



1978 **40** 2018  
**YEARS**

Annual Report 2018-2019

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# About Us



Banyan is a not-for-profit organization that has provided quality services to the youth justice, children's services, 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.

For more information on Banyan's services, please visit our website: [banyancommunityservices.org](http://banyancommunityservices.org)

## 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

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# Message from Board Chair & CEO

“ We are operating responsibly and providing responsive and quality services.”

Looking back, Banyan had an extraordinary year where we celebrated two significant milestones. The first came on January 18, 2018, marking Banyan’s 40<sup>th</sup> Anniversary! Our 1978 grassroots mission of helping individuals at risk and their families through quality service and programming is stronger today and more relevant than ever.

It is clear that staff, clients and friends of Banyan feel a deep sense of pride. Our George R. Force (GRF) was recognized by the City of Hamilton during Canada’s 150<sup>th</sup> anniversary recognition. GRF was standing when Canada became a country in 1867! Today, GRF joins a rare group of buildings that make up less than 1% of Hamilton’s building stock—another recognition of Banyan’s footprint in the community. Now that’s something amazing!

While much of the focus this year has been on commemorating our 40<sup>th</sup> anniversary, the Banyan team continued with other key initiatives, one of which marked the second milestone: Banyan receiving its accreditation award from the Canadian Centre for Accreditation (CCA). The hard work, professionalism, and dedication of our staff and Board of Directors are clearly reflected in this significant achievement.

Accreditation is a process that provides assurance from a respected third-party that an organization meets commonly accepted standards for good governance, management, and excellence in service provision. It is one way that we demonstrate to our clients and funders that we are operating responsibly and providing responsive and quality services. With the increasing pressure for public accountability, participation in the accreditation process promotes a quality and safety culture across the organization.

Congratulations to all staff, donors and partners who made our milestone year possible. Thanks to the Board volunteers who believe in our vision, support our plans, and challenge the status quo.



**Maria Zegarac**  
Board Chair



**Kim Ciavarella**  
Chief Executive Officer

1978 **40** 2018  
YEARS

In 2018, Banyan Community Services Inc. celebrated its 40<sup>th</sup> anniversary. This is indeed an extraordinary accomplishment and exemplifies the will, determination and lasting success of an organization that has worked tirelessly towards providing support, guidance and stabilization for the most at-risk individuals and families in our communities. We would like to thank all the funders, clients, staff and partners who have helped us become a trusted and proven name in the community since 1978.

On January 18, 1978 Banyan incorporated George R. Force Group Homes in response to an increase of youth crime in Hamilton’s north-east end of the city. The program started operations at 596 Grays Road with a 6-bed open custody group home for youth who had come in conflict with the law. By 1999 the program had expanded and relocated to its current location at 1760 King Street E. in Hamilton.

**1978**

Operations begin at **George R. Force Group Home (GRF)**, a 6-bed open custody program for youth who had come in conflict with the law.

**1981**

Addition of housing services (**Hamilton East Kiwanis Non-Profit Homes**) and the incorporation of Hamilton East Community Services known today as **Banyan Community Services Inc.**

**1986**

Further expansion occurred in the area of senior services with the addition of **Grocer Ease** shopping service.

1978



Since 1978 Banyan has continued to work with the community to identify needs, develop programs and increase supports and services for at-risk populations. Along this journey many of the core programs that have defined Banyan's legacy are worth mentioning on our 40<sup>th</sup> anniversary.

Our rich history started with George R. Force in 1978 followed by the addition of Hamilton East Kiwanis Non-Profit Homes in 1981. In the mid-eighties we established Hamilton East Community Services (known today as Banyan Community Services Inc.) to govern and manage the organization. Further expansion occurred in the area of senior services with the creation of K-Care Nursing Homes and addition of Grocer Ease shopping service in 1986. In 1994 the Canadian Council of War Veterans Associations provided Banyan the opportunity to take on the stewardship and operations of their work with Camp Maple Leaf and support sending underprivileged kids to camp (currently under the management of Camp Tanamakoon since 2016).

During the same period, Banyan enhanced its programming specializing in youth justice by adding Peninsula Youth Centre in 1994 and Arrell Youth Centre in 1999. Shortly

followed by the introduction of community program SNAP® for Boys and SNAP® for Girls. SNAP® is a family focused early intervention program for children aged 6-11 experiencing behavioural difficulties at home, in school, or in the community.

Presently our organization's profile includes quality services that support the youth justice, children's services, and seniors' community support sectors. Banyan is committed to improving the mental, physical, and social well-being of at-risk populations in our service areas of Hamilton, Niagara, Brant, Haldimand, Norfolk, and Wellington.

On November 1, 2019 staff and board members hosted a community event at the Waterfront Centre to recognize and celebrate Banyan's milestone anniversary. Peter Tice, Partner at Ross and McBride legal firm, and a long-time supporter and former Banyan board member, delivered a memorable keynote address to all in attendance.

We have accomplished a lot together during our first 40 years and empowered countless individuals and families to realize their full potential. But what matters most now is what we do next. Thank you for helping make Banyan a fantastic organization now and for decades to come.



Addition of **Peninsula Youth Centre (PYC)** a secure custody program, to the youth services portfolio.

The Canadian Council of War Veterans Associations provides Banyan the opportunity to serve underprivileged kids at **Camp Maple Leaf**.



Children's services expands with the introduction of the community program **SNAP® for Boys and SNAP® for Girls**.

Further expansion of youth services with the addition of a second secure custody program, **Arrell Youth Centre (AYC)**.



On November 1, 2018 staff and board members hosted a community event at the Waterfront Centre to recognize and celebrate **Banyan's milestone anniversary**.

2019



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# Children's Services



In 2018, Banyan was successful in obtaining an Ontario Trillium Foundation seed grant to pilot a self-understanding and regulating emotions (S.U.R.E.) program for boys aged 12–14 living in Hamilton.

The program supports 25 boys to develop strong emotional and social skills by providing the necessary understanding and skills to deal effectively with anger and aggression. Research has shown that by participating in a cognitive-behavioural approach program to regulate emotions, youth learn to control their anger, achieve higher levels of emotional well-being, and show significant decreases in depression, hopelessness, and stress.

The goal is to extend S.U.R.E. and offer the services as an expansion of Banyan's Children's Services.

“I was feeling very low as a person and parent but left feeling confident and enjoying being with my son again. As much as I don't like group things it was great listening to other people's ways of handling things and felt the support of other parents/grandparents and the people running the program.”

**SNAP PROGRAM PARTICIPATING PARENT**

“SNAP teaches you to stop, not get frustrated, be kind. Helps with getting along and being patient to my brother and sister.”

**SNAP PROGRAM PARTICIPATING CHILD**



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# Youth Services

In November 2017, Banyan was successful in obtaining a start up grant from the Hamilton Community Foundation—Edith H Turner Fund to create AYC PRODUCTIONS.

This money has been used to build and equip a sound studio for use by youth at Arrell Youth Centre, providing them with a safe, supported space and a means for them to create music and allow their voice to be heard in a pro-social way.

Youth will expand on their knowledge in areas not typically offered such as music composition, lyric and song writing, and graphic design. The goal is to incorporate AYC PRODUCTIONS learning into the school curriculum at Arrell Youth Centre.

Congratulations to the staff and youth at AYC who have worked so hard in the start-up of AYC PRODUCTIONS. Our thanks to the community supporters including Harley Snively Memorial Art Fund and Infinity Forge for their guidance and expertise.

“Very caring and loving facility. Great people all around. They want the best for you and only the best.”

YOUTH

“Banyan is great in many ways. It’s a lot better than government owned custody.”

YOUTH



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## Senior's Services

In 2018 Banyan's Seniors' Services was the beneficiary of a generous donation to assist low-income clients who were unable to buy groceries. This was a key donation as food-security influences the health and quality of life for seniors. An individual is considered food secure when they have access to sufficient, safe, nutritious and culturally appropriate food that meets their dietary needs.

A recent report published by the Ontario Association of Food Banks (2018), drew attention to the pending crisis of senior hunger in Ontario. It reports that the number of seniors accessing hunger-relief services increased by more than 10% over the previous year, a rate nearly three times faster than the growth of Ontario's senior population. The Grocer Ease program at Banyan is part of the continuum of food-security programs in Hamilton, providing a vital service to seniors who would otherwise struggle to purchase groceries.

With this monetary gift, the Grocer Ease team were able to provide financial support to ten seniors to buy food that they would have normally been unable to purchase. One senior, for example, had no food in the home and would have had to wait 10 days until her Ontario Disability Support Program cheque arrived before she could afford a grocery shop. We truly hope this will inspire others to donate their time and treasure to the Grocer Ease program so more seniors can remain food secure.

“Don't know what I would do without this service.”

CLIENT





# Employee Recognition

The week of October 15, 2018 was Employee Recognition Week at Banyan.

Through a series of planned communications and events, it was a great way to recognize and validate the hard work and commitment our staff demonstrate to empower, bring hope, and improve the lives of those we serve.

## Service Milestone Awards *As of December 31, 2018*

30  
YEARS

Chris Booth, Corporate Services

Angelo Mosca, AYC

20  
YEARS

Darren Rossi, PYC

Dawn Rush, AYC

Donna Torzsas, PYC

10  
YEARS

Lisa Arndt, AYC

Jody Graham, AYC

James Vecia, AYC

5  
YEARS

Christopher Adams, PYC

Anisa Dasigan, SNAP

Jess McConnell, GRF

**YOU ARE THE BEST STAFF BAR NONE** NET WORTH INVALUABLE

Nutrition Facts	Amount/Serving	%DV*
Serving Size	Thoughtfulness	100%
1 Amazing Employee	Commitment	100%
*Percent of Daily Values	Value Enhancer	100%
	APPRECIATED	100%

NOTE: CELEBRATING 40 YEARS OF SERVICE 2019

**BANYAN**  
Better. Together.  
THANK YOU FOR ALL YOU DO!

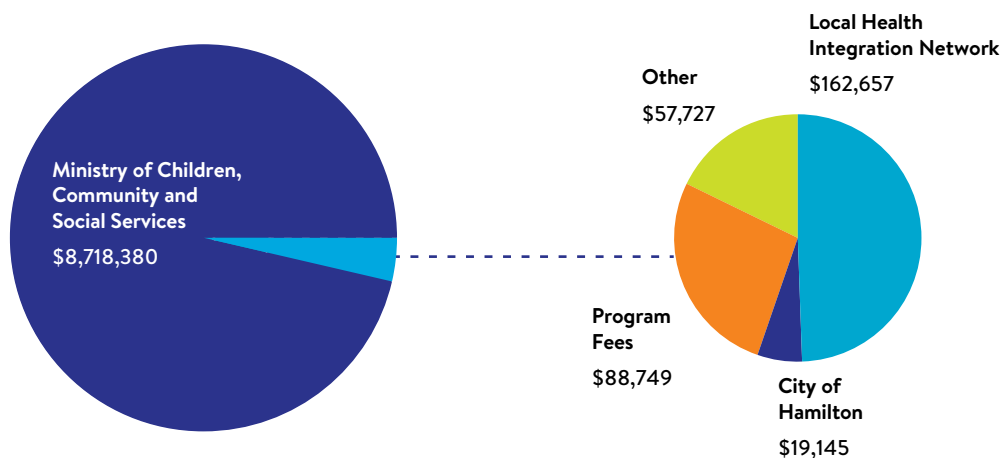
INGREDIENTS: Our AMAZING Banyan employees (enriched with some GREAT skills and fortified with the ability to make this an INCREDIBLE place to work).

# Financial Information

As of March 31, 2019

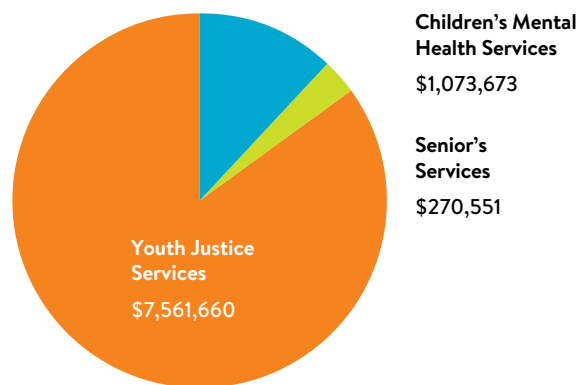
## Revenue

TOTAL REVENUE: \$9,046,658

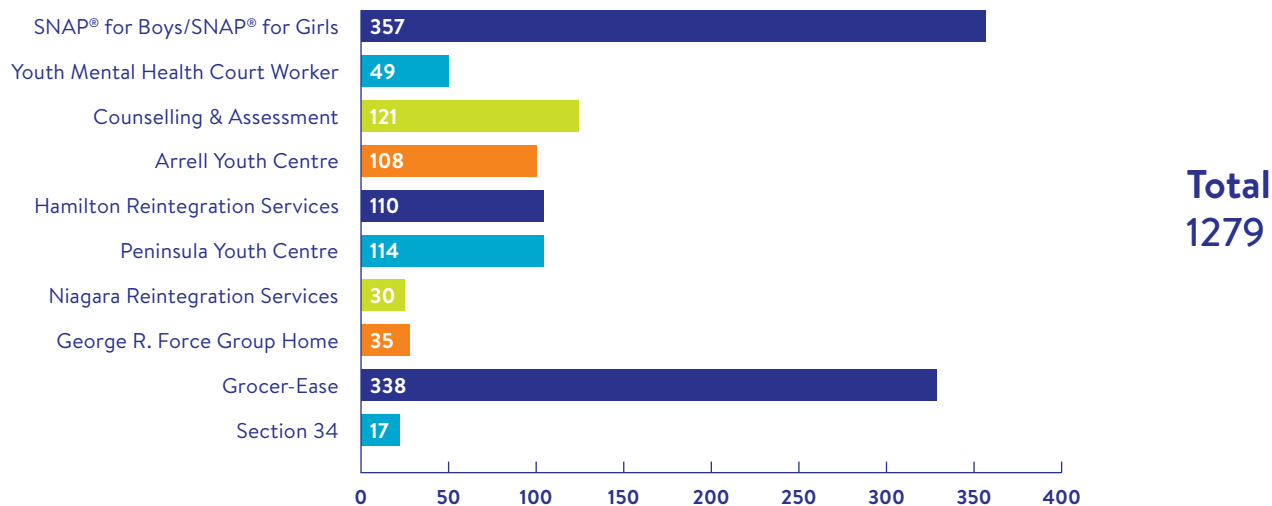


## Expenses By Program

TOTAL EXPENSES: \$8,905,884



## Clients Served in 2018–2019



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# Corporate Profile

## Board of Directors

**Maria Zegarac**  
(Board Chair)

**Donna Zan**  
(Vice Chair)

**Jacqueline Barrett**  
(Treasurer)

**Glenn Cooke**

**Bart Halasa**

**Angela Morgan**

**Jill McKenzie**

**Mike Spencer**

**D'Arcy Wilson**

## 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 Youth Justice and Community Support Services

**Cam Uhler**  
Director of Residential Services

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## 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 L0S 1C0  
P 905.892.9777  
F 905.892.5648



[banyancommunityservices.org](http://banyancommunityservices.org)

Charitable Business Number: 88735-5881-RR0001

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