

2015-2016

Annual Report



Message from Board Chair and CEO

In consultation with the Board of Directors, Stakeholders and Staff, BANYAN launched its five-year Strategic Plan, “Building Positive Foundations” in the Spring of this year. The plan will guide the agency in creating an organizational culture of excellence and sustainability, increasing integration to strengthen BANYAN’s external impact in terms of service delivery and advocacy.

Prior to the launch, BANYAN went through its most transformational change in close to a decade. In reflection, the theme of reinforcing our roots and strengthening our foundation resulted in some key developments:

- At the Board level, a new governance model was introduced focusing on leadership, transparency and accountability. The organization welcomed five new Board Members who individually and collectively play key roles as community leaders and are dedicated to the Mission and Vision of the organization. As Ted Sheehan ends his Board tenure with BANYAN, we would like to recognize and thank him for his commitment and expertise over the last six years.
- Our Values of Advocacy, Respect, Inclusiveness, Responsiveness, Accountability and Transparency continue to inform our Vision to Foster hope, Inspire change and Achieve potential. To ensure our commitment to Vision, BANYAN created a new Brand that is memorable, authentic, has real meaning while clarifying to the public and partner agencies, what BANYAN does and who we are. As a result “BANYAN: Better. Together.” was released in the Summer of 2016. With the new BANYAN brand, we can now distinctly identify our three divisions of service: Youth Services, Children Services and Senior Services, with a specialized focus in Youth Justice.
- During this process, we renewed our commitment to the Senior Services division by implementing the recommendations introduced by the Social Planning and Research Committee (SPRC). Only one short year later, by investing resources in leadership and program support that specialize in community programming for Seniors, it has yielded a 65% growth in our client-base.
- In addition, our catchment area expanded to include the Niagara region for open detention and custody services. The Ministry of Children and Youth Services (MCYS) also awarded BANYAN the contract to provide psychological and psychiatric court assessments for youth facing charges. That will assist and support treatment planning for those individuals within Hamilton and Haldimand-Norfolk court systems.



Kerry Duench

- Corporately, our organization introduced a quality framework that clearly outlines: accountability, client outcomes and performance monitoring. BANYAN is committed to providing quality care, which we define as safe, accessible, effective and timely. This year we were proud to share our quality improvement plans, which outline our annual strategy to improve the quality and safety of care to you, with our clients and families that receive our services daily.

The Board of Directors and Senior Leadership have worked diligently this past year to ensure that BANYAN gained renewed stability. Their commitment and support is critical to BANYAN’s long-term success and provides the foundation necessary to build upon, as we embark on achieving our strategic goals and objectives in “Building Positive Foundations”. None of the work delivered within BANYAN could be achieved without the remarkable staff who, on a daily basis, demonstrate tremendous dedication, creativity and resilience. Most significantly, we acknowledge the courage of the community and the individuals who use our services, as they remind us daily of the importance of always keeping the needs of our youth, clients and families front and centre.



Kim Ciavarella

Kerry Duench
Board Chair

Kim Ciavarella
Chief Executive Officer

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.

Senior Services - Grocer-Ease

MAKING A DIFFERENCE!

“Do not stop the Grocer-Ease program as I would not be able to stay in my home without this wonderful program.” - G-E Client

Banyan’s Grocer-Ease is a grocery shopping program for seniors and adults with physical disabilities. The above quote is typical of the response we often hear from our clients living in the community. For our employees, Grocer-Ease means far more than collecting client’s grocery lists, shopping for them and delivering the groceries; they deal with challenging situations with good humour and compassion, day-in and day-out.

Grocer-Ease employees are organized, efficient, empathetic and caring. They often shop many times in one day and they are out in the heat of the summer or in the icy conditions of winter because of their strong commitment to help clients who depend on them; knowing that these clients have no other way to get their groceries. As well as working individually with clients Grocer-Ease employees work as a team supporting each other and sharing ways of improving service for their clients.

“The shoppers are a blessing. Your services make a profound difference. Everyone should respect these wonderful people whom go out of their way to give up their time to help people like us. I am grateful, thanks again.” - G-E Client

For many clients who live alone in their homes the Grocer-Ease employees are a crucial life-line, providing both practical assistance in the form of grocery shopping and also someone to talk to and help them connect with other community health and social services. It is not just a job to them - they have a passion for helping and giving back to the communities they live in and often developing long-lasting relationships with their clients, who really appreciate them.

Grocer-Ease employees are truly incredible and we can all learn from these special individuals. As one colleague put it “they are unsung heroes”!

Thank you to all our amazing employees,
Kelly Dzikic and Glenys Currie



Children Services - A Success Story

Within BANYAN's Children Services, our Child and Family workers for the SNAP® for Boys & SNAP® for Girls Program, work daily with children who struggle with poor emotional regulation and engage in aggressive and oppositional behaviours in various settings. Through Individual Counselling & Mentoring (ICM) and the 12-week SNAP® Group, children gain positive skills which improves their self-control, enabling them to minimize the intensity and frequency of anti-social behaviour. These positive gains can be seen during the 12-week SNAP® session at home, at school and in one-to-one meetings. Although each child's success is unique to the individual, there are a few children who have improved significantly through the support of the SNAP® program.

One child, an eight year-old male, was admitted to the program for aggression towards others at school. He had rule-breaking behaviour, oppositional behaviour and refused to communicate at school. During the 12-week SNAP® session, this child went from being non-compliant, to being able to follow directions. He went from not being able to sit still and regularly invading other's personal space, to being able to control and demonstrate less invasive behaviour. He learned to better understand how to play fairly in a calm manner - - becoming a role model for great sportsmanship and fair play. He would often praise his peers and congratulate them. Following the 12-week SNAP® session, he transitioned to ICM's where he continued to improve. He became more open to share, maintained eye contact, and transitioned smoothly from activities.

The most drastic improvements were seen at school. Previously, he had notes sent home almost on a daily basis regarding physical aggression and emotional break-downs. After his SNAP® training, he knew how to calm himself down by walking away and finding a quiet spot where he would often go to the library and read a book. His physical aggression was almost non-existent. During one of our meetings, one of the first things he proudly said to me was, "Guess what? I did not have any hands-on or yelling!"

His words reflected the transition he has made and it is a testament to the collaborative efforts from our BANYAN Child and Family workers who guided this child to this great achievement.

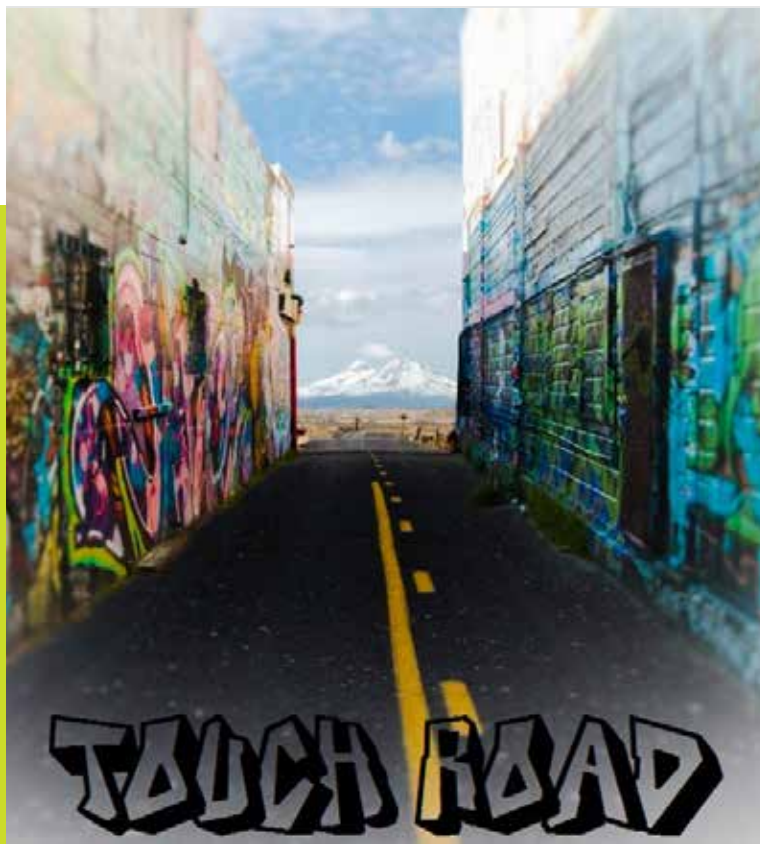


Celebrating our Successes:

Testimonials from BANYAN Youth Services - Residential Programs.

“Arrell Youth Centre has helped me greatly in understanding my potential and creating a successful lifestyle. During my stay at Arrell, I have been able to graduate high school and begin university courses. Through the various cognitive programs available I have been able to realize how my actions affect others. I have also been attending Alcoholics Anonymous meetings and addressing issues of substance abuse in my life. I have also earned various work skills and certifications while at Arrell. I received my First Aid, CPR and Ontario Food Handler’s certificates as well as participated in work programs such as painting and kitchen work. The staff and social worker here have been very accommodating and supportive towards youth. This is how Arrell Youth Centre has positively affected my life.”

- 17 year old youth



“Arrell Youth Centre....When I think of Arrell, I think of redemption and second chances - - a second chance at entering the community as more of a better person. Someone who feels more encouraged and motivated to be part of society. Arrell’s program and staff helped others and me included to become more confident and open more doors to a more brighter and successful future. No matter the circumstances there is always someone who is willing to listen and help out and help others look at the positive in life. So I know when I leave Arrell, I leave a better person out than in.”

- 16 year old youth



“A SPECIAL WAY TO SAY THANKS!”

(May 11, 2016)

After all my time, after all my rhymes,
I've come to realize, that I've changed my life,
with [S's] help, darn she's four foot nine,
with metaphors as sharp as knives with the
sharpest mind.

She's just as sharp as mine, that's healthy
BOOM! Land mine,

Last supper it's lamb time, now off to poetry
slam time,

don't ram lines, now you're with [darn] lions,
done with all those [darn] crimes.

Come outside, can't I'm cryin', I'm not lying
when I say that its hard.

Never thought I'd get this far, never thought
I'd forget my star,

Never again will I steal a flippin' car, thank
you [S] for the help that you have given,

Showed me the new way, my life is worth
livin', after all my jokes, our laughs and kiddin',

I think it's time in my new life for me to fit in.

Thank you [S], you really changed me for the
better.

-K. - 17 year old youth -
Peninsula Youth Centre

Dear PYC Staff, Management and
Teachers:

When I was younger, I started off on bad terms with some of you, but now I've noticed that the relationships I've built with all of the staff here have become a lot stronger. I just wanted to thank you guys for all of the things you've done or tried to do for me. Some of you have inspired me to try new things, like working out and building my athletic skills, which made me realize that you guys really care for us. I also wanted to thank you for pointing me in the right direction and telling me about positive options for things I can do in my life, and for believing in me and wanting me to do well.

It will be weird not coming back to this place and seeing the same faces that I've known for so long. One day I hope to bump into you and show you what you've helped me do, and how well I've done with my life. I just wanted you to know that all of those times you talked to me I was listening, especially when you tried to point me in the right direction. You've all played a big part in my life, I am going to try my best to use the skills that you've taught me, and turn my life around.

We all make mistakes in our lives and this has been a big mistake I've made since I was younger. I have taken everything you've said into consideration as far as me making changes, and I hope to use that advice to learn from those mistakes. I wanted to write this letter because I wanted you guys to realize that you've taught me a lot. I will always remember the relationships I've built and the things you've taught me.

Thanks for everything you've all inspired, taught me, and directed me to do.

- Yours truly

A Look Back on a 30 Year Career:

PATRICK MCCOWELL : DIRECTOR OF RESIDENTIAL SERVICES



It is not as common as it once was for someone to work their way up through the ranks and stay with that same employer for over 30 years. However, that was what Patrick said “he’s been fortunate to do” since starting his employment with BANYAN back in 1985. Perhaps his successful longevity is a mix of some “old school” values and work ethic, combined with his loyal, hardworking East Hamilton upbringing, and a genuine dedication and commitment to what he does.

Born in Nova Scotia, Patrick’s family moved to Hamilton in the early 60’s. Patrick and his four brothers and his sister grew up in the east end of the city. Patrick, staying true to his roots, has remained in the area raising his family of three just a block away from “Nana’s home.” Patrick’s loyalty and commitment to family extends to all aspects of his life. He is a lifelong volunteer with the Catholic Youth Organization (CYO), he has made himself available to many community outreach programs, sits on numerous committees within the city and region, is a peer support member of Critical Incident Stress Management (CISM), and a certified Prevention and Management of Aggressive Behaviour (PMAB) instructor. He is always “ready to help out”.

- Patrick began his career working with at-risk youth shortly after graduating from Mohawk College in 1984. At that time the organization operated as Hamilton East Kiwanis.
- Patrick worked 24 hour shifts at the George R. Force (GRF) Open Custody group home for young offenders on Grays Road in Stoney Creek. His next appointed role was with West Lincoln Youth Residence.
- Patrick then moved from Open Custody to Secure Custody/Detention and was instrumental in the opening of the James St. Detention, as well as working at Family Services (when the organization assumed operations of the site, it was renamed Peninsula Youth Centre (PYC).
- From there, Patrick was asked to return to Open Custody and amalgamate GRF and West Lincoln to operate at one site - - it’s current location is on King St. East in Hamilton.
- During his post at GRF, Patrick headed to Welland where he was instrumental in the development of a residential care facility for youth under 16. Once Prince Charles Drive was up and running, Patrick returned to Hamilton where he took on the role of Program Manager at Arrell Youth Centre, where he has spent 14 years over seeing all aspects of the facility.
- In 2014, Patrick was asked to step up and temporarily fill the Director of Operations role, then in 2015 he was promoted permanently into his current role of Director of Residential Services.

“From the moment I was introduced to Patrick, it was clear to me he would be a great asset to the Senior Leadership team. His incredible knowledge of the youth justice sector and his passionate work ethic was a welcome addition to the boardroom. He is a man of integrity and a true advocate for youth at-risk. It’s an absolute honour to work with him.”

-Kim Ciavarella, BANYAN CEO

Through all the years of transition, both with the organization and within the Youth Justice profile, Patrick credits his sustainability to those he works with and for. His priority is always the Youth in Care, but just as important are his co-workers. When asked to talk about Patrick, co-workers both past and present were eager to share anecdotes about time shared with him. Common in their description of Patrick was his sense of humour, his respectful empathetic nature and his consistent professional demeanour.

By all accounts Patrick is a “people person”, giving his all to what’s important to him - - his family and friends, his community, and his job. When asked to put into words how he felt about his career so far, his reply:

“To date, it has been a pleasure and a privilege. I’ve been fortunate to be surrounded by great people - people who work hard. We’ve worked side by side to build strong, worthwhile, sustainable and necessary foundations for those we serve. I couldn’t, nor would I have wanted to do all this without them!”



STAFF RECOGNITION



CHILDREN'S CHRISTMAS PARTY



ARRELL YOUTH CENTRE STAFF CHRISTMAS PARTY



ACTIVITIES FROM BANYAN YOUTH SERVICES



PYC GOLF TOURNAMENT



THIS YEAR'S SERVICE AWARDS

Years of Service	Recipient	Site
5	Daniel Williams	PYC
5	Pat Cortese	PYC
5	Richard Wilson	AYC
5	Kevin Florek	AYC
5	Ryan Buckle	AYC
5	Steve Mahler	AYC
5	Sandra Guthrie	AYC
5	Michael Beale	AYC
5	David Oswald	AYC
5	Anthony Payton	AYC
10	Carol Hoblyn	Grocer Ease
10	Susan Perry	Grocer Ease
10	Steven Barberic	GRF
10	Rosanne Maidens	PYC
15	Chantal Briere	PYC
15	Cindy Suffoletta	Hamilton Reintegration
15	Kristopher Garbes	PYC
15	Brad MacLachlan	PYC
15	Joseph Galivan	AYC
30	Patrick McCowell	BCS

In June 2016, BANYAN introduced a new annual “Service Award of Excellence”, which formally recognizes peer-nominated employees for their exemplified outstanding efforts in keeping with BANYAN’s Mission, Vision, and Values. Numerous staff members who were nominated, demonstrated true professionalism through positive attitude, positive performance, and outstanding efforts in their field.

We received many outstanding nominations, which speaks to the high quality of our employees. Our “Award of Excellence” Committee had a challenging decision to make, but were able to narrow their decision to three staff members, who best displays and have met the following criteria:

- Caring and respectful nature
- Performance above and beyond ordinary duty
- Innovative resourcefulness and concern for efficiency
- Care and concern for the whole person
- Responsibility for our community

2016 Awards of Excellence Recipients



Amber Powell is a Child and Family Worker at our SNAP® for Boys & SNAP® for Girls Program and has been with the program since January, 2006.

Amber has been exemplary in promoting BANYAN: by matching her personal values with BANYAN's values - - by promoting all the organization's programs and community partnerships. One client parent commented, "When working with either children or adults or a combination of both in any type of program environment, the clientele can readily see the staff who come to work because they care and are committed to changing and improving the lives of those they serve." Amber is such a person and has provided team leadership, guidance and has acted as a mentor for all our new staff. The strength of the SNAP® program is the dedication and commitment of program staff such as Amber. She has fostered hope that has inspired the children and families to make the necessary changes, thus ensuring they achieve their full potential and enrich their lives. **Amber has created a solid foundation within the community of trust, respect, and care.**

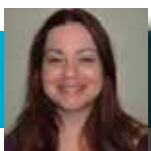


Jim Avery is our Lead Cook at the Peninsula Youth Centre and has been with the program since February, 1999.

As a dedicated employee, Jim spends countless hours giving back to the community and Banyan through volunteering; Camp Maple Leaf, Breakfast Club, golf tournaments, employee and special events and has even gone to George R. Force numerous time on his days off to bake with the youth in our care.

As a great team player, Jim is dedicated and committed to his work while he maintains safety and security in the kitchen. "He cares for everyone he meets, especially the youth in our care and in

the community. He is resourceful, efficient, and always there to give a helping hand. He is a mentor to our youth who work in the kitchen and always ensures knowledge and life skills are gained. He has made an impact on many young persons' lives who have worked alongside of him in our Kitchen Work Program." **Jim has a big heart, sincere passion and love for his community, his work and especially the youth he encounters each day.**



Roxanne Rowland is a Youth Care Worker at George R. Force (GRF) Group Home and has been with the program since January, 2002.

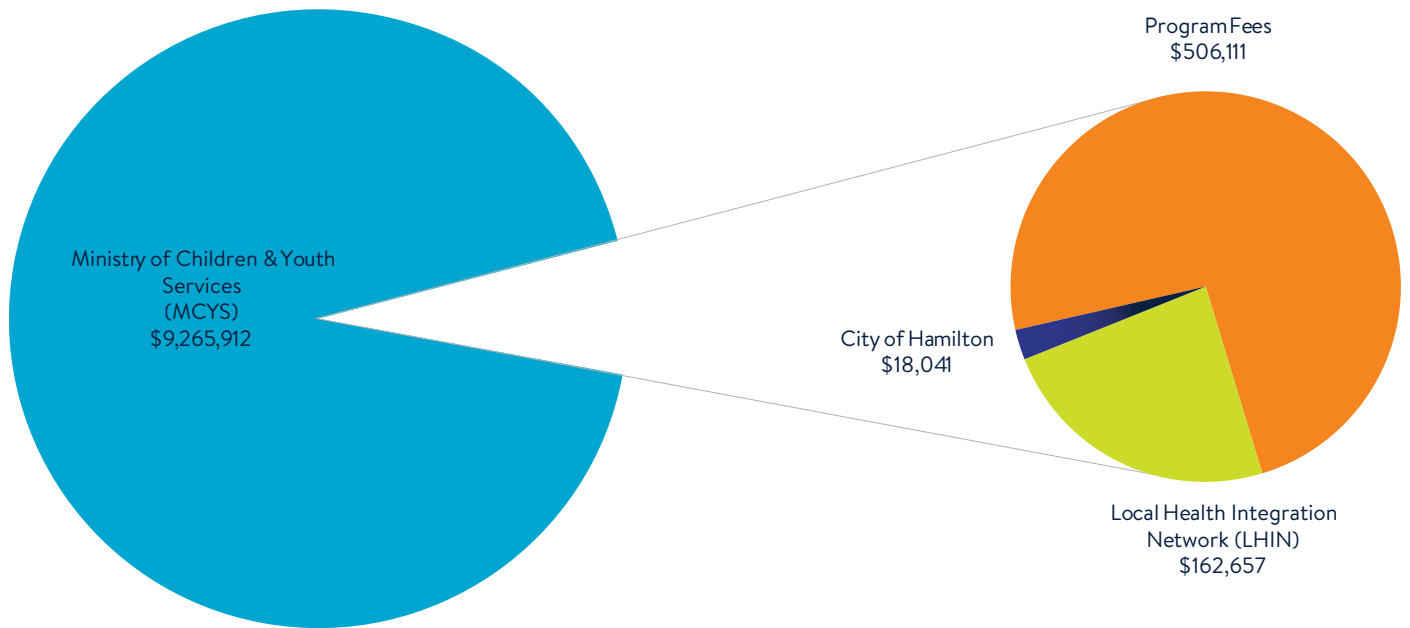
As a long standing employee, Roxanne has dedicated herself to the youth in our care. Her work ethic has gone beyond the call of duty by researching, developing and implementing a new program.

Roxanne recently took it upon herself (after running the idea past her supervisors) to draft and implement an entire gardening program for the youth at George R. Force (GRF). Not only has she created the program from scratch, including modules and goals for each, she has spent significant amount of her own time speaking to various garden centres regarding donations of dirt, seedlings and other materials in an effort to offset the actual costs to the program. GRF now has a number of "box gardens" in the backyard that youth and staff help look after. In the garden, GRF are growing vegetables that eventually were harvested and put out for the youth to eat at mealtimes. **Roxanne is always positive with both the youth and staff group as a whole, yet very modest about how hard she works and the contribution she makes to the lives of youth at GRF.**

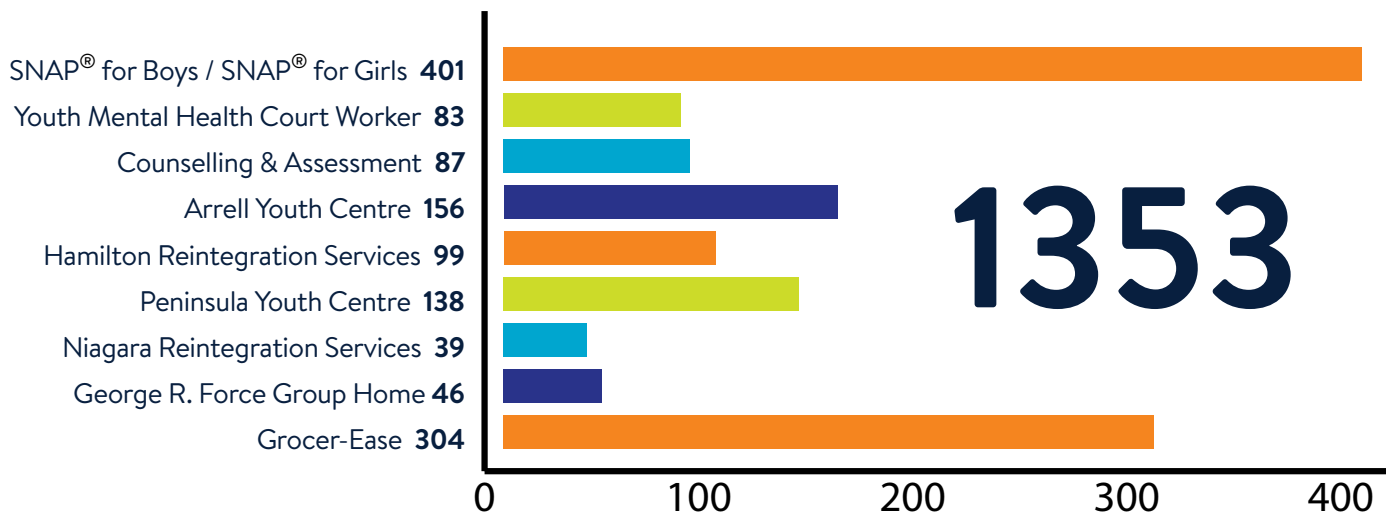
2015 - 2016 Revenue

As Per Audited Statements:
 Total Revenue = **\$9,952,721**

- Ministry of Children & Youth Services (MCYS)
- Program Fees
- Local Health Integration Network (LHIN)
- City of Hamilton



Total Clients Served in 2015 - 2016



About BANYAN

LIST OF BOARD OF DIRECTORS:

Jacqueline Barrett

Kerry Duench (Board Chair)

Steve Kennish

Jagoda Mirceta

Mike Spencer

Mike Worster

Donna Zan

Maria Zegarac

Kim Ciavarella - Chief Executive Officer –
BANYAN / Board Secretary
(Ex-officio)

SENIOR TEAM:

Kim Ciavarella – Chief Executive Officer

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

Dr. Jeff Wong – Director of Clinical Services

Locations:

CORPORATE OFFICE SENIOR SERVICES

681 Main Street East
Hamilton, ON L8M 1K3
P 905.545.0133
F 905.549.9011

CHILDREN SERVICES CLINICAL SERVICES

430 York Blvd.
Hamilton, ON L8R 3K8
P 905.545.0133
F 905.544.9403

YOUTH SERVICES: RESIDENTIAL PROGRAMS

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

Peninsula Youth Centre
310 Cream Street, RR#1
Fenwick, ON L0S 1C0
P 905.892.9777
F 905.892.5648

George R. Force
1760 King Street E
Hamilton, ON L8K 1V7
P 905.544.7777
F 905.547.0666



Ontario

Funded by the
Government of
Ontario



banyancommunityservices.org

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