

# WOOD'S HOMES ANNUAL REPORT 2016 - 17

YOUTH  
EMPLOYMENT  
PROGRAMS



THE RESEARCH CHAIR  
IN CHILDREN'S  
MENTAL HEALTH



TRAUMA  
INFORMED  
CARE



ON THE LAND  
TREATMENT



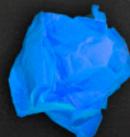
WHOLE  
FAMILY  
TREATMENT



NO-CHARGE,  
WALK-IN  
COUNSELLING



OUR  
CULTURE  
OF LEARNING



## IMPACT, INFLUENCE & IDEAS



# WOOD'S HOMES

WORKING FOR CHILDREN'S MENTAL HEALTH

SINCE 1914

WE NEVER SAY NO  
WE NEVER GIVE UP  
WE NEVER TURN ANYONE AWAY

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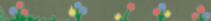
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# WELCOME TO OUR CHILDREN'S MENTAL HEALTH CENTRE

- Wood's Homes was founded as an orphanage by Reverend George Wood in 1914 in Innisfail, Alberta. The Presbyterian minister agreed to care for two motherless children so their father could serve overseas. That pivotal moment was the foundation for what today is a nationally recognized and accredited children's mental health centre.
- We are proud to provide 43 programs and services in Calgary, Lethbridge, Canmore, Strathmore, Fort McMurray and Fort Smith, N.W.T.
- Our services range from the least intrusive (a call to our 24/7 crisis line) to live-in treatment programs where young people can stay anywhere from 5 days to 3 years.
- Through some diverse funding arrangements, our services are created to be accessible, affordable and effective.
- Our 450+ employees encompass a variety of professions – clinicians, therapists, social workers, counsellors, teachers, nurses, psychologists, psychiatrists and physicians.
- A volunteer Board of Directors has governed Wood's Homes since May 7, 1921. There are three Boards: The Wood's Homes Board, the Wood's Homes Society Board and the Wood's Homes Foundation Board.
- We are very proud of our 100+ volunteers! We couldn't do our work without them.



In 1926, Reverend George Wood and his wife Annie brought 32 orphans in their care to the former Hextall mansion in Calgary's Bowness community. We still work on these magnificent grounds.

# LET'S TALK ABOUT CHILDREN'S MENTAL HEALTH

The term 'children's mental health' refers to a child's social, emotional and behavioural well-being. It is considered an integral part of healthy development.

- Mental health problems happen with our emotions, in social situations, affect how we behave and determine how we perceive the world. No one goes through life without some mental health problems. This is as true in childhood as it is in adulthood. Many such problems are a normal part of life and we learn to manage these challenges and grow from them.
- Serious mental health problems in childhood can include major depression, suicide attempts, unmanageable behaviour, criminal or self-harming acts, and an inability to get along with others. These problems can cause much stress and heartache, and are often exacerbated by maltreatment and neglect. Without early intervention and treatment, these problems often lead to even more serious mental health problems later in life.
- Sometimes, problems for a child are happening around him/her – at home, between parents, at school or in the community.



We are a nationally recognized, multi-service children's mental health centre that works with **20,000** children and their families every year; some from across Canada.

We emphasize early intervention, immediate response & family-centred care. Consideration of cultural backgrounds is a key component in our treatment services.

We proudly operate **43** programs and services in Calgary, Lethbridge, Strathmore, Canmore, Fort McMurray and Fort Smith, N.W.T.

Our services include: Campus-based mental health programs, In-home support, foster care, community residential programs, specialized learning centres, street services, crisis and counselling services.

# TOP 10 FACTS ABOUT WOOD'S HOMES

We employ **450** staff and treasure our loyal **100+** volunteers!

We're sustaining members of the Calgary Chamber of Voluntary Organizations, Child Welfare League of Canada and a member of ALIGN. We are also an Approved Continuing Education Provider.

We were the first organization in Canada to provide no-charge, walk-in, single-session counselling in **1990**. Since then this service delivery model has been replicated across the country.

Operating funds are derived primarily from the Ministries of Health, Human Services and Education. Discretionary funding is raised within the community via the Wood's Homes Foundation.

You can reach out to us for counselling help in many ways: Phone, email, text, LiveChat, walk-in services and mobile visits.

Angelique Jenney, PhD, RSW, was recently named the Wood's Homes Research Chair in Children's Mental Health. In partnership with the University of Calgary, this chair is unique as it is based in the community.

Treatment does work. Canadians are becoming increasingly aware of paying attention to mental health and the importance of seeking help.

**20%** of Canadians will experience a mental illness in their lifetime.  
**100%** of Canadians will be affected in one way or another.

Close to **70%** of young adults living with mental health problems report their symptoms began in childhood.

All studies point to evidence showing the earlier an intervention, the more likely a child will return to positive mental health.

**40%** of parents say they would not admit to anyone, not even their doctor, that they suspect their child may have a mental illness.

# TOP 10 FACTS ABOUT MENTAL HEALTH

The World Health Organization (WHO) considers mental health as an integral part of the general definition of health. WHO defines good health as a state of complete physical, mental and social well-being.

Canadians ages **15-24**, have a higher rate of depression than any other age group. Suicide is the second leading cause of death (after accidents), accounting for nearly a quarter of deaths in the **15-24** age category.

Suicide rates are **5 - 7** times higher for First Nations youth than non-Indigenous youth. Suicide rates among Inuit youth are among the highest in the world, **11** times the national average.

In any given week, **500,000** Canadians may miss work because of mental illness. Estimated cost to employers is **\$20** billion a year.

Canadians with untreated mental illness use the health-care system **4** times more than other Canadians. They typically stay in hospital longer, and **1 IN 3** will be re-admitted each year. Average daily cost: **\$1,500.**

## A MESSAGE FROM OUR CEO, DR. JANE MATHESON, PHD, RSW

During 2016-2017, the winds of change were blowing all over the world.

At Wood's Homes, the winds were picking up as well and we started getting ready to adjust our sails as we create a new Strategic Plan, looking into the crystal ball of the future. However, before one steps into the unknown, it is prudent to look back, as often there are messages there about what lies ahead.

2016-17 was a year of culminations and enhancements that fully balanced out the challenges we faced. The hiring and welcoming of Dr. Angelique Jenney, the Wood's Homes Research Chair in Children's Mental Health, was certainly a major culmination after 12 years of dreaming and scheming.



Programs such as our youth shelter in Fort McMurray grew out of adversity. Funding was attained for new and long-standing ideas such as our Whole Family Treatment Program and Eastside Family Centre. Programs were rebranded and set a new course for service (CORE in Lethbridge). More young people than ever learned life-changing skills through our work experience programs such as LEAD and the Youth Culinary Arts Program. And our online presence continued to grow as more and more people reach out to us for help online. These are just a few examples.

On the other side, we successfully managed some significant monetary and staffing challenges by pulling together in ways that were frankly amazing and must be commended. And even with those worries, we continue to provide quality service to children, youth and families with complex needs. Our staff are the wind beneath our wings - many thanks to them all.

Now we look to the future and the excitements to be found in the coming year. There will be many to both confront, and celebrate!

## A MESSAGE FROM DAN DUNLOP, WOOD'S HOMES BOARD CHAIR

Wood's Homes is proud to have served so many vulnerable children and their families for almost 104 years: Our commitment to helping people with mental health challenges remains unwavering!

Mental health is everyone's business: It can impact all of us at some point in our lives. Income, location and ethnicity play no part. There are many who are struggling in our community because of the current economic climate.

Domestic violence, drug abuse, loss of employment, self-esteem... each is related to mental health. As a result, the need for our services is growing but so are the many different ways we can respond.

Making it easier and faster to get help is part of our mandate, as is finding ways to improve outcomes. We are proud to have recently launched the Wood's Homes Research Chair in Children's Mental Health in partnership with the University of Calgary. This is a unique initiative in that it is the first community-based chair in Canada. Through this new research we hope to identify best practices and improvements in the delivery of mental health services. Wood's Homes is ever-committed to its various stakeholders and looks forward to sharing this knowledge with the greater community.

On behalf of the Board of Directors of Wood's Homes, I would like to thank our entire extended family - the staff, clients, partners, funders, volunteers, donors, supporters, neighbours, and Board and committee members. Your support and commitment is nothing less than inspirational and demonstrates the true meaning of community.



# PARTNERS

## Outreach Partnerships

- Calgary Women's Emergency Shelter
- Calgary John Howard Society
- Calgary Adolescent Treatment Services (C.A.T.S. Clinic)
- Calgary Homeless Foundation
- Horizon Housing

## University of Calgary

- Faculty of Social Work
- Faculty of Nursing

## FASD Partnerships

- Hull Services
- Renfrew Educational Services
- McMan Youth, Family and Community Services

## Partial Program Delivery Partnerships

- Alberta Health Services
- Child & Adolescent Addiction and Mental Health Program
- Health Link

## Program Delivery Partnerships

- William Taylor Learning Centre
- George Wood Learning Centre
- Children's Village School (Calgary Board of Education Partnership)

## Crisis / Disaster

- Distress Centre Calgary
- The City of Calgary

## Sustaining Memberships

- Calgary Chamber of Voluntary Organizations
- Association of Community Services

## OUR MISSION

- To promote and assist the development and well-being of children, youth and families within their community.

## OUR VISION

- Locally and nationally known and respected as a centre of excellence for child, youth and family support and treatment, research and training, a workplace of choice, and a leader in the development of innovative services.

## OUR VALUES

- Commitment – An unwavering persistence in situations most difficult and guided by a call to service and expectations of excellence.
- Respect – An appreciation of differences and cultural diversity and a belief in the inherent good of each and every individual.
- Belonging – Acceptance and encouragement of the very basic human need to be connected with others and the development of a collective and inclusive organizational culture.
- Responsibility – Combining the courage to be accountable with the power of vulnerability and forgiveness.
- Leadership – Strive for excellence, work with others and lead by example.
- Trustworthiness – Tell the truth with compassion and honesty.



## INTRODUCING DR. ANGELIQUE JENNEY, PHD, RSW: WOOD'S HOMES RESEARCH CHAIR IN CHILDREN'S MENTAL HEALTH

After a long and exhaustive nationwide search, Angelique Jenney was recently named the Wood's Homes Research Chair in Children's Mental Health.

In partnership with the University of Calgary's Faculty of Social Work, the Chair is the first of its kind in Canada because it is based in the community. Jenney will divide her time between our organization and the U of C.

Previously the Director of Family Violence Services for the **Child Development Institute** (a child and family agency based in Toronto), Jenney arrives with much experience. She has worked for more than 19 years with both victims and perpetrators of family violence in intervention and prevention services.

She readily admits that when she first spotted the posting for the Chair, she saw it as "a dream job." She wasn't interested in a traditional academic appointment based solely at a university. "It would have been too far removed from the children and the families I want to help," she says, adding that she also has a strong appreciation for work in non-profits.

"When you grow up in not-for-profit, you get how important it is to keep things real and applicable to the world. No one wants to give you money just to think. You need to 'do'. Besides, I've always felt I could make a bigger impact in not-for-profit work."

Jenney, 46, grew up with an older brother in Caledon East, outside Toronto. Her father was a lawyer and her mother helped establish the community's first nursery school while earning a degree in Early Childhood Education. She credits her parents for her strong community engagement values.



A stepmother to four teenagers, Jenney first took an interest in social work and psychology in high school when she learned about the existence of a local women's shelter in nearby Orangeville. Keen to learn more about family and social relations, she did her undergraduate in psychology with a minor in women's studies. It was while working at the shelter that she discovered the true importance of family.

"I didn't have children so I took what we called the "Santa shift"; I often worked Christmas Eve (a stressful time at shelters) so the parents I worked alongside could be home with their children."

There she realized how important home is to a child.  
"They would worry and say 'Santa won't find me here!'"

Following graduation, she did victims' services work for 5 years and it was during this time, she admits, that "I appreciated how the 'system' itself could really change a kid's life."

Upon arriving at CDI, she began running programs for children who had been exposed to violence in their families and was dedicated to making space for children to safely talk about such hard things.

A calling card for Jenney was Wood's Homes mantra: We Never Say No. We Never Give Up. We Never Turn Anyone Away. "That mantra really speaks to me . . . it's what good parenting is all about."

Among the many diverse projects that Jenney is eager to tackle, she says: "I intend to break some myths that are taught about traumatized children and parents and their mental health challenges. And I've learned that it's never too late for repair."

"I'm here to look at effective, innovative practices to share with the rest of the practice community, and to ensure that new knowledge is also extended to parents and caregivers in practical and meaningful ways."

- Dr. Angelique Jenney



## TRADITION AND TREATMENT IN FORT SMITH, N.W.T.

Nature can be a powerful tool for healing – especially in our work with young people in the North.

Wood's Homes provides a treatment centre for youth ages (12-19) in Fort Smith, N.W.T. Here, clients are encouraged to bond with nature through what is called On the Land treatment, a nature-based method to promote healing - used by Indigenous populations for generations.

“We look at culture and the belief systems as part of the treatment, building off what has been established for many years,” says Jordan Asels, Manager of **Trailcross Treatment Centre**.

Trailcross helps youth explore intergenerational trauma and teaches coping strategies, life and social skills. Some of this is done using On the Land treatment.

“The Indigenous culture is so rich in diversity that there is usually something that piques client interest.”

Wood's Homes has been using On the Land treatment for its northern clients since the program launched in 2008 and has proven to have a positive impact. In Asels' two years at Trailcross, no youth who has participated in the treatment has been re-referred.

And the treatment is a learning experience for clients and staff alike. Clinicians learn about Indigenous traditions from the youth, Elders and knowledge-keepers, and then share this with the Trailcross team.

“Youth and families feel empowered, and treatment can really enhance self-worth,” says Asels. “These young people and their families are far more open to talk when they're connected to their culture. They find that important renewed sense of togetherness this way.”



# FOCUS AND GROWTH

- In 1984, Wood's Homes annual operating budget (AOB) was \$2.6 million. There were a handful of programs and services available to the community.
- In 2007, the AOB was \$14.9 million; 23 programs offered.
- As of April 1, 2017, the agency's AOB is close to \$32 million and there are 43 programs and services offered in many locations.

Wood's Homes is proud of its growth and its ability to keep ears to the ground. Complacency is not permitted; thus a thirst to find new and innovative ways to serve the community is ever-present.

Thanks to our **Research Department**, we consistently evaluate our programs and regularly share our outcomes with the greater community. The Wood's Homes Research Chair in Children's Mental Health, Dr. Angelique Jenney, will help us continue this agency-wide mission.

We welcome change:  
Technology has done that for us as we alter how we respond to vulnerable people through texting, LiveChat, cyber-counselling, etc.

But at the end of the day, one thing remains the same and will never change: Children and families come first. Always have. Always will!

We never say no.  
We never give up.  
We never turn anyone away.



# OUR PROGRAM PILLARS

[WWW.WOODSHOMES.CA/PROGRAMS](http://WWW.WOODSHOMES.CA/PROGRAMS)

<b>CAMPUS-BASED MENTAL HEALTH PROGRAMS</b>	Located on two main Calgary campuses these programs are designed to assess and stabilize children & youth with serious emotional, behavioural problems.
<b>IN-HOME SUPPORT &amp; FOSTER CARE</b>	Support for children & families in home, school and community. Foster care network maintains strong reputation for its caregiver training.
<b>CRISIS &amp; COUNSELLING SERVICE</b>	Crisis & conflict are normal processes we all experience at one time or another. Our crisis & counselling programs and services are readily available 24/7.
<b>COMMUNITY RESIDENTIAL SERVICES/NEXT STEPS</b>	These programs help young people transition to their next steps of adulthood. We offer support with life-skills development and encourage independence.
<b>STREET SERVICES</b>	Offering at-risk youth shelter, food, clothing, counselling & referrals, Street Services has helped thousands since opening its first shelter doors in 1990.
<b>RESEARCH</b>	The Research Department provides motivation & inspiration to go beyond the day-to-day activity, to investigate what works and apply that knowledge.
<b>COLLABORATIVE SERVICE DELIVERY</b>	In partnership with Alberta Health Services, Collaborative Service Delivery is results-focused, integrating services across systems & addressing service gaps.
<b>SPECIALIZED LEARNING CENTRES</b>	We offer opportunities for achieving academic, social and emotional success to young people & their families who have struggled in a community school.
<b>REGIONAL PROGRAMS</b>	Along with Calgary, we offer programs in Lethbridge, Canmore, Strathmore, Fort McMurray, and Fort Smith, N.W.T.

# OUR CLIENTS COME TO US FROM ACROSS THE COUNTRY

## CLIENTS FROM CALGARY

Northwest: 2,779  
Northeast: 3,583  
Southwest: 3,222  
Southeast: 2,004  
**TOTAL: 11,588**

## CLIENTS FROM ACROSS ALBERTA (EXCLUDES CALGARY)

Southwest: 367  
Southeast: 20  
Central: 867  
East Central: 44  
Edmonton & Area: 7  
North Central: 20  
Northwest: 19  
Northeast: 14  
Fort McMurray: 82  
Lethbridge: 270  
**TOTAL: 1,710**

## CLIENTS FROM ACROSS CANADA (EXCLUDES ALBERTA)

British Columbia: 53  
Saskatchewan: 18  
Manitoba: 12  
Ontario: 130  
Quebec: 9  
New Brunswick: 4  
Nova Scotia: 10  
P.E.I.: 16  
Newfoundland: 2  
Yukon: 13  
N.W.T.: 58  
Nunavut: 1  
**TOTAL: 326**



## LONGSTANDING CULTURE OF LEARNING

Wood's Homes is proud of its reputation for a pursuit of excellence, knowledge and training. Here are just some of the ways we feel we've made a difference in the work of children's mental health.

- **Our Research Department:** Established in 2001, it is committed to developing innovative methods for monitoring treatment effectiveness and agency function. These successes are shared with the larger service community.
- **The Research Chair:** In partnership with the U of C's Faculty of Social Work, the recently named Wood's Homes Research Chair in Children's Mental Health will expand our knowledge in this field. Angelique Jenney, PhD, RSW, will look to find effective, innovative practices to extend to parents and caregivers in practical, meaningful ways.
- **ACE Provider:** Wood's Homes is proud to be an Approved Continuing Education provider through the Association of Social Work Boards. We have offered hundreds of workshops and trainings for and in the community.
- **Agency Training:** More than 3,300 spots filled by Wood's Homes staff participating in training.
- **Academic Strength:** Our CEO Jane Matheson, PhD, RSW, is an adjunct professor of social work at the University of Calgary and past-president of the Board of the Child Welfare League of Canada; a surveyor with Accreditation Canada; and a past co-chair of the examination committee and a Form Reviewer of the Association of Social Work Boards in Washington, D.C.
- **Quality Improvement:** Our QI Committee consists of volunteer professionals with expertise in psychology, social work, nursing and law; reviewers and advisors with reputations for attention to detail, conscientious preparation and diligence. The Wood's Homes Board relies on this committee for oversight of clinical work.
- **Community Presentations:** Since 1985, our mental health professionals have made close to 240 presentations, and contributed to nearly 100 publications.

## BEST IN CLASS MENTAL HEALTH SERVICE

- Some of our 43 programs and services are groundbreaking: **The Phoenix program**, **Eastside Family Centre** and our short-term **Whole Family Treatment Program** are all Canadian firsts!
- Accreditation Canada** handed us 2 Leading Practice Awards (for Outcomes-Based Service Delivery & our Alberta Health Services partnership). We also received Exemplary Standing 2 accreditation cycles in a row.
- In 2010, Wood's Homes was chosen by Alberta Children's Services as the Lead Agency for Outcomes-Based Service Delivery (now called Collaborate Family Services, operating in our Calgary and Lethbridge locations).

## STRONG COMMUNITY ENGAGEMENT

- It is the duty and responsibility of all those working in the mental health sector to fight against stigma. Our mandate includes sparking & engaging in mental health conversations in the community (through workshops, trainings, conferences, etc). Our work in raising awareness online is more important than ever as people expect to find resources on our website and via our social media channels.
- Our blog speaks to mental health in many different ways. Dr. Angeliqve Jenney, the Wood's Homes Research Chair in Children's Mental Health, recently provided comment on the Netflix series *13 Reasons Why*. The post has been shared across the country and has caught the attention of national media. [Read it here](#). Expanding our national voice, the piece was also featured in Toronto's **City Life magazine**.
- We work hard to get help (quickly and easily) for people reaching out online. In the fall, Wood's Homes will launch a new mobile responsive site to once again answer the need of vulnerable people in the community.

## RESPECTING DIVERSE CULTURES AND POPULATIONS

- Close to 200 staff took part in a Diversity Survey in 2016. The majority are Caucasian, 11% Aboriginal; 7.3% black; 6.3% South Asian, and about 10% make up other ethnic groups. This diversity has positive influence in how we work with peers and clients. In April, we launched the Aboriginal and Multi-Cultural Services Committee whose members offer advice on integrating multi-cultural perspectives across the agency.

# OUR WORK IN DEVELOPING TRAUMA INFORMED CARE

*Wood's Homes has improved its practice this past year with work in developing **trauma informed care**. This is through the implementation of **Therapeutic Crisis Intervention**, the **ARC framework** and beginning work with **The Sanctuary Model** (see opposite page).*

Being trauma informed means understanding that complicated behaviours among children are typically caused by challenging, upsetting and often dangerous experiences over time within the caregiver system, beginning in early childhood.

We recognize that behaviour has meaning and it is, more often than not, the result of client experience. As Sandra Bloom, co-founder of The Sanctuary Model, would assert: "It's not what's wrong with you, it's what happened to you."

Many children and youth at Wood's Homes have experienced chronic exposure to toxic stress from living in difficult and disadvantaged circumstances. And research shows that adverse childhood experiences are associated with later psychological and physical dysfunction.

Many of these children and adolescents experience lifelong difficulties related to self-regulation, relationships and psychological symptoms. They demonstrate problem behaviour that interferes with their ability to function and develop.\*

When the developing brain is overwhelmed, it does not perform its normal integrative process. It becomes fragmented and loses opportunities to integrate functions.\*

A trauma informed care lens does not change a young person's behaviour, it changes caregiver perception and responses. Recovery involves relationships where trust is rebuilt, confidence regained and senses of security and reconnection through positive relationships are forged.\*

Trauma informed care is but one model of children's mental health treatment. A variety of evidence-based practice approaches are used throughout Wood's Homes. We know that not one single model fits all.

As part of its work in trauma informed care, Wood's Homes has embraced the Sanctuary Model.

By definition it: 'Represents a theory-based, trauma-informed, evidence-supported, whole culture approach with a clear and structured methodology for creating or changing an organizational culture.'

The Sanctuary Model shows that feelings are important and drive behaviour. The goal is to recognize feelings and manage them safely. This is our agency's work in developing emotional intelligence, social responsibility, building trust and repairing attachments. If staff is aware of how each is feeling, it makes similar work with clients a little easier.

Wood's Homes recognizes that changes in thinking could change behaviour. Changing behaviour could change the organization. Changing the organization could change client outcomes.

### Therapeutic Crisis Intervention (TCI):

This training program for child caregivers presents a crisis prevention and intervention model designed to teach staff how to help children learn constructive ways to handle crisis. The skills, knowledge, and professional judgment of staff in responding to crises are critical factors in helping young people learn constructive, adaptive ways to deal with frustration, failure, anger, rejection, hurt, and depression.

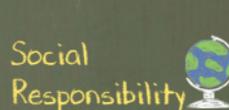
### Attachment, Regulation and Competency (ARC):

This is a theoretic framework for intervention with youth and families who have experienced multiple and/or prolonged traumatic stress. ARC identifies these three core areas frequently impacted among traumatized youth, and which are relevant to future resiliency.

*Dr. Sandra Bloom is Associate Professor of Health Management and Policy at Drexel University, Dornsife School of Public Health in Philadelphia. She is the co-founder of The Sanctuary Model.*

*\* Bloom (2013)*

### SANCTUARY MODEL COMMITMENTS



## YCAP & LEAD: BIG IDEAS

In 2012, Calgary's hospitality industry was booming and looking for workers. It was at this time that a Wood's Homes Director had an idea that would bring opportunity to our youth.

"I'd been in Toronto that year attending a street youth conference at Covenant House," he says. "I asked who made the lunch because it was delicious and was told their culinary students prepared the meal. That's when the lights went on."

At Wood's Homes, we work with so many young people living on the street who lack the skills to find employment, thus finding better lives - lives that include a steady job.

An avid cook, the Director decided it was time to launch a **Youth Culinary Program** at the agency. He pitched the idea to the Boards of Wood's Homes and after some door-knocking in the community secured pilot funding.

"We piecemealed some dollars together and within 4 months we were up and running."

Family & Community Support Services has continued to fund this program and we are thankful for our partnerships with Sobeys and Starbucks.

But the dream didn't end there. Struck with another idea, we thought why not expand YCAP to help struggling youth find employment in other sectors? Thus began our LEAD program in 2013.

### LEAD

#### Linking Employment, Abilities & Development

LEAD now also has a waiting list and has been drawing referrals from other youth-serving agencies across Calgary ever since.

About 25 youth went through the program in its first year. 43 youth were enrolled in 2016; 21 gained meaningful employment; 13 are still attached to the program in one way or another.

LEAD provides other support, like resume-writing, interview skills, soft skills and connection to community resources.

# THE WHOLE FAMILY TREATMENT PROGRAM

In its 103-years of working in children's mental health, Wood's Homes knows that working with every member of the family provides better outcomes for everyone involved.

Our **Whole Family Treatment Program (WFTP)** started as an idea many years ago: To have a place where the entire family would receive mental health treatment at the same time and under the same roof.

WFTP is a short-term program that opened in June 2015 and it fulfills a long-standing dream to provide dedicated space, resources and expertise for families. Housed in the Vermilion Energy Family Centre, a contemporary building on our **Bowness campus**, it is a gathering place for families dealing with mental illness.

Clinicians and therapists teach crisis management, parenting strategies, and healthy child development. More than 25 families (92 individuals) have been successfully served since the program started.

WFTP focuses on the 5 primary areas of family interaction: child well-being; safety; home environment; parenting capabilities and interaction. Each family is professionally assessed and each member receives individualized treatment during the stay (either 5 days or over a weekend). Wood's Homes also provides support post-treatment to help maintain goals and to help families incorporate newfound strategies into their everyday life.

(There are available subsidies, based on income, to families looking to participate in this program.)

For further information, please call  
403-247-7106 or visit us at [woodshomes.ca](http://woodshomes.ca)

# EASTSIDE FAMILY CENTRE

Wood's Homes has a long-established reputation for launching innovative services. These all started out as big ideas – just like **Eastside Family Centre**.

The year was 1990 and Dr. Philip Perry, the former CEO of Wood's Homes, had a thought. He wanted to bring no-charge, single-session, walk-in counselling services to Calgary and eventually to Canada. It was a good idea at the time, but one that was not immediately embraced.

Perry first saw this type of counselling service being offered in Minneapolis. He was hooked, and after sharing his idea with Dr. Arnie Slive, a former and longtime clinical director at the agency, the pair began a collective pursuit to get others onboard. It took some time, as professionals across all disciplines needed convincing. The pair did not falter, keeping their eyes on the prize!

Before long a task force was created, then an advisory committee comprised of people from various sectors – education, justice, mental health, business, etc. The committee chose the Eastside name and location (at the time there were many services lacking in this high-needs area).

Flash forward to 2017...

Today Eastside continues to fulfill the mission: To provide prompt, accessible and affordable walk-in therapy services to the general public – free of charge. Eastside's model has since been replicated by other centres across Canada and has earned international attention. It is based on the premise that people know when they are stuck and in need of help – it's best to offer therapy when they are ready and asking for it.

The success of Eastside Family Centre is evidenced by the **CONSISTENT** and **SIGNIFICANT** increase in distress levels as measured before and after a single-session of therapy.

Success is also measured by the **30%** of clients who return to the service indicating they have found a successful method of working through their distress in the past and wanting to participate again.



30% of clients say they have nowhere else to go.



30% go to a doctor, despite knowing doctors have limited much time.



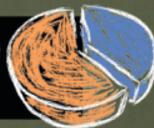
For every \$1 spent, there is \$1.50 in services provided at Eastside.



1/3 of clients arrive with high acuity levels.

"You helped so much the last time I was here."

40% of clients come back every 5 years.



EFC is open 6 days a week.



Some use Eastside as part of their mental health plan.



## Children's Mental Health Day



National Children's Mental Health Day provides an opportunity for us to celebrate the successes of our work and raise awareness that we are here to help. We reached out and asked some well-known Albertans to help us share 'Ethan's Story!' Watch the short video by visiting us on [YouTube](#).



## Advocacy with elected leaders



Working in 18 different locations throughout the province and in the Northwest Territories, our agency has no shortage of places and programs to visit, and we welcome all those interested in touring. This year we were pleased to host some elected representatives who wanted to get to know us a little better and/or join in some of our events. They included:

Liberal Party Leader Dr. David Swann

Alberta Party Leader Greg Clark

Human Services (former) Minister Irfan Sabir

Children's Services Minister Danielle Larivee

Calgary-Rockyview MLA (WR) Leela Aheer

Airdrie MLA (WR) Angela Pitt

Calgary-Currie MLA (WR) Brian Malkinson

Calgary-Bow MLA (ND) Deborah Drever

Drayton Valley-Devon MLA (WR) Mark Smith

Calgary Mayor Naheed Nenshi

Calgary Police Chief Roger Chaffin

Ward 1 Councillor Ward Sutherland

## Fort McMurray Fire

On May 1, a wildfire in Fort McMurray forced the largest evacuation in Alberta's history. More than 90,000 people had to leave their homes. We have operated a [youth shelter](#) there since 2009 - it was not damaged, but staff and clients were forced to flee. Shelter supervisor, Lynn Rhoddy, shared her experience on our blog. You can read it [here](#). Our Community Resource Team provided mental health support at the four Calgary evacuation centres.

# OUR NEWS

## A Medical Milestone: C.A.T.S. Clinic celebrates 10 years



"Our neighbour's struggle is our struggle," Calgary Mayor Naheed Nenshi told guests gathered at our [EXIT Community Outreach program](#).

Nenshi helped us celebrate 10 years of providing free medical services to homeless or at-risk youth. [Calgary Adolescent Treatment Services \(C.A.T.S.\)](#) offers at-risk youth confidential and comprehensive treatment. The service is easily accessible and far less costly than hospital emergency care or intensive treatment services. Founded by pediatrician, Dr. April Elliott, C.A.T.S. proudly works in partnership with the University of Calgary's Department of Pediatrics.

## Wood's Homes Celebrates Our Pride



Wood's Homes has been working with the LGBTQ2S population for several years and understands that this population can be most vulnerable when it comes to homelessness and mental health challenges.

Marching with the 150 floats and displays along Calgary's 9th Avenue once again, we were proud to have joined the more than 60,000 attendees in a show of support. All of our programs are LGBTQ2S-friendly. More than 75 clients of this population accessed our Street Services in 2016.

Check out our [Facebook page](#) for more.

## Park named in honour of our founders

Thanks to our friends at the [Bowness Historical Society](#), the playground across from our Bowness campus is now called the 'George and Annie Wood Park'. This is the site where our agency's founder Reverend George Wood and his wife Annie first arrived in 1926, with 32 orphans in tow. Wood acquired the mansion on the site and adjoining property, which became the new location of Wood's Christian Home. We were thrilled to help host the designation ceremony. Check out our [Facebook page](#) for more.

# "THIS IS WHY WE DO IT!"

"For the First time we felt that we were playing a part in our child's treatment instead of being outside. We were able to call and access in the moment support on weekend visits as needed."

- EXCEPTIONAL  
NEEDS PROGRAM

KS's progress during her time at Wood's U12 program was amazing. Your team has done outstanding work with this special kiddo."

- U12 EXCEPTIONAL  
NEEDS PROGRAM

"I will miss you guys at CATS Clinic and EXIT so much. I moved to Red Deer and had no chance to say goodbye. But I still wanted to message to say you are loved."

- EXIT STREET SERVICES

"I know you are looking after everything and I do not worry about the boys. I have never worked with a foster care support worker as involved as you."

- FOSTER CARE

"My son was angry at the world and not in a good place when he came to Wood's. The staff supported him in his place of confusion and guided him to a better understanding of himself and the world around him. He is leaving with skills and confidence."

- GEORGE WOOD LEARNING CENTRE



# ABOUT US



The number of people we turn away



15,000 calls to our 24/7 crisis line every year



Some of our services are 1/3 the cost of hospital-based treatment



8,500 LIKES



4,500 Twitter Followers



17,000 Views

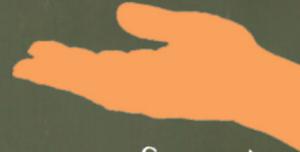
43 Programs + Services

550 Staff + Volunteers

18 Calgary Neighbourhoods

6 Alberta + N.W.T. Locations

800 Individual Donors Annually



300 Corporate Donors Annually



Like Minds Blog: 24,000 Views

# FINANCIALS

## Overview

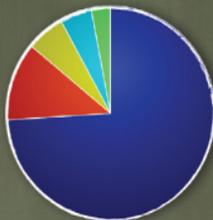
Wood's Homes operations and capital spending are financed in a number of different ways. We receive funding from many government levels, operating grants, fee-for-service arrangements, fundraising activities and donations. Our organization's revenues have grown significantly over the past several years as we introduce new programs as well as expand existing ones.

### 2016 - 2017 Revenue



- Child & Family Services - 42%
- Alberta Health Services - 16%
- School Boards - 8%
- Ministry of Health - 4%
- United Way and FCSS - 4%
- Fee-for-Service - 16%
- Other - 8%
- Wood's Homes Foundation - 2%

### 2016 - 2017 Expenses



- Salaries - 74%
- Direct Client - 12%
- Facility - 5%
- Administration - 6%
- Amortization - 3%

Wood's Homes Society and Wood's Homes Foundation financial statements are available at [woodshomes.ca](http://woodshomes.ca) under [Media & Publications](#).

### Major Funders

Child & Family Services:	<b>\$13,751</b>
Alberta Health Services:	<b>\$5,075</b>
School Boards:	<b>\$2,662</b>
Ministry of Health:	<b>\$1,255</b>
United Way & FCSS:	<b>\$1,173</b>
Fee-for-Service:	<b>\$5,294</b>
Other:	<b>\$2,556</b>
Wood's Homes Foundation:	<b>\$553</b>
<b>Total:</b>	<b>\$32,319</b>

### Revenues

Contract:	<b>\$23,509</b>
Fee-for-Service:	<b>\$5,294</b>
Operating Grants:	<b>\$1,763</b>
Other:	<b>\$402</b>
Amortization of contributions	<b>\$798</b>
Wood's Homes Foundation:	<b>\$533</b>
<b>Total:</b>	<b>\$32,319</b>

### Expenses

Salaries:	<b>\$23,476</b>
Direct Client:	<b>\$3,631</b>
Facility:	<b>\$1,699</b>
Administration:	<b>\$1,950</b>
Amortization:	<b>\$956</b>
<b>Total:</b>	<b>\$31,712</b>
Surplus:	<b>\$607</b>

After more than a century of caring for vulnerable children and their families, we are well aware that many others have done this work before us. And they were just as committed and passionate about helping as we are today.

Remember that if you or someone you know needs help, we're here.

CALL: 403-299-9699

TEXT: 587-315-5000

LiveChat at [woodshomes.ca](http://woodshomes.ca)





# WOOD'S HOMES

WORKING FOR CHILDREN'S MENTAL HEALTH  
SINCE 1914

We never say no  
We never give up  
We never turn anyone away

Wood's Homes  
805 37 Street NW  
Calgary, AB T2N 4N8  
403-270-4102  
[woodshomes.ca](http://woodshomes.ca)

