



WOOD'S HOMES

WORKING FOR CHILDREN'S MENTAL HEALTH
SINCE 1914

2019 / 2020 Annual Report

Mixed emotions.
Unprecedented times.



April 1, 2019 - March 31, 2020



“These kids already have so many worries. Our ‘mission’ was to ensure this pandemic wasn’t one of them.”

- Amy Hojabrolsadati,
U12 Program Manager

Working in a Pandemic with vulnerable children



March, 2020 is a time most Canadians won't soon forget.

Two weeks into the month, health officials had announced there was evidence of community transmission of the COVID-19 virus. Workplaces around the globe quickly shifted into gear, paying strict attention to physical distancing and establishing a rigid new routine of health and safety precautions.

Wood's Homes was not immune to this.

About 300 children and youth live with us on any given day. Our clients need to trust us, and we need to deliver on our commitment to help and keep our clients safe. This time was no different.

Among our 40+ programs and services is the [U12 program](#), on our Parkdale campus, which serves children (ages 6-12) and their families.

When COVID-19 hit, the program's team had some decisions to make (and fairly quickly) about how its work with the young clients may or may not change.

The team asked themselves these questions:

1. Are the kids going to have to go home, and where would that be? If they could be at home, they would already be there, so how do we help them?
2. For those who will be with us, how do we make this pandemic the least disruptive for them?

Our first thoughts were to slow things down, put heads together and make a plan. While the clients are at the forefront, the staff also had to be considered as they are the touchstones for kids. Their safety equals children feeling safe and cared for.

How to describe COVID-19:

Our job was to try to sort out how to explain what was going on to the children. We found a few kid-friendly explanations, videos (including [videos](#) created by our Communications team) and also hands-on experiments using dish soap and pepper to show how hand washing and cleaning keep germs away. The kids enjoy these things and they make sense to them in a different way than just being fed information.

Routine is Essential:

Our children thrive on structure and predictability – we already have the day/evening hours planned, and so we decided we would implement learning time where school-time would have been. Since we are not teachers, we used different resources to plan out our day in 30-minute intervals. We used technology like iPads and also did some baking to teach math, reading, writing and some more fun subjects – photography, arts/crafts, movement (yoga for kids-thanks to YouTube) and dance (Just Dance on our Xbox). Over time, homework was coming from the Calgary Board of Education via our teacher who was checking on the progress our kids were making.

Assuring our staff:

Our mandate was also to ensure the staff feel good about the protocols we put in place to keep them and the kids safe – increased cleaning, screenings, more time in the program, less time out in the community, etc. Be clear about how/what Wood's Homes was (is) doing to keep them at work but also make going home from work as safe as possible.

Connection is Vital:

We made sure that families and caregivers were informed of our plans, and our limitations for contact as we arranged times for phone calls, FaceTime and WebEx when needed.

Sharing Their Emotions!

The front page of this Annual Report includes artwork created by our clients. We asked them to share their emotions in these turbulent times by expressing themselves through art. Please see Page 9 for more of their drawings.



*“Overall, **the Under 12 program**, the staff, the kids, the families, and the caregivers, have done an amazing job. I am so impressed each day at how well the kids are doing, how committed the staff have been to their care, how patient/trusting parents and caregivers have been. How creative we have all become to meet the needs of these children.*”

*“While this pandemic has been a major and unexpected challenge, there are many good things it has brought as well. We are caregiving 24/7 for the most vulnerable in our communities. No pandemic is going to stop us - it's just one more challenge for us to overcome. And we always figure out a way to come out the other side, better than we started because **We Never Give Up at Wood's Homes.**”*

Amy Hojabrolsadati, U12 Program Manager



The Under 12 program was started in 2006 following a number of requests for treatment services for a younger population. About 15 young people are served in U12 every year.

A message from former CEO, Dr. Jane Matheson, as she begins her next chapter

In April 2019, I announced that I would be leaving Wood's Homes after 35 years. That time arrived on April 30, 2020.

The year in between that announcement and my departure was a wild ride of highs and lows, with the majority of days spent struggling with a very serious incident and then a pandemic.

In fact, the first few months after the Annual General Meeting of 2019 were 'business as usual'. Summer programming for kids happened as always; programs were growing and changing and we were adjusting to the loss of our services at Children's Village School. These events came and went without fanfare. In early October, the Directors were planning with enthusiasm the many possible changes afoot as the competition for a new Chief Executive Officer unfolded, and our Fort McMurray program called Stepping Stones, celebrated 10 years of service. Those were heady times.

Then, on October 25, one of our longtime staff Debbie Onwu, was killed by one of our clients. This event reverberated throughout the entire organization and continues to do so as I write this. We continue to mourn her loss and also the loss of a young man with promise. The effect of a serious incident such as this on a whole organization cannot be understated; as well as it being a cautionary tale for others. In a heartbeat, the world turns over. Everyone is involved; every dream is affected; every item is under scrutiny, everything is changed.

But we learn. We take our lumps and rise above them. Wood's Homes openly shared the experience and



welcomed investigations, ideas and good counsel for the work going forward. This is ongoing and will take time.

And then in March we faced the added challenge of the COVID-19 pandemic – affecting in some way, shape or form, every program, department and building in our world – as it was similarly affecting others around the world. As I write this, every day is a surprise; every day our powers of strategy and planning are tested. Wood's Homes is blessed with a cadre of excellent frontline staff, managers, senior leaders, and Board members who roll up their sleeves and ask to be shown where they can help. It is these folks who will

see the organization through to a successful end of this global challenge. As well, we will be helping others along the way. Of this I have absolutely no doubt.

And the choosing of the new CEO – Bjorn Johansson – occurred amidst this turmoil. He is well supported and will lead the organization through these fires and into the light. Of that I also have no doubt.

For me, I would just like to say that it has been a complete pleasure to have been associated with this richly rewarding 106-year-old organization. I am so fortunate to have found my way to its door in 1984, and I walk out that door a better person than when I arrived – thanks to this place and all the people associated with it.

I leave much of myself behind and will carry it in my heart.

Introducing Bjorn Johansson, Wood's Homes CEO

“Often when you think you’re at the end of something, you are at the beginning of something.”

I have always loved this quote about ‘change’ from my favourite philosopher, Mr. Rogers. It serves as a reminder that change creates new beginnings, and new opportunities. As I reflect on this past year, and my new role as CEO (as of May 1, 2020) I must say change has brought unprecedented times of mixed emotions to Wood’s Homes: Times of celebration, tragedy and tribulation, perseverance and transition.



In March, we were thrown into the new world of the COVID-19 pandemic. I am so very proud of our staff not only for the hard work they commit to every day, but for being so nimble. I continue to witness my colleagues, going above and beyond every day. There is remarkable work happening here as everyone rolls up their sleeves to do the heavy-lifting and to find new and creative ways of serving clients, their families and each other. Our services have not stopped in these turbulent times. Thanks to all of our staff for their service.

Last June, we received Exemplary Standing with Accreditation Canada in a rigorous process that occurs every four years. Superceding expectations to meet significant industry standards was reason to celebrate.

But in October, we experienced unimaginable tragedy with the devastating death of our friend and colleague Debbie Onwu. The sadness has been a constant companion for us as we try to cope with the grief of her passing. It has also provided a time for great reflection and a tremendous focus on a robust enhancement of both our health and safety management system and implementation of that system. We have and will continue to dedicate significant resources towards health and safety in our organization. Our long-term goal is to be the first organization of our kind to receive a Certificate of Recognition with Alberta Partnerships in Injury Reduction. We are steadfastly committed to this goal being met.

In April, we said farewell to Dr. Jane Matheson, who for more than 35 years (25 as CEO) guided this incredible organization. We thank her from the bottom of our hearts and wish her well.

I look forward to the coming year, as we plan the next chapter and as we continue to help those in need. The stories in this Annual Report are inspired by those we serve and those who serve, and by the compassion, care and hope that make up Wood’s Homes.

This is a place where people matter **first!** Clients and employees matter here. The community, our donors, our funders matter here. The care we provide matters here. What we do matters here. This philosophy is at the heart of our values and beliefs and I know that we are not at the ‘end of something, but rather at the beginning.’

A handwritten signature in black ink. The signature starts with a large, stylized letter 'B' enclosed in a circle, followed by a long, horizontal line that tapers to the right.

A message from Board Chair, Heather Heasman

When I think back to the Annual General Meeting of June 2019 (the start of my second year in a two-year term as Board Chair), the work in front of the Board was clear.

There was the work of making sure that as a Board we were focused on what mattered most to the agency and doing our best to support the agency with advice regarding those matters. There was also the work of running a search process for the next CEO of Wood's Homes - something that had not occurred for 25 years. I remember thinking it would be a busy year.



A year later as I sit thinking about this message, it is hard to know where to start. It is hard to know what to write. The agency and Board have been tested in ways not experienced before. There have been dark hours and there have been pockets of light.

The death of our staff Debbie Onwu in late October shook the agency to its core. We continue to grieve this tragic loss.

The Covid-19 pandemic, which reared its head in Calgary in early March, has amplified the challenges associated with caring for youth in live-in treatment as well as those on the streets.

The reality is the 24/7 business of caring for the mental health needs of children and families does not stop. It does not stop because of need and circumstance, but also because the staff of Wood's Homes do not give up. They come to work every day to serve those who need help the most. They come to work while they grieve.

They come to work despite the risk of getting sick. They are remarkable and it should be known that their collective strength has carried and continues to carry the agency through these difficult times.

This includes all employees, the leadership team and of course our volunteers. Thank you all so much for your tireless dedication.

This past January we were pleased to announce the name of our new Chief Executive Officer – Mr. Bjorn Johansson. Dr. Jane Matheson had been with the agency for 35 years, 25 as our CEO. Mr. Johansson, who took on the role on May 1, 2020,

has been with the agency for 28 years as a Director of several programs including the agency's leading-edge Research Department. The Board has every confidence that Mr. Johansson will provide the leadership that is required to navigate the waters ahead.

Fellow Board members, I extend my gratitude and appreciation for your contributions and support of the agency. It has been an honour to be your Chair.

There is a line in George Elliott Clarke's poem 'Weathering' that reads: "Our duty to spy past clouds how light results." Although we must stand at a distance, the pockets of light have come through our ability to stand together as Wood's Homes for child and family mental health. I know this will continue and thus ensure that those who need help will receive it, no matter what is on the horizon.

A handwritten signature in black ink that reads "Heasman" with a long horizontal flourish extending to the right.

Foster Care

Indigenous Experience - A Central Focus



Our Foster Care Network provides and supports placements for children and youth in foster home settings throughout the City of Calgary and the surrounding area.

The Network serves young people from newborn to age 17, with a particular focus on children connected to our Family Support Network (see Pages 10,11) and children and youth transitioning from our live-in treatment programs.

Our Foster Care Network was chosen as part of Wood's Homes Accreditation process (see Page xx), highlighting the quality of services received by our children from intake to discharge.

The Foster Care Network:

- Provides security, safety and good counsel to children and adolescents in need of a family-based environment.
- Offers developmentally focused and trauma-informed support to each infant, child and adolescent.
- Supports an effective return to family, transition to a kinship home or to an independent living situation or to an adoptive family.
- Provides much needed transitional services for children and youth moving from live-in treatment to community living.

Focus on Indigenous Programming includes:

- Promoting cultural activities to reconnect children to their cultures such as participating in Drum and Dance, and providing our Indigenous clients with cultural books.
- Hosting Indigenous events involving our children, natural and foster families.
- Providing all children in care with a dream catcher and utilizing Elder Doreen Roy to support us in learning about the history and significance of the dream catcher.
- Encouraging and supporting Foster Parents and children with Smudging in home and providing our children with Smudge kits.

- **104** - Number of foster children in our care
- **50%** - Percentage of clients who are Indigenous
- **100%** - of foster parents surveyed were satisfied with services provided
- **92.6%** - of clients surveyed were satisfied with services provided

April 2019 – March 2020

The need for foster parents is always there. If you or someone you know is interested in becoming a foster parent, we'd love to hear from you. Please call us at **587-349-0186**.



We asked some of our young clients in our Foster Care and U12 programs to draw their emotions around COVID-19 concerns.

Family Support Network

Our **Family Support Network** (FSN) provides in-home support, parenting and child development education, as well as practical and emotional support to help families mitigate child protection and safety concerns.

This program is paired within a high-needs area in Calgary, with one Alberta Child and Family Services Site. Wood's Homes operates as a Lead Agency in taking all referrals and providing a single point of entry to an array of services.

In the provision of Collaborative Service Delivery, FSN takes a child-focused and family-centred approach to address child protection issues across the province. The Family, Alberta Ministry Staff and Wood's Homes staff work collaboratively to develop a single case plan designed to improve child safety.

We began providing this service in Calgary in 2009, and Lethbridge in 2010. Since that time, we have worked with Alberta Ministry staff in addressing the child protection needs of close to **3,000** children within this initiative.



Services available for families supported by FSN:

- Family support within the home and community, related to managing financial, housing, mental health, addictions or domestic violence concerns
- Parenting supports designed to improve parenting capacity
- Child development screening and wellbeing-focused support plans
- supervised visitation and transportation services
- Foster care services and kinship care support services, including structured analysis family evaluations (SAFE Assessments)
- Specialized clinical support for children and their caregivers

Our Kinship Care Support:

Wood's Homes intention is to provide integrated, timely supports to children by considering the biological/kin relationship as a component in family support and sustainable safety. Kinship Care has many recognized advantages including preservation of family and the child's sense of connection. Kinship Care placements are also recognized as being more stable than foster care placements with greater tolerance by relatives for behavioural and mental health issues.

Our goal is to reduce the number of separate service providers involved with these family constellations and improve family 'intel' by integrating these supports. We also address family systems issues between the parents and kin as part of our service.

The work is guided by The Signs of Safety Approach and includes:

- It is often seen as a conflict of interest to work with both the bio parents and extended or kinship family and services are often provided separately to each family constellation. Kin and bio parents are seen as having competing and separate interests

Of additional importance is an understanding of:

- The existing emotional bonds between the child and kin and the existing relationship and attachments between the bio parents and kin
- The impact of the parents' shame and kin awareness of the current problems. (Lutman, Hunt and Waterhouse 2009)
- Existing relationships are pivotal issues. Can bio parents and kin get along, work out practical arrangements and support the children as well as each other?

Moved By Love

- Kin are moved by love and emotional connection to the child but may be unprepared for the behavioural and mental health needs of the child.
- Wood's Homes provides individualized training, as opposed to a standard curriculum in order to help kin best support the child they have and to provide crisis support as needed when things become overwhelming.
- This combination leads to greater understanding for the kin, but also the sense that they were not in it alone. This helps reduce placement breakdowns.
- We began to provide kinship services in 2014 within an integrated model of care. By working with the bio family and kinship provider, we began to see family systems issues in the work.



Supported in our Kinship Program

- **16** - Grandparents
(including 1 set of step- grandparents)
- **7** - Aunts/Uncles
- **5** - Family Friends
- **2** - Cousins

April 2019 – March 2020

Eastside Family Centre goes virtual in pandemic

The [Eastside Family Centre](#) (EFC) is a place to come when people have troubles at home or they need someone to talk with.

EFC provides no-charge, walk-in counselling services to families, couples, and individuals. *(During COVID-19, the walk-in service has been temporarily suspended, but we continue our commitment to help by providing virtual therapy, e-Therapy and phone counselling.)* When Wood's Homes started Eastside in 1990, it was the first service of its kind in Canada. It has since been replicated across the country.

A multi-disciplinary team of psychologists, family therapists, psychiatrists and social workers provide consultation and no-fee therapy immediately with no appointment necessary.

Staff work with family physicians, primary care clinics, family resource centres, schools and other health systems such as mental health clinics and hospital emergency departments.

EFC also provides brief Focused Counselling (6-8 sessions) via referrals from [ACCESS Mental Health](#) and an e-Therapy service that offers mental health support via email.



The Eastside Family Centre services are funded by the City of Calgary Family and Community Support Services, Alberta Health Services, United Way and The Wood's Homes Foundation.

Visit the [Crisis & Counselling Services](#) area of our website to learn more about Eastside Family Centre, located in Calgary's northeast community of Marlborough.

Eastside Family Centre data:

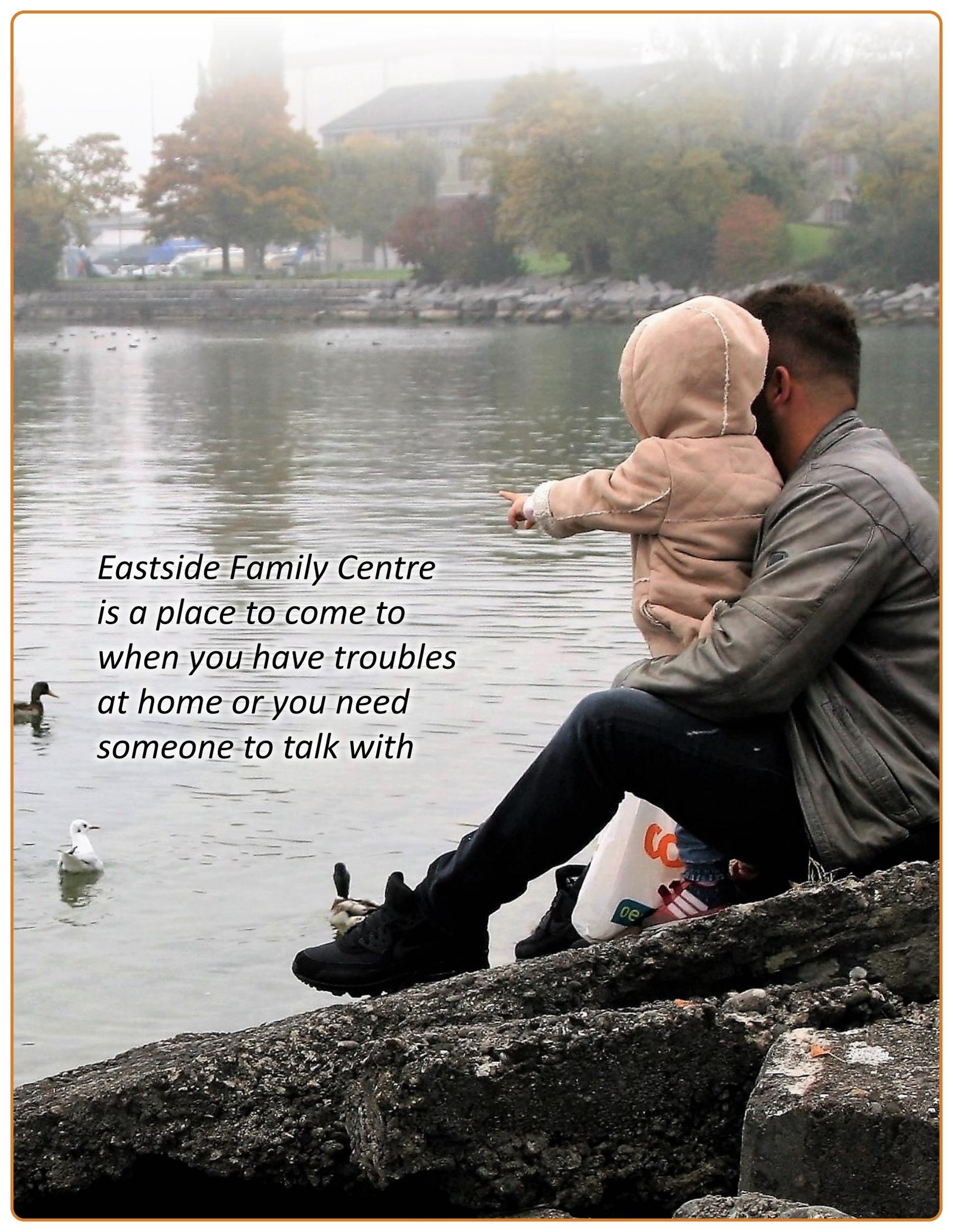
Demographics

- **AGE:** Most clients are between 25 - 34
- **56.9%** Female, **42.8%** male, **0.2%** other
- **35.9%** Live in Calgary's N.E. quadrant (S.E., 21.8%, N.W., 20.7%, S.W. 12.5%)
- **90.6%** of clients reported satisfaction
- **approx 40%** are non-caucasian

The Numbers

- **3,042** Single Sessions
- **58** e-Therapy Sessions (107% increase from 2018-2019)
- **70** Focused Counselling Sessions
- **90.6%** of clients reported satisfaction

Spanish, Punjabi, Tagalog, Hindi - most popular languages spoken, aside from English

A man and a young child are sitting on a rocky shore next to a body of water. The man is wearing a grey jacket and dark pants, and the child is wearing a light-colored hooded jacket. They are both looking towards the water, where several ducks are swimming. In the background, there are trees and a building. The scene is captured in a soft, slightly hazy light, suggesting an overcast day. The text is overlaid on the left side of the image.

*Eastside Family Centre
is a place to come to
when you have troubles
at home or you need
someone to talk with*

The Whole Family Treatment Program: 5 years of helping families heal - together

Wood's Homes [Whole Family Treatment Program](#) (WFTP) is the only program of its kind in Canada. It is a mental health preventative program that is focused on family preservation, with a focus on lessening the need for more intensive out-of-home mental health supports.

The program opened in May 2015, on our Bowness campus, and has helped a few hundred families since. It is a highly intensive, trauma-informed program that includes assessment, on-site residency, in-home support and aftercare. It helps families work through complex issues around the management of mental health and crisis. Its focus is to improve the safety, functioning, parenting capacity and child-development knowledge of families.

Prior to residency, a collaborative plan is designed. Length of treatment depends on the needs of the family and any agreed-upon goals, but it can span 10 months with one or several stays of 3-5 days at a time.



This program is provided in the Vermilion Energy Family Centre, located on our Bowness campus.

Up to four follow-up visits are provided to continue strategies, interventions and goal-setting.

Meanwhile, for those looking for some quick and effective parenting strategies prepared by the WFTP team, [click here](#).



We are grateful for our special relationship with Vermilion Energy who supported our vision of the Whole Family Treatment Program and helped to make it a reality. Thank you!

- **116** - The number of individuals who were supported through mental health challenges
- **80%** or more who filled out a survey were satisfied overall with their time in the program

April 2019 – March 2020

Indigenous liaisons work to support clients and families looking to integrate cultural connection and learning into their treatment. Many Indigenous clients who have to come to the program have experienced

intergenerational trauma and can benefit from a combination of traditional healing with a therapeutic approach.

Whole Family Treatment Program Continued

Age at Intake		
AGE	#	%
Under 5	3	2.6
5-10	21	18.1
11-15	22	19
16-19	17	14.7
20-29	1	0.9
30-39	13	11.2
40-49	28	24.1
50-59	9	7.8
60 and over	2	1.7

Top Presenting Concerns*	#	%
Parent/Child Relationship Issues	30	100
Parenting Issues	25	83.3
Behavioural Issues	24	80
Anger Management	12	40
School Problems	11	36.7
Family Relationship Issues	8	26.7
Financial Problems	7	23.3
Self-Harm	7	23.3
Divorce / Separation	6	20.0
Identified Mental Health Concern	6	20.0

* Clients can have more than one presenting concern; therefore, percentages do not add up to 100%

Family Type	#	%
Both Parents	68	58.6
Single Parent	27	23.3
Blended Family	15	12.9
Extended Family	6	5.2

Satisfaction Questionnaires	%/#
Client Satisfaction – End of Residency (5-12 years)	66.7% (6/9)
Client Satisfaction – End of Residency (>12 years)	82.1% (23/28)
Client Satisfaction – Discharged from Program (5-12 years)	35.7% (5/14)
Client Satisfaction – Discharged from Program (> 12 years)	76.3% (29/38)

Heritage	#	%
Caucasian	96	82.8
Indian	7	6.0
Latin American	4	3.4
Identifies with Multiple Ethnicities	4	3.4
African American	2	1.7
Brazilian	1	0.9
Prefer Not to Say	2	1.7

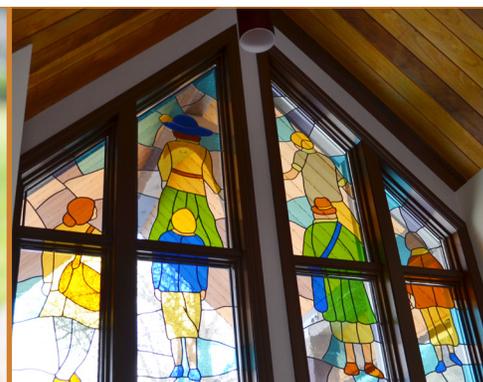
Family Income	#	%
PDD / AISH	3	2.6
<40,000	31	26.7
\$40 - 60,000	24	20.7
\$60 - 80,000	22	19.0
\$80 - 100,000	6	5.2
\$100,000 >	30	25.9

April 2019 – March 2020

Referrals

Families can come to the Vermilion Energy Family Centre through a variety of ways

- Families can self-refer, or arrive through referrals from the community
- They can be referred by Child and Family Services from anywhere in Canada
- Families of children who are using other Wood's Homes services can be referred



24/7 Crisis Services needed now more than ever

Wood's Homes' [Community Resource Team](#) (CRT) was created in 1987, as a means to provide immediate crisis intervention services to families at risk of breaking down. These services, by phone, were originally geared to youth and their families involved with Wood's Homes' Stabilization program at the time.

Over the next few years however, CRT was being used by families and clients involved in several of our other programs. So eventually, a 24/7 crisis line was introduced and today six trained crisis counsellors answer the lines.

Today, CRT support can be accessed over the phone, by text or through LiveChat. Outreach services are also available in client homes or in their respective communities.

The multi-disciplinary team members possess a combination of education and experience in areas

related to mental health, child and youth care, and addictions. Team members have degrees (typically in Social Work and Psychology) both at the undergraduate and graduate level.



As well, students in Child and Youth Care studies, Psychology and Counselling and Social Work also come to CRT to gain practicum experiences. We welcome students.

The CRT Supervisor recently spoke with CBC Calgary about our crisis services. [Click here](#) to listen to Monica Piros speak to the many ways the team can help with crisis counselling.

Community Resource Team Stats

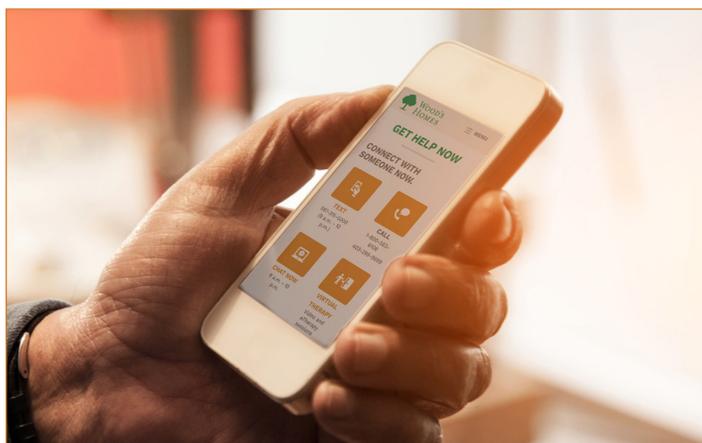
CRT (call/text/chat):

- **10,278** calls / **1,041** texts/ **451** chats
- **96%** of call clients felt helped
- **91.1%** of clients who called indicated feeling better after their call

CRT (mobile visits):

- **301** visits this year
- **83.3%** of clients who completed a survey felt heard, understood, and respected
- **83.7%** of clients who completed a survey were satisfied overall with their mobile visit

April 2019 – March 2020



Top Presenting Concerns	#	%
Behavioural Issues	147	48.8
Identified Mental Health Concern	93	30.9
Parent/Child Relationship Issues	85	28.2
Parenting Issues	71	23.6
School Problems	65	21.6
Anger Management	55	18.3
Family Relationship Issues	54	17.9
Suicide	38	12.6
Self Harm	27	9.0
Addictions Issues [Client]	26	8.6
No presenting concern identified	20	6.6

Agility - The name of the game at the FASD Program!

Young people impacted by [Fetal Alcohol Spectrum Disorder](#) have been supported in all of our programs, throughout our agency's history.

And since 2003, our FASD program has operated in partnership with three Calgary agencies – Renfrew Educational Services, Hull Services and McMann Youth and Family Community Services Association. This partnership is called MAPS (Mentorship, Advocacy, Partnership, Support). Collectively and collaboratively, we provide support to individuals suspected of having, or diagnosed with, FASD and work with their families.

Our caregiver mentors consult with caregiver teams across our agency. They each have 'lived experience' supporting someone who is impacted by FASD. Their stories and ideas originate from best practice in FASD support, and from their own experience as a parent.

The COVID-19 virus required all of our staff to be nimble and innovative in the provision of services, and our [FASD Program](#) was no exception. They did not miss a beat with the families and caregivers they support - without disruption, staff quickly found creative ways to work with their clients.

Services are traditionally provided by phone, text, individual and group support and this proved to be key in being able to maintain services in a time of what felt like chaos. Virtual technology was incorporated, so that staff could meet with caregivers 'face to face' online.

Cooking groups were soon created, online scavenger hunts, family game nights, backyard visits (held at homes and local parks) and vehicle visits (held in coffee shop parking lots) were just some of the innovative ways staff helped to instill calm, continued routine and connection within the FASD community.



“My mentor provides me with a deep acknowledgment of my experiences as a parent; she provides ideas to change my thinking and does it with a lived experience.”

Name of the game is agility as staff continue to accommodate the needs of caregivers in different ways, all while practising physical distancing and protocols established by Alberta Health Services.

Caregivers often stay with the program for several years - moving from individual bi-weekly, one-on-one support to attending group support meetings once a month when needed.

This program typically supports about **100** families every year.

One of our FASD clients wrote a blog post telling of her lived experience with FASD. We invite you to read this remarkable piece by clicking [here](#).

One of our FASD Support Mentors wrote a heart-tugging piece about her experience parenting her children, who have FASD. Read it [here](#).

Culture & Connection: Wood's Homes Sweat Lodge

- By Tye Rhyno, Wood's Homes Indigenous Liaison -

In sharing about our journey to have a Sweat Lodge, I want to acknowledge the Lodge Keepers and Nations who depend on ceremony as part of their way of life and connection to the land and the creator. These are important elements of Indigenous culture. The Sweat Lodge is a place for this and for renewal and rejuvenation.

Like much of the healing that happens at Wood's Homes, the Sweat Lodge helps young people and families find a new way of 'being' on their journey. The ceremony is a positive experience in a therapeutic setting that builds their capacity to understand and to feel safe. For those who wish to connect with Indigenous culture, it made sense to me that we include the Sweat Lodge Ceremony as part of their healing.

We built our lodge last September (currently only the second Sweat Lodge within Calgary city limits) with youth who participate in its construction by bending the willows. This Lodge belongs to the youth and families we work with and as a result many of the young people feel a part of something. They regularly ask about when the next Sweat will occur, and how they can help. In this time, they learn about Fire Keepers and Helpers.

What does it mean to be of service to the community? What does it mean to give yourself to a higher power? These questions capture the interest of our young clients. We have been learning about Ceremony from Elder John Crier from Samson Cree Nation, and hope to bring Elders from other Nations to lead future ceremonies.



The Sweat Lodge for me is a safe place to connect to culture, ritual, songs, and self. That is what happens in the sweat; connection to something bigger. There are many ways ceremonies are held from nation to nation, but what is important is that we have a space to pray.

This was not always the case. Sweats were outlawed for many years with Indigenous populations banned from holding public ceremony. Today, I do not recall ever seeing so many ceremonies being held across these lands. I think that is a good thing for everyone.



Experiencing a ‘Sweat’ for the first time

- By *Angelique Jenney, Wood’s Homes Research Chair & Sylvia MacIver, Communications Manager* -

One by one, the ‘grandfathers’ (large hot rocks removed from the outdoor fire) enter our warm, dark space aboard long timber planks. They are gently released into the sacred open flames before us. These scorching stones have been heated since dawn in preparation of our sacred ceremony.

Embraced not only for their warmth, symbolism and power, these are the spirits of the ancestors, bringing with them wisdom, truth and connection to all those huddled inside. This is Wood’s Homes new Sweat Lodge – a powerful tool to help with the healing and support of our Indigenous clients. The Lodge belongs to our Indigenous clients and their families and they take enormous pride in its creation.

Nearly two dozen participants (staff, clients and Elders) have come together on this winter afternoon on our Bowness campus. For many, including these two writers, this is a new experience and we join in with eyes, ears and hearts wide open – enthusiastic and curious. Little do we know that we are participating in it for the first and last time with COVID-19 just around the corner, preparing to change our lives forever.

A Sweat Lodge Ceremony is one of the most sacred ceremonies used in Native American culture. It is said to empower our natural being with the four elements of fire, water, air and earth. The shape of the lodge is intended to represent the womb of the Earth, which renews and purifies those within it. The lodge is designed to provide a safe, sacred place where participants can concentrate on the spirits that are invited to the ceremony while nurturing their own.

Women are seated on one side (younger children sit with them) and men on the other. Females who are menstruating or in their ‘moontime’ are not permitted to participate. As Elder Loretta Morin tells us, women have greater power during this time, which throws off the balance inside the lodge. It is said that the moon cycle is a gift to women. It is considered a time of power, second only to the ability of the Great Spirit to give life. Teachings say that when women are on their moontime, the Creator comes closer to them. This is a time when their power is at its strongest. It is acknowledged in that they do not prepare food or



medicine, take part in ceremonies or use the pipes and other sacred items.

There are four rounds of Sweat in today’s ceremony, each one having a separate focus. The first one starts with a story, the last one with a prayer. A sprinkling of sage and herbs (prepared the night before) brings the rocks to life and a sprinkling of water draws the steam. As each round is complete, the Elder will call for the door to open. Participants are offered a chance to leave the circle to stretch and water is passed around for thirst. Soon, the Fire Keeper will bring in the next round of ‘grandfather’ stones and the process is repeated. And as the fourth round ends, a serving of fish and berries is shared.

At the final feast and on our paths home, we take a moment to reflect on our experiences. How the Sweat Lodge is the core of how we might each connect to something larger than ourselves and find place and space in our hearts to build community – something that we have learned over the past several months is the very fabric of our humanity.

We reflect on this time before, when we could gather in a tight circle and share the very air that we were breathing. It might be a long time before we can have such a powerful experience again – but for now, we will hold on to the memory, our spirits both patient and stronger for it.

What 'Community Engagement' means to us

As a 106-year-old organization that serves children, youth and families from all backgrounds and cultures – community engagement is code for working hard to let every Albertan know our mental health services are available to all.

How do we do this? We stay connected with the communities where we provide our programs and services. All 16 of them! Wood's Homes strives to be a Neighbour of Choice and produces newsletters for our closest neighbours around each of our campuses in Bowness, Parkdale and Inglewood. These newsletters allow us to share information about our agency, our

work and the many mental health services we provide. We are fortunate to have and know many of our neighbours, some of whom volunteer and support our agency and its work in various capacities.

We are always seeking ways to create effective networks and also to raise awareness of cultural, religious and socio-economic differences. This allows us to facilitate deeper conversations about mental health and to promote the services that we offer. The faces of our communities are changing and we are embracing the increasing diversity.

Indigenous Populations

- Our Indigenous Liaison, Tye Rhyno, is committed to working with communities, and supporting our agency to better understand and support our Indigenous population, both culturally and clinically. As an example, last fall, he hosted a diversity and

inclusion workshop for the management team from Calgary's Country Hills Home Depot to help them understand the perspectives and history of Indigenous peoples in Canada.

Punjabi Community Health Services Calgary

- In partnership with [Eastside Family Centre](#), Wood's Homes spoke to PCHS Calgary's staff and clients about our services.
- We were able to recruit two Punjabi-speaking therapists from PCHS Calgary to volunteer at Eastside.

Vermilion Energy lends a hand



Longtime loyal supporter of Wood's Homes, Vermilion Energy employees worked hard to help with the creation of our Sweat Lodge, and also completed some painting and landscaping on our Bowness campus.



Ethno-Cultural Engagement

- We regularly provide community presentations to help raise awareness and stress the importance of getting help for mental health issues. We also host educational seminars with various community associations and groups (for whom English is not a first language), including [CIWA](#) (Calgary Immigrant Women's Association) and [ActionDignity](#).
- Wood's Homes is well aware that language and culture can be a significant barrier to accessing mental health services. So we started to increase the number of languages offered in our counselling services at our Eastside Family Centre.

NOTE: During the COVID-19 pandemic, our presentations were conducted virtually.

Dragon Boat Charity Race and Festival

- We were proud to be the recipients of funds that came from the Dragon Boat Charity Race and Festival held in August, 2019. As part of our efforts to raise awareness among the Chinese population, we created our first QR code which provided information about our services in Chinese.
- Staff on our Community Resource Team recently spoke with the Calgary Chinese Elderly Citizen's Association for the first time. We shared our knowledge about depression in older adults and emphasized the importance of getting help and reducing stigma. We were fortunate to have the presentation translated by the executive director Liza Chan.



It was a rainy morning, but that didn't stop our enthusiastic Wood's Homes rowers from showing off their skills and amazing teamwork and to come in **First Place** at the Dragon Boat Charity Race and Festival!

Introducing Wood's Homes ACUTE@HOME Program

Our newest program is called **Acute@Home**. It is an outreach program started in a partnership with Wood's Homes and the Alberta Children's Hospital that provides options for children and families who arrive at the Emergency Department with mental health concerns.



Counsellors work from a trauma-informed perspective, and families are encouraged to build from their strengths. Wood's Homes understands that a child's mental health can affect the entire family so every member is asked to participate. Their ideas and opinions are often used to improve interventions, program design and in some cases, even policy.

Acute@Home began as a pilot program in October, 2018, and proved itself within six months of launch. It has clearly demonstrated value in intervening with families in the emergency department by providing immediate in-home, follow-up support focused on crisis management.

The service supports children and youth ages 5-17 and their families for between three to six sessions (approximately 3 months). In addition, Family Support Counsellors may remain connected to a family for up to an additional six months via phone support to ensure connection to their referral resources.

The program was started because Alberta Health Services found that many of the children and their families who arrived at the emergency department, suffered mild to moderate mental health issues that did not require a hospital stay.

Today, the Acute@Home team provides immediate and intensive outreach intervention and families are seeing the benefits. They are willing to leave the hospital, knowing they will get help sooner and to prevent further escalation and establish stability. The team assists with patient overflow by providing family support services in the hospital, family homes, and the community via safety planning, psycho-education, facilitating referrals, and building family capacity towards connection.



- **228** - The number of unique clients served in this program (April 2019-March 2020)
- **186** - The number discharged from the program (45 remain actively involved)
- **98%** of families felt their goals were met following a visit from a Family Support Counsellor
- **87%** of families reported a reduction in family distress from intake to discharge

April 2019 – March 2020

ACUTE@HOME Continued

Age and client numbers		
AGE	#	%
6-7	14	6.1
8-9	20	8.8
10-11	28	12.3
12-13	59	25.9
14-15	60	26.3
16-17	47	20.6



Residence	#	%
Calgary NE	35	15.4
Calgary NW	60	26.3
Calgary SE	29	12.7
Calgary SW	41	18
Greater Calgary Area	61	26.8
Other Alberta	2	0.9

Top Presenting Concerns*	#	%
Suicide	137	60.1
Parent/Child Relationship Issues	57	25
School Problems	56	24.6
Self-Harm	43	18.9
Behavioural Issues	40	17.5
Identified Mental Health Concern	36	15.8
Family Relationship Issues	29	12.7
Anger Management	16	7
Bullying	16	7
Grief	13	5.7

Heritage	#	%
Caucasian	157	68.9
African / Caribbean	14	6.1
Indigenous	11	4.8
South Asian	11	4.8
Filipino	7	3.1
Chinese	5	2.2
Latin American	5	2.2
Arab	2	0.9
Korean	2	0.9
South East Asian	2	0.9
West Asian	1	0.4
Other	11	4.8

Satisfaction with Family Support Counsellor Visits for Acute@Home Clients - 2018/19		
Satisfaction with Visit as Measured by the Family Visit Form (Indicates caregivers who selected a score of 8 or higher out of 10)	#	%
Felt Heard, Understood, and Respected	137	60.1
Talked about What was Needed	57	25
Counsellor's Approach was a Good Fit	56	24.6
Visit was Right for You	43	18.9

Feeling That Goals Were Met After a Family Visit Session for Acute@Home Clients - 2018/19		
Client Rating on Whether They Felt Their Goal(s) for the session was Achieved	#	%
My Goal(s) for the Session was Met	119	96
My Goal(s) for the Session was not Met	5	4

Our Inglewood Campus proves that listening to clients makes good sense

Our work with street-involved, homeless youth dates back to 1990 when we first opened the doors to our EXIT Outreach program. Over the years, as the needs and challenges faced by this vulnerable population have changed, so have we, remaining at the forefront of support for those who need us.

[Our Inglewood campus](#) at 1008 14 Street S.E., (the first of its kind in western Canada) is a one-stop-shop for homeless or at-risk youth. In the past, these young people would have had to navigate a number of different locations across the city for a variety of services. They told us this was a barrier to their treatment as many did not have access to transportation. After a 2-year search, we were thrilled to have finally found a building to house all of our Street Services.

Today, young people are able to access on-site mental health, crisis, and addictions counselling, as well as housing and employment supports – all under one roof. Our medical clinic (a partnership with the University of Calgary) provides no-cost, confidential support. We also operate a popular culinary program for youth who are interested in a future in the culinary world. Many



young people who once had very limited opportunity are now finding meaningful work. The second floor of this building provides temporary accommodation for vulnerable young adults who are learning how to lead independent lives.

Also located in this building is our [Foster Care](#) program which supports about 100 children and teens in care. This program works with the foster parents to provide ongoing trainings. Our [Home Connections](#) program is also here, and also offers support to about 100 vulnerable families every year.

EXIT Youth Hub

- **106** - The number of clients served
- **63** - The number of youth who walked through our doors for support for the first time
- **1,188** - The number of times we provided food-related support.

NEW HORIZON:

- **29** - The number of clients living in this program
- **85.2%** - Percentage of clients who completed a survey and reported they were satisfied
- **81.5%** - of clients had a significant reduction in their distress levels



Eric has been a client of Wood's Homes for many years. Now a proud father, hear his story by clicking on the arrow above.

EXIT Youth Hub: Community comes through after call for help on Twitter

Lucky for us and our clients, and with thanks to the Calgary Police Service, the EXIT Youth Hub is introducing a pickup service for vulnerable youth!

This new and exciting initiative started with an old friend of EXIT - Constable Reid. A bike patrol officer, Const. Reid would regularly visit our former 7th Ave. S.W. Calgary location, and continued to visit us after we found our new home here in Inglewood. One day, EXIT staff was brainstorming with Const. Reid about some innovative ways to draw more youth to Inglewood. Const. Reid mentioned that Calgary Police Services (CPS) regularly donates decommissioned police vans to non-profit organizations that will use them for something meaningful and for the betterment of the community.

EXIT staff applied to CPS and after making a presentation and a few months of anxiously waiting, we heard our application was accepted. Then came the fun part! EXIT staff held a contest among the clients to design a logo for the van, and after numerous submissions, a winner was chosen!

The pickup service was set to begin operations on April 1, but the COVID-19 virus has brought an obvious delay. However, that doesn't mean we aren't using the van for the benefit of those in need.

EXIT staff have been busy using the van for Calgary Food Bank pickups for clients. Food attainment is a consistent challenge for street-involved youth and with many services now suspended, there is even more need for this support. Due to the virus, the EXIT Youth Hub has been forced to temporarily close its doors, but staff is still checking in with regular clients. And although day-to-day operations are on hold, appointment-only services are available with the addictions counsellor and employment supports. And with the van, staff are able to bring food and connect with clients.



Beth, a client of our EXIT Youth Hub and strong advocate for EXIT stands next to her winning design on our new pickup service van!

But the journey does not end there! On March 26, we were on our way to the Food Bank with the van but noticed a rumbling. Turns out, someone stole the catalytic converter overnight. This meant there was no way to do our bulk pickup. We were in a jam and had to find another way to get food to our clients

We had to find another way to get food to our clients

After putting the call out on Twitter, we were overwhelmed with the response! Within minutes we were getting replies from mechanics wanting to help.

And then, CJAY-92 called us with an offer to use their mechanic (Calgary Muffler Carline) and to pick up the tab! This sense of community is simply amazing and we can't thank everyone enough for their offers of help. We know it's an uncertain time for everyone right now, but because of the support of our community, the young people who need us don't need to feel uncertain about their next meal.

Thank you Calgary!

A decade of work with the Fort McMurray community

"We are honoured to be part of this very resilient community. Thank you for welcoming us here, keeping us aware of the needs of children, youth and families, both encouraging and critiquing our interventions and plans to make us better in the end. We thank you all."

- Dr. Jane Matheson at the 10th anniversary celebration of Stepping Stones

On May 15, 2007, the community of Fort McMurray made public a report called the Youth Housing Needs Report. It confirmed concerns about the numbers of homeless youth in Region. The report spoke to 65 young people between the ages of 11 and 17 who had self-identified as homeless. They were living away from home without shelter, or living in unsafe or temporary housing. There was no youth shelter and very few youth-focused organizations in the region.

Wood's Homes was approached soon after as we have built a longstanding reputation for our work with this population. The community wanted help in developing a shelter and mobile outreach service for young people and families. Wood's Homes went to work, and on Oct. 9, 2009 the **Stepping Stones Youth Service** opened as a shelter, a stabilization and supportive housing

program which serves youth between 12 and 17. It is operational 24/7 every day of the year.

Young people who use this service are typically struggling with issues related to family conflict, relationship issues, addictions and mental health issues, and/or behavioural issues. The program staff work with the young people and their families at intake to determine needs and discuss plans for discharge (which can be different for each client). This program also serves those who do not require out-of-home care but who do still need help with parenting and support. This is called the Family and Natural Supports Program.

Recently celebrating its 10th anniversary, Stepping Stones is proud to say it has served more than 400 young people and their families since its start.

- **Stepping Stones: 42** - The number of clients served for a total of 51 stays
- **Community & Natural Supports: 41** -The number of clients served for a total of 50 stays

Stepping Stones Annual Stats

Length of time in Stepping Stones for Discharged Client Stays from 2019-2020		
# OF NIGHTS	# OF CLIENTS	%
0-2	5	9.8
3-7	9	17.6
8-14	17	33.3
15-30	9	17.6
31-50	6	11.8
50-100	3	5.9
100+	2	3.9
TOTAL:	51	100

SATISFACTION	
CLIENTS	100%
CAREGIVERS / FAMILY	88.2%

Top Presenting Concerns	#	%
Family Relationship Issues	24	57.1
Behavioural Concerns	23	54.8
Parent/Child Relationship Issues	19	45.2
Identified Mental Health Concern	16	38.1
School Problems	12	28.6
Addiction Issues (client)	10	23.8
Anger Management	10	23.8
Child Protection Concerns	9	21.4
Running Away	8	19
Family Breakdown	8	19

Heritage Information	#	%
Indigenous	20	47.6
Caucasian	16	38.1
African / Caribbean	3	7.1
Arab	1	2.4
Latin America	1	2.4
South East Asian	1	2.4

Lethbridge services evolve

Wood's Homes has been offering at-risk Lethbridge-area teens a safe, short-term place to stay since 2003. The youth shelter ([Youth Connections: The Core](#)) is an 8-bed place for young people who are not living at home for various reasons, or who are struggling with family or placement conflict.

We are proud to respond to an ever-changing environment across all programs in our organization by regularly re-evaluating our programs and services.

In the past couple of years, we have expanded our services in Lethbridge and the surrounding areas as our agency is now responsible for all of the youth Housing First services in Lethbridge, following the city's re-organization of youth-focused services there.

So aside from our work in providing shelter and other resources, we are now helping to secure and maintain housing for vulnerable youth who need to take on more adult responsibilities.

A few months ago, we acquired expanded space in the same building where our shelter is located. This space now includes family conference rooms, dormitory spaces, offices for additional staff, and other amenities. It will help to enhance our work in helping young people find accommodation, under the Housing First Philosophy.

Wood's Homes now has rental housing units in Lethbridge that are used as Youth Stabilization Units and that are used by youth in crisis situations. Youth who are referred and accepted into the program can



stay in a unit rent-free for up to 3 months. During this time, they are supported by staff and able to access basic needs and resources. These youth are also provided support in helping find and maintain employment.

Housing options in Lethbridge are limited, so Wood's Homes works with landlords and other organizations there, such as the YWCA, to find space suitable for young adults ages 16-25.

- **41%** of youth were Indigenous
- **67%** reduced their assessment scores
- **90%** found stable accommodation

April 2019 – March 2020

Housing First Philosophy

- Housing First is a philosophy that supports having a solid place to live as a starting point in managing transition to adulthood. Service includes helping young people navigate barriers to finding and maintaining accommodation.
- In April, 2019, we expanded our Housing First services to provide support for up to 83 youth from a previous maximum of 35. This increase comes with the enhanced facility space and additional staff.

[Click Here](#) to learn more about our other programs and services in Lethbridge.

Our work in Wheatland County

Wood's Homes began working in Wheatland County in 2004, serving families with children and youth (ages 6-17) who are experiencing crisis and/or difficulties in their family relationships.

The Wheatland Program offers step up or step down community-based therapeutic care that meets the unique needs of children and youth who require more intensive services than a family setting can provide. The program operates on a house-parented group care model for youth dealing with diverse psychological, social and emotional issues. It provides services for youth who benefit from a smaller setting with more supervision than a foster home might provide.

In a family-like setting, the program ensures youth and their families have access to 24/7 counsellor support as they work through emotional crisis and conflict.

Two homes in Strathmore provide up to nine beds, two sets of live-in House Parents, and four Youth and Family Counsellors to support and facilitate the services and case management. The program also offers in-home support services to high-needs children and families

in the County. These services can be accessed with or without having Child Welfare involvement.

- **16** -The number of clients served in program
- **7** - The number of clients discharged

April 2019 – March 2020



Client age at intake		
AGE	#	%
6 - 7	4	25
8 - 9	3	18.8
10 - 11	4	25
12 - 13	3	18.8
14 - 16	2	12.5

Satisfaction Questionnaires (discharged clients)	
Client Satisfaction	85.7% (6/7)
Caregiver Satisfaction	85.7% (6/7)
Service Professional Satisfaction	100% (7/7)

Heritage Information	#	%
Caucasian	10	62.5
Indigenous	6	37.5

Client Gender Identity	#	%
Female	9	56.3
Male	59	31.2
Questioning	1	6.3
Transgender Male	1	6.3

The average length of time in program for discharged youth was 447.3 days ranging from 39 to 908 days in the program.

Top Presenting Concerns*	#	%
Behavioural Issues	8	50
Child Protection Concerns	8	50
Anger Management	4	25
Parenting Issues	4	25
Sexually Intrusive Behaviour	4	25
Addictions Issues [Client]	3	18.8
Cultural Issues	3	18.8
Parent/Child Relationship Issues	3	18.8
Abuse/Violent Issues: Victim	2	12.5
Larger Systems/Support Issues	2	12.5
Self Harm	2	12.5
Sexual Abuse: Victim	2	12.5
Suicide	2	12.5

*Clients can have more than one presenting concern, therefore, percentages do not add up to 100%

Our 2019 Client Numbers By Region

CALGARY	#
Northwest	1,927
Northeast	2,672
Southwest	3,316
Southeast	2,208
TOTAL	10,123

ALBERTA (excludes Calgary)	#
Greater Calgary Area (includes Strathmore)	857
Fort McMurray	95
Lethbridge	312
Other Areas of Alberta	531
TOTAL	1,795

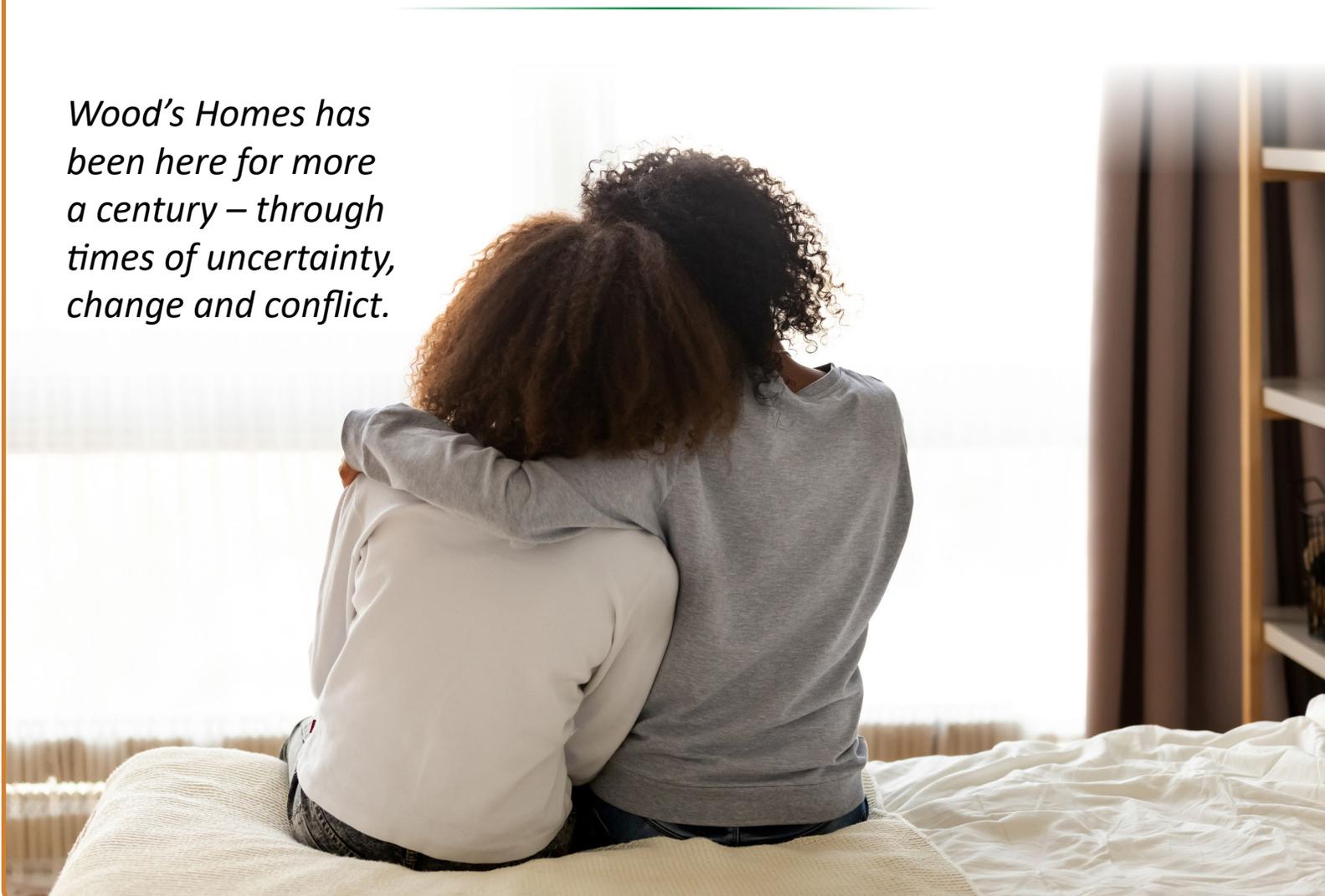
CANADA (excludes Alberta)			
British Columbia	27	Saskatchewan	6
Ontario	111	Quebec	2
Prince Edward Island	97	New Brunswick	1
Yukon	11	Newfoundland	1
Northwest Territories	10	Nova Scotia	1
Manitoba	7	TOTAL	274

UNKNOWN OR MISSING	5,795
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2019 AGENCY TOTALS	17,987
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Note: These are not unique clients; rather, these are counts of unique stays/times a program was accessed. These counts include all Wood's Homes programs (including call, text, and chat services provided by the Community Resource Team).

Wood's Homes has been here for more a century – through times of uncertainty, change and conflict.



Exemplary Standing – 3 Times in a Row!

Wood's Homes is accredited by [Accreditation Canada](#), an independent, not-for-profit Canadian organization. In a rigorous process that occurs every four years, a stringent review takes place of our Governance, Leadership, Risk Management, Infection Prevention and Control, and Medication Management Measures.

Accreditation Canada surveyors visit our site to assess our operations against national standards.

We are proud to say that In June 2019, we earned Exemplary Standing (Accreditation Canada's highest award) for consistently exceeding requirements as a children's mental health organization. This is the third time in a row we've received this rare recognition.

Everyone at Wood's Homes is involved in accreditation – our 500 staff, 100 volunteers and the members of our

three Boards. External stakeholders are also invited to join the process – clients (past and current), funders, neighbours, community partners, etc.

Accreditation Canada also recognized us with a Leading Practice award for our [Acute@Home](#) program. Please visit Page 22 to learn more about this new service.



The safety of our staff and clients is our top priority

It can take more than one year for an organization the size of Wood's Homes to prepare for an accreditation through [Accreditation Canada](#). As a nationally recognized children's mental health centre, we are accredited, much like a hospital.

This process involves rigorous review of our policies and procedures and it provides good opportunity to re-evaluate what we do, and how we do it, to ensure our systems are current and meet both industry and our own high standards as an organization.

A significant component of this undertaking involves close inspection of health and safety practices. This year involved a much more comprehensive and urgent focus on 'safety' due to the tragic loss of one of our employees.

As an organization we have committed ourselves with the assistance of external specialists in health and



safety, to enhance and improve our overall health and safety management system, and to implement this system. Our objective is to receive a Certificate of Recognition with the Alberta Partnerships in Injury Reduction - a goal we will meet as an organization.

The Work of Wood's Homes Research Chair

Dr. Angelique Jenney was named the inaugural Wood's Homes Research Chair in Children's Mental Health in April, 2017. The Chair is in partnership with the University of Calgary's Faculty of Social Work and is the only Chair of its kind in Canada. The term of her appointment is 10 years.

Dr. Jenney came to Wood's Homes via the Child Development Institute (CDI) in Toronto where she was Director of Family Violence Services. She arrived with many projects already in place including Mothers in Mind (MIM) - a mother and child program destined

to meet the parenting needs of mothers who have experienced family violence, domestic abuse, neglect or sexual assault and who have children under the age of four.

Dr. Jenney's extensive portfolio includes numerous research projects, teaching at the University of Calgary and Wood's Homes, as well as writing for various publications and our organization's blog, garnering record readership. Click here for her [latest post](#) that speaks to finding silver linings on cloudy days in the COVID-19 pandemic.

- COVID-19 put a hold on some of Dr. Jenney's projects; she had planned to implement a simulated client scenario into her upcoming courses at the University of Calgary on domestic violence and trauma, but those classes have been forced online. Not wanting to lose momentum, she quickly shifted gears to examining how moving such a

scenario to an online experience might work. She recently submitted an ethics application to study this new pedagogical approach to learning clinical skills. Building on the in-person pilot she will now implement online simulation opportunities monthly from July until December (2020) to explore this new form of training.



Dr. Jenney speaks to mental health and domestic violence in Calgary with CBC Calgary reporter in March, 2020.

- **Dr. Jenney spoke with CBC Calgary in early March, 2020**, about domestic violence for the network's national series on the subject that aired that month. Alberta was already witnessing an increase in domestic violence prior to COVID-19, but has since seen further escalation. Dr. Jenney told reporter Bryan Labby that the overall message for educators and others is to start teaching boys and teenagers not to harm women. "We could be doing a better job of preventing that kind of violence by promoting different kinds of services for boys and young men in school and in adulthood."



- **Safe and Understood** is also wrapping up after five incredible years looking at the implementation of programs addressing family violence in the lives of young children. This project saw Mothers in Mind programs implemented in two locations at Wood's Homes in addition to other sites across Canada and in Australia. The project looked at how implementing programs for mothers and fathers receiving services from child protection could benefit from interventions like these - but also how it impacted on workers' responses in domestic

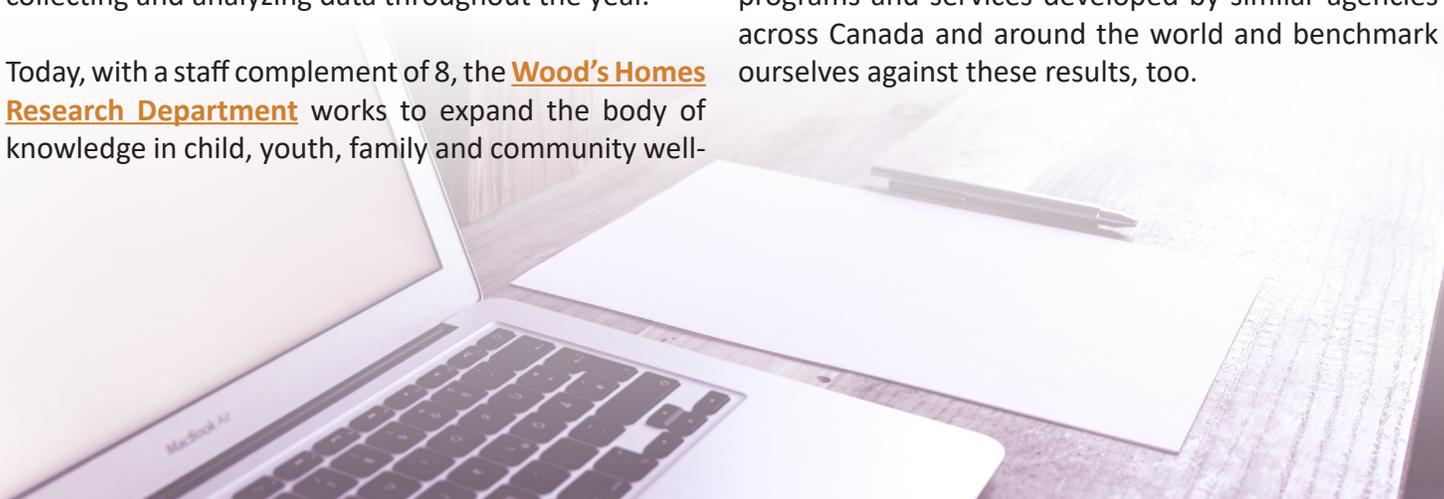
violence cases. File review data is still being collected (this process has fortunately not been impacted) but some early findings indicate that child protection worker relationships with clients were positively impacted by such programming. Data analysis and knowledge translation continues, although several conferences that Dr. Jenney was set to present at have been cancelled. She is currently exploring other means of dissemination such as fact sheets and webinars.

The Research Department

Research departments are rare among not-for-profit organizations. Wood's Homes is proud to be a leader in this field. Since 2001, initially starting with one full-time researcher, we began measuring program outcomes by collecting and analyzing data throughout the year.

Today, with a staff complement of 8, the **Wood's Homes Research Department** works to expand the body of knowledge in child, youth, family and community well-

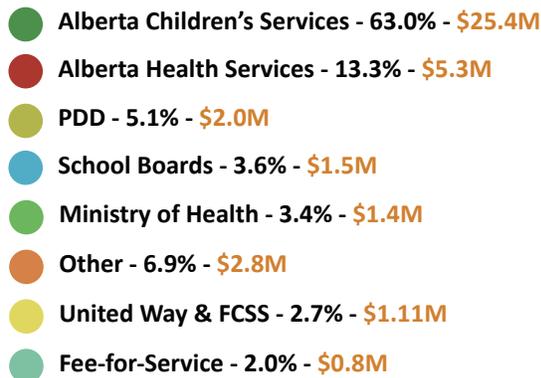
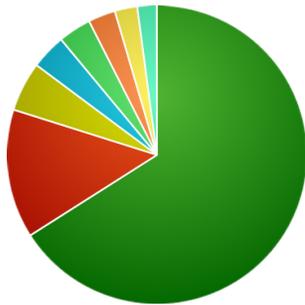
being. It monitors and evaluates excellence in service delivery within the agency, but also contributes to the larger service community by sharing successes with others. As well, we gather information about successful programs and services developed by similar agencies across Canada and around the world and benchmark ourselves against these results, too.



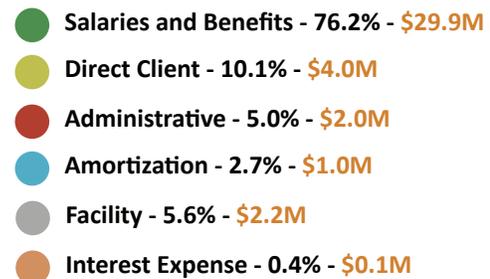
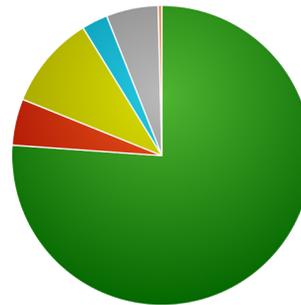
Financials

Wood's Homes operations and capital spending are financed in a number of different ways. We receive government funding, operating grants, fee-for-service arrangements, fundraising activities and donations. Detailed financial statements are available [HERE](#).

Revenue



Expenses



Our Mission

We create and provide quality mental health services that promote and restore the well-being of children and families who struggle with problems big and small.

Our Values

Commitment - An unwavering persistence even in the most difficult situations, guided by a call to service and expectations of excellence.

Respect - An appreciation of differences and cultural diversity 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.

Our Vision

A world that values and nurtures the mental health of all people and when needed, ensures quality, timely help for all.

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; be honest, open and dependable.





**We Never Say No
We Never Give Up
We Never Turn Anyone Away**

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