

ACHIEVE POTENTIAL.



Annual Report 2017 - 2018





MESSAGE FROM THE BOARD CHAIR & CEO

“Our Success is the Community’s Success”

2017-2018 was a good year for Banyan, full of change and progress. We welcomed new staff and new board members, moved offices, delivered on key objectives to assist in achieving our strategic goals and continued to build partnerships that will have a lasting and positive impact for our communities.

We are proud to be working with a wide range of dedicated caring individuals and organizations. From government through to the community-based organizations, there is a genuine focus on serving at risk populations in a timely and coordinated effort while at the same time, ensuring individuals’ care needs are met and their voices are heard.

Our 2017-2018 Annual Report theme – *Achieve Potential*. - highlights some of the foundational work we have undertaken to equip the organization to *Achieve its Potential*.

- Creation of the Transitional Youth in Conflict with the Law and Mental Health Services-Subcommittee (co-chairs Banyan and COAST) connecting the youth with the services they need.

- Remodeling the Grocer Ease program to address the growing demand for services.
- Development of the SNAP® Community Platform offering a range of programs to the community agencies and school boards of Hamilton to be more accessible to the children and their families.
- Key roles on the provincial Secure System Harmonization Initiative addressing opportunities for integration across the youth justice spectrum.
- Introduction of Banyan’s talent management program focused on the investment in future leaders of Banyan. A joint commitment to support our employees' journey to achieve their career goals.

Our success is the community’s success. With the unwavering support of our funders, partners, board and staff, Banyan is ready for the challenges and achievements ahead in 2018-2019.

Maria Zegarac
Board Chair

Kim Ciavarella
Chief Executive Officer





CHILDREN SERVICES

Family Fun Day

For children and families that attend the SNAP® program, it is a great accomplishment when they are able to work together with the program’s skilled Child and Youth Workers to “Achieve Potential”.

To celebrate these accomplishments, the SNAP® Child and Family Workers were happy to be able to invite families to take part in the SNAP® Family Fun Day. This special day of celebration was held to acknowledge the positive changes made by the children and families in their lives to overcome social and behavioural obstacles, allowing them to achieve their overall potential.

Here are some photos of our wonderful staff at the SNAP® Family Fun Day.



SENIOR SERVICES

Aging Successfully

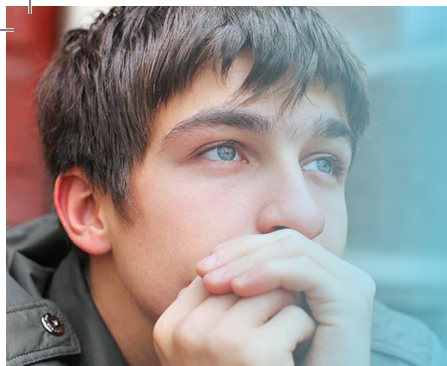
For an older adult to achieve their potential they must be provided with an environment that provides them with the opportunity to age successfully. The City of Hamilton acknowledged this in their 2016 - 2025 Strategic Plan and further strengthened their commitment through their work with community partners to make Hamilton an age-friendly city. For a community to be truly age-friendly it needs to provide older adults with access to a wide range of supports and services that allow them to age successfully and age-in-place; this includes services that support food security.

The grocery shopping and support, provided by the staff of Banyan’s Grocer-Ease program plays a crucial role in ensuring that our clients can remain in their home and live independently for as long as possible. In addition to providing a shopping service the program recognizes that there are other factors that can impact on a person’s ability to age in place including social isolation and falls.

In addition to providing a shopping service the program recognizes that there are other factors that can impact on a person’s ability to age in place including social isolation and falls.

For many isolated individuals in Hamilton, Grocer-Ease is more than just a shopping service and our caring and experienced staff represents a vital connection to the community and other services. When asked the question has the service provided by Grocer-Ease helped you stay in your home, 97.6% of Grocer Ease clients agreed that it had.

The dedicated staff of the Grocer Ease Program can be proud to say that they work they do supports the clients achieve their potential, which for them is the ability to remain at home safely and with dignity.



YOUTH SERVICES

Our Feature Story

“Achieving Potential” - Our Residential Approach

Banyan’s Youth Justice Residential Programs seek to promote stabilization, rehabilitation and positive re-integration back into the community. This is best achieved by providing the young person with cognitive based pro-social programming and skill based recreational activities that promote self-esteem and challenges their existing thought processes, facilitating “unlearning” and new learning in high-risk young people. This feature story captures some of the key attributes that enable our youth to achieve their potential while in our care.

Arriving at Banyan’s Youth Justice Programs

Upon intake the youth’s immediate needs are assessed (food, clothing and safety), risk factors, strengths, and any special individual requirements that they might have.

Case Management After Admission

All pertinent information is gathered and shared with the management and staff team. Information could include any potential risks for violence against others, risk for victimization within the peer group, any suicidal or self-harming behaviors, medical needs, mental health concerns, flight risks, high profile court case, gang/peer concerns, issues with contraband, and any other risk area that may pose a safety and security risk to the youth, the other residents, the community, or the staff group. If a need for an individualized program is identified (due to level of cognitive functioning or mental health concerns) the in-house team starts this process to best meet the youth’s needs while continuing to address the criminogenic risk factors that led to their admission.

School Programming at Banyan’s Residential Programs

One of the programs offered to assist the youth reach their potential is the on-site school programming

provided through the Section 23 programs, as part of Ontario’s Education Act. Education is an integral part of the mandate to offer programming that encourages responsible behaviour, leads to successful personal and social adjustment, and creates opportunities for young persons to continue learning and/or obtain meaningful employment following their release. Board teachers offer independent study in all courses and all levels. Courses include English, math, history, geography, physical education, culinary, art, civics. These are credit courses and the educational staff co-ordinate with the Boards of Education.

Programming Overview

Banyan’s residential programs utilize a program driven cognitive based model that is focused on consistency, structure and routine. Using a multidisciplinary approach which includes a structured educational component, clients are introduced to this model and offered a range of programming options that target key behavioural issues, individual needs, education and training development. Centered on key cognitive areas such as anger awareness, problem solving and victim awareness, youth are challenged to self-reflect, change negative patterns of thinking and develop an understanding of how their actions affect others.

Case Management Planning

A plan is put in place to address areas of needs such as housing, employment, finances, ID, medical and mental health concerns, educational placements, legal questions, and transportation from court. The case management planning is done in collaboration with parents/guardians, case managers, teachers and other professionals working with the youth. This ensures that the plan developed to best address the needs of the youth in the community are put into place and documented. Plans include referrals to



YOUTH SERVICES

Continued

“Achieving Potential” - Our Residential Approach

shelters, applications completed for ID, appointments made for services such as counselling, housing, medical treatment, addiction services; and employment options and support. Contact with community schools for placement options are also made to assist with the requirement for those youth applying for social assistance.

Upon Release

An extensive discharge summary is completed that reflect the entire duration of the youth’s stay and include areas such as incidents, specialized services, medical treatment completed, community follow-up required, interactions with others, programming accomplishments, community contacts, school performance, and an overall summary of their response to the plans implemented and supports offered.

“Achieving Potential” the Outcomes

With the on-going support provided by the staff youth are able to accomplish many things through the different programs offered at our residential sites. The staff work hard to ensure that all the youths are able to “Achieve Potential”.

JT’s Story

JT was transferred to Peninsula Youth Centre (PYC) from another secure site as he was identified as being extremely high risk, had no regard for staff direction and had made several attempts to engage and promote riotous behaviour. From October 2017 until May 2018 (seven months), JT’s behaviours were marked with inconsistencies, lack of effort, incidents and overall poor behaviour. Consistent staff engagement, effective cognitive programming and a positive structured environment allowed JT to continue to engage in various cognitive and educational programming and has seen success as he has been able to maintain the highest level of privileges available in residential programs and currently works with our staff in the kitchen work program.

JT continues to do well, having received various other job related skills including his Safe Food Handling Certificate and CPR/First Aid. These achievements will hopefully assist JT in gaining success once he is released from care.

TG’s Story

TG was transferred to Peninsula Youth Centre (PYC) after being involved in a serious incident at another facility, which resulted in staff injuries. Being in our program with caring, involved staff members resulted in TG moving up the level system quickly and maintaining the highest level for over a year. Eventually he was able to achieve success in the kitchen work program, and complete all other programming offered at PYC.

YOUTH TESTIMONIALS:

“Thank you for teaching me cooking skills and good hard working skills that I will use outside of here in the cooking force.”
- DC (Kitchen Work Program)

“Thanks to the staff here I know I have the skills to succeed in life. I just have to make good decisions.”
- RA

“Thank you, to all PYC staff you guys have all taught me important lessons to succeed in the outside world” “I respect all of your hard work into making me and others better people.”
- DC



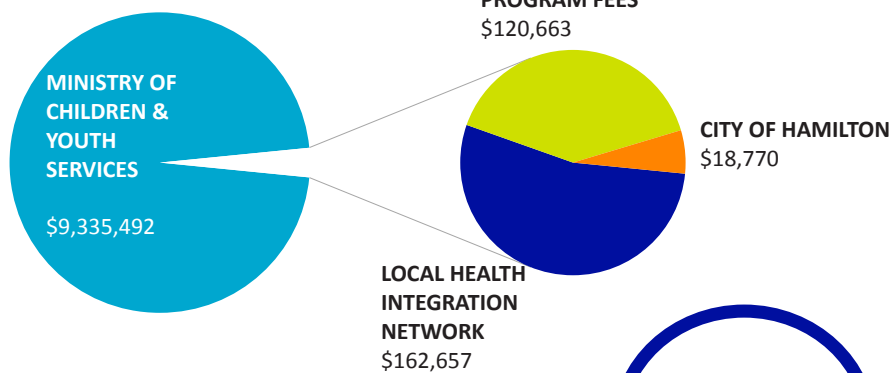
EMPLOYEE RECOGNITION

Years of Service	Recipient	Program
5	MICHAEL BOTTOSSO	AYC
5	CORY KEUPFER	AYC
5	RANDOLPH BALLARD	GRF
5	DEREK SAUNDERS	GRF
5	DONNA MASON	GROCER-EASE
10	ANGELA GILBERT	PYC
10	RAYMOND NAPPER	PYC
10	FRAN GELLING	GROCER-EASE
10	JOHN FORMICA	PYC
15	LEONARD MANCINI	AYC
15	BRADLEY HOMES	AYC
15	KIM AIRD	AYC
15	TODD HONSBERGER	PYC
15	MELISSA DONNELLY	PYC
15	CHRIS KOSTUREK	PYC
15	JEFFREY HALES	PYC
15	ROXANNE ROWLAND	GRF
15	DAVID FARRUGIA	GRF
15	ELENA HUEZO	COPPORATE SERVICES
20	SEAN WOOLVETT	AYC
20	MARIANNE MAZUR	AYC

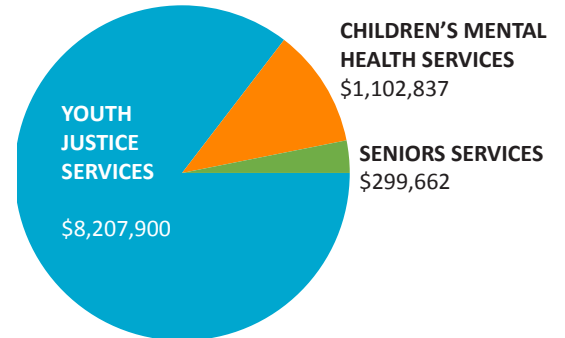
BANYAN WOULD LIKE TO TAKE THE OPPORTUNITY TO THANK THE FOLLOWING INDIVIDUALS FOR ALL THEIR HARD WORK AND DEDICATION TO THE ORGANIZATION.

FINANCIAL INFORMATION

Revenue



Expenses By Program



Clients Served

CORPORATE PROFILE

Board of Directors

Maria Zegarac (Board Chair)

Donna Zan (Vice Chair)

Jackie Barrett (Treasurer)

Glenn Cooke

Kerry Duench

Jagoda Mirceta

John Spatazzo

Mike Spencer

Mike Worster

Senior Management Team

Kim Ciavarella

Chief Executive Officer, Board Secretary (Ex Officio)

Glenys Currie

Director of Quality and Risk Management

Tracey Frena

Director of Corporate Services

Patrick McCowell

Director of Residential Services

Cam Uhler

Director of Residential Services

ABOUT US

Banyan is a not-for-profit organization that has provided quality services to the youth justice, children's development, and seniors' community support sectors since 1978. Banyan is committed to improving the mental, physical, and social well-being of at risk populations in our service areas of Hamilton, Niagara, Brant, Norfolk, and Wellington.

Our Mission

OUR COMMITMENT

We support and stabilize children and youth with complex needs alongside their families.

DELIVERED

Through our youth justice and community programs.

TO

Build a foundation for positive growth and development.

Our Vision

**Foster Hope.
Inspire Change.
Achieve Potential.**

Our Values

**Advocacy
Respect
Inclusiveness
Responsiveness
Accountability
Transparency**



LOCATIONS

Corporate Office
Senior Services
Children Services
Clinical Services

688 Queensdale Ave. E
Hamilton, ON L8V 1M1
P 905.545.0133
F 905.549.9011

Arrell Youth Centre

320 Anchor Road
Hamilton, ON L8W 3R2
P 905.574.0610
F 905.574.2861

George R. Force

1760 King Street E
Hamilton, ON L8K 1V7
P 905.544.7777
F 905.547.0666

Peninsula Youth Centre

310 Cream Street, RR#1
Fenwick, ON LOS 1C0
P 905.892.9777
F 905.892.5648

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CHARITABLE BUSINESS NUMBER: 88735-5881-RR0001