis O'Connor Summer School, Pickering High Summer School, the Pickering Library, Ajax Library, and more.
- Helped to plan Durham's 2nd and 3rd Annual Pride Proms, and assisted with a Gay Straight Alliance event.
- Participated in Ajax High Reality Day, J. Clarke Reality Day, Durham Alternative Secondary School Graduation, and conferences on trauma, working with youth at risk, and gang culture.
- Participated on committees for Reaching Out Durham, Communities Involved – LGBTQ, Dunbarton High School Student Success Committee, and Crime Prevention Network.
- Outreach programs involved Joanna's House youth shelter, Ontario Works, Durham Alternative Secondary School, Rouge Valley Ajax-Pickering Hospital, and Ryerson University's first-year Child and Youth Worker students.

**Board of Directors**

Chris Aaltonen, Chair  
Linda Marco, Vice-Chair  
Scott Cholewa, Secretary  
Julie Mepham, Treasurer  
Jim Doyle  
Tracy McMurray  
Valerie Mayers-Griffith

Fiona Bain-Greenwood  
Nadine Pendleton  
Lascelles Grant  
\*Pauline Lovegrove  
\*Thomas Thurairatnam  
(\*Left mid year)

**Community Representatives**

Dave Convery  
Thomas Thurairatnam  
Shirlene McKay  
Lillian Delahaye

**Current Staff**

Susan Bland  
Wes Burke  
Jim Clendinning

Ingrid Daley  
Stephanie Douglas  
Jackie Franssen  
Lindsay Jewell  
Jessica Johnson  
Ellen Jones  
Kelly Jones  
Leanne Kerr  
Barb Kurelo

Jaime Lee  
Lucinda Lin  
Hollie Manners-Piggott  
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Cathy McKinley  
Janet McPherson  
Rhonda Moffatt  
Salisha Mohamed

Amy Nagel  
Janet Newall  
Kelly Ng  
Consolata Oketch  
Shannon Poyntz  
Cindy Pritchard  
Nubia Rossman  
Amy Rukaruck  
Daisy Sharma

**2010/2011 Volunteers**

Jaime Armah  
Kamila Boothe  
Shane Campayne  
Adrienne Colby  
Davis Cryar  
Farishta Kakar  
Claire Kervick  
Kim Lo  
Rachael Mills  
Krisha Patel  
Lindsay Patterson  
Steve Okrant  
Martin Oligane  
Kyle Oliver  
Gaven Robinson  
Leighton Robinson  
Katie Sharp  
Jessica Soo-Chan  
Stephanie Williams  
**Community Leadership Crew**  
Zoya Aleah Abrams  
Nafis Ahmed  
Julian Antolinez  
Ali Asad  
Shane Campagne  
William Dolan  
Alyssa Dookhie  
Jaylyn Farrell  
Nicholas Fernandes  
Kirsten Gardiner  
Mathuson Jegatheeswaran  
Mikayla Johnson  
Lauren Jones  
Ara Kerbajian  
Dhruv Lohchab  
Jamal Mohammed  
Garima Nagpal  
Taha Naqui  
Alexander Nasson

Martin Oligane  
Matthew Oligane  
Alyssa Palmer  
Gaven Robinson  
Leighton Robinson  
Mishpha Sharma  
Sigogini Sivarajah  
Samuel Thomas  
Sheldon Thomas  
Danielle Thomsen  
Reshawn Wilson  
Shimecca Woods  
**Cash Donations**  
AIDS Committee of Durham Region  
Christian Life Centre  
Dunbarton Fairport United Church Women  
Durham Region Police Services Board  
Ontario Aboriginal HIV/AIDS Strategy  
OPG Employees and Pensioners Charity  
Oshawa Community Health Centre  
Pickering High School  
Southside Worship Centre  
Pinewood Centre of Lakeridge Health Corp.  
Durham Community Foundation  
United Way of Greater Toronto  
UOIT  
**Program Supporters**  
Veridian  
RR Donnelley (baby bottles and diapers)  
John Belzner  
Tumbles and Toys  
Durham Region Police Services  
Christian Life Centre

**Community Partners**

AIDS Committee of Durham Region  
Ajax High School  
Ajax Pickering Youth Network  
Ajax Public Library  
Alexander Graham Bell P.S.  
Archbishop Denis O'Connor Catholic High School  
Assertive Community Treatment Team (RVHS Ajax and Pickering)  
Bayview Heights Public School  
Bolton C. Falby P.S.  
Brock Community Health Centre  
Cadarakque P.S.  
Canadian Mental Health Association  
Centre for Addiction and Mental Health  
Children's Aid Society  
CHIMO  
Choices Childbirth Education and Doula Services  
Christian Life Centre  
City of Pickering  
City of Pickering Recreation Department  
Coalition for Action Against Bullying – Durham (CAAB-D)  
Community Care Midwives  
Community Development Council Durham  
Community Living – Durham North  
COPE  
Denis O'Connor Secondary School  
Discover Birth  
Distress Centre Durham  
Dr. Odeuke

Dr. Nosa Omoruyi  
Dunbarton High School  
Durham Alternative Education  
Durham Alternative Secondary School (Pickering)  
Durham Black Educators Network  
Durham Catholic District School Board  
Durham Continuing Education  
Durham District School Board  
Durham Family Court Clinic  
Durham Healthy Schools in Action (DHSIA)  
Durham Lives!  
Durham Mental Health Services  
Durham Region Health Department  
Durham Region Police Services and Support Services – Joanna's House  
Eastview Boys and Girls Club  
Fairport Beach Public School  
Family and Community Action Project (FCAP)  
Footprints Autism Program  
Forestbrook  
Community Church  
Frontenac Youth Services  
Girls Incorporated  
Glengrove P.S.  
Heart and Stroke – Ajax /Pickering  
Horizon House  
Hospital for Sick Children  
J. Clarke Richardson High School  
John Howard Society  
Kawartha Pine Ridge District School Board

Kennedy House  
Kinark Child and Family Services- Durham  
Lakeridge Health Corporation  
Lamaze Prepared Childbirth Educators of Durham Region  
LEAP  
Lincoln Alexander P.S.  
Lincoln Avenue P.S.  
McBrady House  
Midwifery Services of Durham  
Mom & Baby Depot  
Mood Disorders Association of Durham  
Murray McKinnon Foundation  
Northern Lights Canada  
Ontario Aboriginal HIV/AIDS Strategy  
Ontario Early Years Centre  
Ontario Shores Centre for Mental Health Sciences  
Oshawa Community Health Centre  
Peterborough Victoria Northumberland Clarington Catholic School Board  
PFLAG Canada – Durham Chapter  
Pickering High School  
Pickering Library  
Pine Ridge Secondary School  
Pinewood Centre of Lakeridge Health Inc.  
Pregnancy Help Centre  
Region of Durham – Health and Social Services  
Region of Durham – Family Services  
Regional Human Rights GSA Committee – OSSTF  
Resources for Exceptional

Children  
Return Ticket Program of Durham Catholic School Board  
Rose of Durham  
Rouge Valley Health System – Ajax Hospital  
Sages-Femmes Rouge Valley Midwives  
Salvation Army Community House Ajax  
SCOPA  
Settlement Workers In Schools (SWIS)  
Sexual Assault Care Centre  
The Shoniker Clinic  
Southwood Park Public School  
St. Andrew's Church  
St. Paul's on the Hill Food Bank  
St. Timothy's Church  
Sunderland/Brock Medical Centre  
Sunrise  
Terry Fox Public School  
The Town of Ajax  
The Town of Ajax Recreation Department  
UOIT  
Valley Farm Public School  
Westcreek Public School  
Women's Multicultural Resource and Counselling Centre  
YMCA Durham Employment and Community  
Your LGBTQ Centre – Durham College/UOIT  
Youth HOST Program – WMRCC  
West Durham Family Health Team

Supported by:



Youth Outreach Program funded by the Ministry of Children and Youth Services.

Member of the Association of Ontario Health Centres ([www.aohc.org](http://www.aohc.org)).

The Youth Centre is a registered, charitable, non-profit organization  
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