

annual report 2010-11

Vision

St. Leonard's Community Services will be a recognized centre of excellence for the provision of services to children, youth, adults and families.

Mission

St. Leonard's Community Services responds to needs by providing quality addiction, mental health, employment, education, justice and residential programs that enable children, youth, adults and families to overcome challenges through choices that result in positive change.

Values and Beliefs

As we discharge our mission in pursuit of our vision, we adhere to the following values and beliefs:

1. A commitment to excellence in client service.
2. Respect for the dignity and diversity of our clients, staff and community.
3. Support and recognition of our staff.
4. Collaboration and knowledge exchange.
5. Accountability to our funders, clients, partners and the community.



Cake cutting ceremony at the Grand Opening of the new location at 225 Fairview Drive of Addictions and Mental Health, Brant Employment Centre and the Brant Skills Centre.

Achieving our Goals

As the 2010/11 fiscal year drew to a close, many of the Agency's strategic goals dating back to 2007 came to fruition, including the consolidation of our addiction, mental health, employment, and educational services at 225 Fairview Drive and the amalgamation of our Justice Services at 133 Elgin Street.

By year end, we also realized our vision of a full menu of services, under the banner of "*Employment Ontario*" in Brantford, Dunnville and Caledonia.

The Board and senior management staff huddled in the fall of 2010 to review the Agency's progress over the previous three years and to develop a strategic road map for the upcoming three years.

With a view to realizing the Agency's collective vision of becoming a recognized 'centre of excellence' and guided by the mission and values outlined on the inside cover of this Annual Report, strategic goals were established to guide the development of measurable 'planned outcomes' in future Annual Operating Plans including:

Client Services

- To maintain a consistent client-centered service approach that assesses clients and links strengths and needs to service planning goals.
- To continue to institute and expand quality improvement systems across the organization.
- To conduct ongoing environmental scanning and needs assessments.
- To identify and pursue service integration, protocols, consolidations and amalgamations with like-minded agencies.

Organizational and Resource Development

- To address pressing issues related to staff compensation.
- To reduce workload by seeking efficiencies and increasing use of technology.
- To continue to encourage and support ongoing staff development.
- To explore fundraising, fee for service and other sources of non-governmental funding.

Profile

- To raise the profile of the Agency and its services through a revised and refreshed marketing program that incorporates current media and technologies.
- To establish academic and research linkages with local post-secondary institutions.
- To continually seek productive partnerships and linkages with community agencies.
- To pursue advocacy goals through appropriate associations.

The complete Strategic Plan can be accessed on our Agency website.

Training

Staff training continued as an Agency priority in 2010/11, with the number of employees utilizing Cognitive Behavioural practices increasing exponentially, thanks to the RBC Royal Bank sponsored training courses delivered by TAPE Educational Services. This universally recognized "best practice" is being utilized by St. Leonard's Community Services to help clients cope with issues ranging from employment retraining, anxiety, depression and addiction.

With ongoing support from Dr. John Lyons, the Child and Adolescent Needs and Strengths (CANS) Assessment training continued as a core element of the Agency's Client Service Model, enabling staff to readily evaluate the outcomes of their work with clients. In particular, we were able to unequivocally determine the positive outcomes of several creative homegrown Agency programs, including the Youth Drop-In, the Respite Camp, the Peter Willis Woodworking program and our Youth and Animals Learning Together (YALT) program.

By March 2011, we met our annual goal to enhance all program staffs' understanding of how to utilize the Agency's Client Service Manager database (CSM) to input, organize and retrieve client information, including outcomes, documented using our electronic version of the CANS assessment tool.

Working with our Partners, Responding to Emerging Community Needs

Our close partnership with the RBC Royal Bank continued throughout the year, culminating in our third

consecutive \$50,000 grant from the RBC Royal Bank Foundation to enhance the knowledge and skills of our staff in the application of Cognitive Behavioural Therapy. The objective of the training is to enable St. Leonard's Community Services and Haldimand-Norfolk REACH to help clients make positive changes and particularly to alleviate the anguish suffered by adults and the one in five children/youth burdened with mental health challenges in our community.

We were excited to learn that the Ministry of Children and Youth Services would renew their financial commitment to address youth unemployment in Brant again this summer, enabling St. Leonard's to create over 120 summer job opportunities for "at risk" youth in our community.

The Ministry of Training, Colleges and Universities renewed its commitment to student summer employment in 2010. Across Brant and Haldimand Counties, we assisted over 840 students secure summer employment with the assistance of an hourly incentive to encourage hiring.

Our partnership with Melissa Pursley and her staff at the Canadian Canine College continued and expanded to include our justice clients who showed positive outcomes similar to our mental health clients. Over the past five years, many of St. Leonard's most troubled clients have benefitted tremendously from the opportunity to form a relationship with the dog they have been assigned to train in preparation for adoption. These documented positive outcomes include improved communication skills, increased self esteem, enhanced feelings of empathy and improved relations with family and peers.

Goals for 2011/12

Many of the Agency's goals for the upcoming 12 months involve the continuation of previous years' objectives to enhance staff knowledge and skill with a view to improving Agency planning processes, electronic documentation, regulatory adherence, fiscal control, facility access and use, information technology, internal communications, community relations, marketing of programs and client service delivery.

In closing, a heartfelt thanks to all of our staff for your tireless dedication to St. Leonard's Mission and for the outstanding efforts on behalf of your clients. It has been a pleasure to serve with such a fine group of employees!



Bill Sanderson, Executive Director

To this end, our 2011/12 goals include:

- Implementing SharePoint software Agency wide to store and share policies, procedures, plans, protocols, calendar of events, etc.
- Using the Client Service Manager (CSM) database Agency wide to prepare, store and retrieve client service files, including service plans and statistical reports.
- Enabling staff to become more effective client service practitioners, supervisors and leaders.
- Enhancing internal communications through the use of smart boards and the Ontario Telemedicine Network.
- Increasing client accessibility at five Agency facilities.
- Increasing youth 'drop in' opportunities in West Brant.

Departures and Arrivals

During the year, we bid farewell to three Board members, Lamine Diallo, Laurel Olsen and Pat Sheridan, while welcoming new members Scott Tomlin and Ryan Brooks.

We were also saddened by the departure of Jo-Anne Link, a seasoned employee who played a significant role in the evolution of the Agency. During the 25 year span of her impressive career, Jo-Anne served in various capacities starting out as a community case worker and finishing as a valued Service Director on our Management Team. We wish Jo-Anne success and happiness in her future endeavours.

In an effort to align the most intensive therapeutic programs, Jyoti Kapur was appointed Director of Clinical Services, overseeing children's residential services as well as addictions and mental health.

The Agency continues to evolve, incorporating evidenced-based practices, such as Cognitive Behavioural Therapy (CBT) to meet client needs and achieve successful outcomes in a variety of domains including social, psychological, academic, mental health, family relationships, healthy coping strategies and life skills.



Richard Cook, President

Youth and Family/Addictions and Mental Health

Collaborative planning with our community partners has resulted in improvements to the client experience across the continuum of mental health services, including appropriate and timely access to our Addictions and Mental Health Crisis Services. The establishment of formal protocols with the Brant Community Healthcare System, Brant Medical Centre (Urgent Care) and local family health teams has improved communication and coordination of care. Supporting clients in the community remains a priority in order to facilitate appropriate diversion from the Emergency Room and to prevent the onset of psychiatric crisis requiring acute hospitalization.

The Addictions and Mental Health sector worked on the implementation of the Ministry of Health and Long Term Care mandated Ontario Common Assessment of Need (OCAN), an electronic standardized client driven assessment and decision making tool. The tool allows key information to be electronically gathered in a secure and efficient manner.

Our Community Supports Youth

Throughout the year, youth overcoming tremendous adversity were very appreciative of the generosity and kindness shown by Environmental Safety Products who provided support throughout the year, including gifts at Christmas time for all YRC clients.

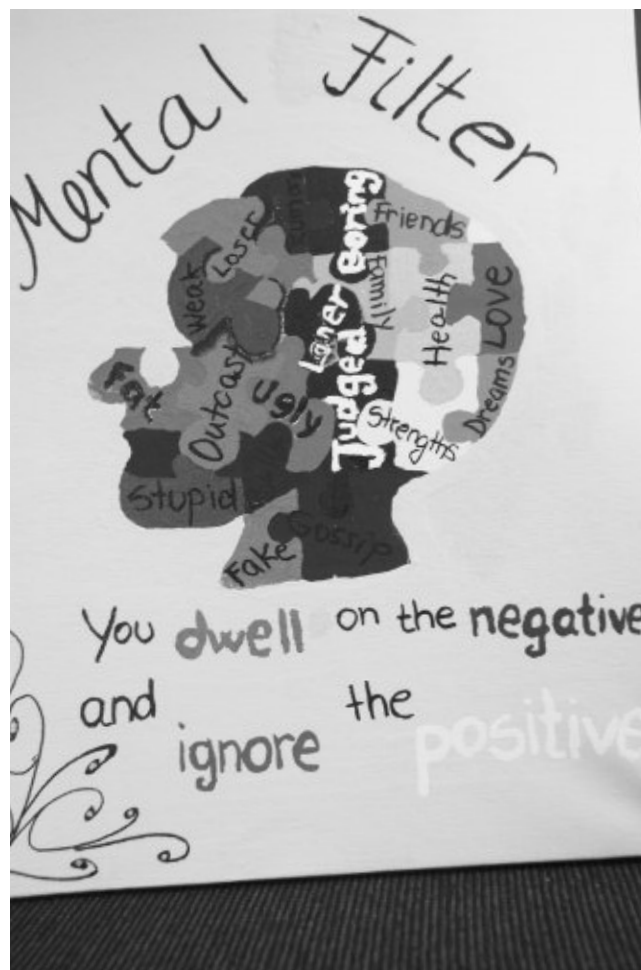
In partnership with the Brantford Peace and Diversity Forum planning action circle, the Youth Drop-in Program hosted two events, entitled, "Angles: Teen Perspectives" providing an opportunity to hear the voices of youth. Recommendations were made regarding strategies to facilitate inclusion of youth in our community.

Effectively Responding to Addictions

On February 25, 2011, the Addictions and Mental Health sector hosted the 1st Annual Addictions and Mental Health Forum, which focused on hope and resilience. The event's keynote speaker was Dr. S. Sharma. Concurrent session workshop topics included Gambling, Traditional Medicine, Youth Substance Abuse, Methadone Maintenance and Concurrent Disorders.

In attendance were a total of 80 community professionals representing justice, primary care, education, social services and mental health sectors.

In an effort to more effectively respond to the IV drug use need for clean needles, a second Needle Exchange site was opened at 225 Fairview Drive, in addition to the site operating at 133 Elgin Street. Needle exchange boxes, managed by the Brant County Health Unit provide a safe means to dispose of used needles, preventing the spread of infectious diseases such as Hepatitis and HIV in our community.



Helping Transitional Age Youth in Care

In partnership with the Brant Children's Aid Society, the Preparation for Independence Program was implemented within the Roy Walsh Home Learning Centre Classroom. A graduation ceremony was held on December 2, 2010, recognizing the students for their achievement in successfully completing this program.

Through the dedicated efforts of staff in collaboration with the Children's Aid Societies, Grand Erie District School Board and family/caregivers many youth in care successfully transitioned to independent living, to reside with family, to transfer to mainstream community secondary and post-secondary schools and to achieve educational credits through participation in the Learning Centres.

Youth within the residential programs continue to struggle with the impact of trauma, addictions and mental health challenges. Staff collaborated internally and partnered with community agencies to develop coordinated and comprehensive treatment plans.

Roy Walsh Home incorporated the "Study Program" within the weekly structured program activities, providing an opportunity for youth to complete homework, obtain practical homework help, while developing effective study skills.

Varency Home successfully implemented an innovative pilot project in the Learning Centre Classroom accommodating client sleeping patterns which improved overall school participation.

Expanding Clinical Consultation

The Agency welcomed Melissa Strachan, who will provide staff with clinical consultation support during weekly case management team meetings, client file reviews and

help with integrating CBT into the treatment planning process. Melissa will also take a lead role in coordinating clinical education in response to staff learning needs.

Strengthening Community Partnerships

Liaison Committee meetings with the Grand Erie District School Board proved effective in solidifying roles, strengthening relationships and proactively managing expectations within the Learning Centre Classrooms.

Liaison Committee meetings with the Brant Children's Aid Society improved communication providing a forum for sharing program updates and for coordinating care planning to ensure appropriate placement of youth.

April marked the end of many of our student placements. Students were recognized by their Placement Supervisors for their contributions and one student was offered a part time Support Counsellor position.

Youth Drop-In Program Successes

Thanks to the funding from Health Canada, several successful and innovative partnerships developed with the delivery of our Youth Drop-In programs at multiple locations including the Salvation Army Wyndfield Community Church, Why Not Youth Centres, Central Baptist Church and Children's Aid Society of Brant (New Beginnings).

Grand Opening of Our Fairview Drive Location

The successful move of the Addictions and Mental Health from 133 Elgin Street to co-locate with Employment Services at 225 Fairview Drive, Unit #1 occurred in April 2011. The benefits to our shared clients were immediately evident. The staff and clients have transitioned well into their new space.

- Addiction Services accepted 923 new admissions, a total of 2,084 assessments and 1,836 treatment sessions for all ages.
- Chatham Street Residence program provided supportive transitional housing to 9 female youth for a total of 1,597 days, at an overall occupancy of 88%.
- Gambling Responsibly program provided 396 face to face and telephone assessment and treatment visits and 47 group counselling sessions.
- Adult Mental Health Crisis program provided services during a total of 1,687 telephone crisis calls and 887 face to face visits.
- Youth Mental Health Crisis program received 75 new admissions and provided services during 169 face to face visits and telephone visits.

Testimonials

Mental Health Crisis Services Clients...

"I owe you so much for your kindness and help. I don't think people say 'Thank you' often enough or that great people like yourself give yourself enough pats on the back!"

Youth Residential Clients...

"Thank you to all of the staff that helped me open up, and show me the strengths that I have never noticed in myself. The Roy Walsh Home Residence is a very helpful program. It has helped me a lot with my relationship with my family"

Addictions Clients...

"I will continue seeking the help and guidance being given for the length of time required to resolve my gambling issues. Thank you so much!!"

Family/Caregivers...

"Thank you, Thank you and Thank you for inviting my girls to the Tim Horton's Respite camp...For the first time in at least a year I had

time alone...I was revitalized and am probably a better mom for the break...When I was there I could see how nice the staff were to my children and how safe and organized it was...I truly appreciate the break you gave to our family"

Community Partners...

"I am very happy to see the continuous support from St. Leonard's ... another great example of a true partnership"

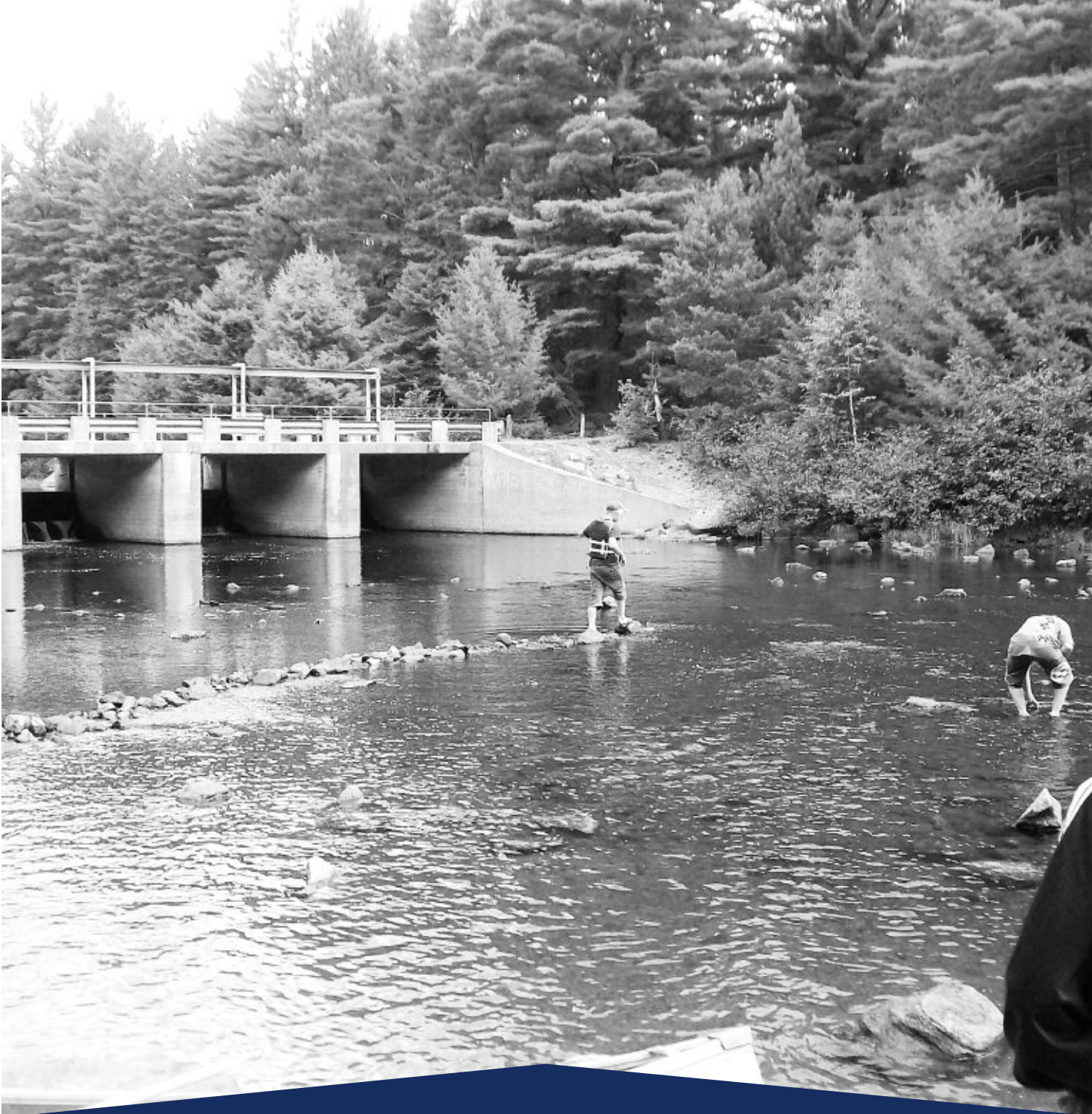
"The word on the street - if you have to go to a group home, Varency is the place to go!"

"My client was prepared to enter into a semi independent program. He ended his participation in the program on a very positive note and he formed a strong bond with the workers"

"Addictions and Mental Health staff demonstrate genuine care and compassion for the clients they work with"

"Staff are knowledgeable about their respective fields and are open to sharing their resources and knowledge with others"





- Youth Drop In program provided 139 evening programs over 556 hours for a total of 1,829 client visits.
- Youth Resource Centre provided emergency housing and mental health crisis support services for 101 homeless youth for a total of 6,126 days, at an overall occupancy of 84%.
- Roy Walsh Home provided residential treatment to a total of 15 youth for a total of 2,365 days, at an overall occupancy of 81%.
- Varency Home provided residential treatment to a total of 11 youth for a total of 2,925 days, at an overall occupancy of 100%.

2010/2011 offered some challenges and new opportunities, some of the highlights include:

Community Justice Programs

- April 12, 2011 saw the relocation and consolidation of our Youth and Adult Justice Community Programs along with two of the Learning Centres at 133 Elgin Street. Special thanks to Bruce Barrett, Matt Gingras, Alan McSpadden and the Community Justice Programs' staff for their very hard work and sense of humour which helped us all survive those annoying moving day glitches. The staff very quickly added their touch to Elgin Street creating a very warm and comfortable environment.
- Special thanks to all of our very supportive Community Service Order placements.
- Also a special thanks to the Youth Justice Committee volunteers and the Steering Committee for their dedication and support.
- Youth Extrajudicial Measures and Adult Pre-charge Diversion both had an extremely busy year, providing service to 360 adults and youth.

Direct Accountability Program

In February 2011, we received funding from the Ministry of the Attorney General to deliver the Direct Accountability Program and Stop Shop Theft Program. These programs will replace the Adult Diversion Program and the Adult Anti-Shoplifting Program.

Testimonials

"I believe having to do community services helped me to mature. I was having anger issues and I never really realized the impact of my anger on others. I now do. I have hooked up with many services that I needed thanks to St. Leonard's."

"My son was able to learn how his actions affect those around him for both the positive and negative through his work at the Christmas Baskets and Classic Run. My son was also able to complete his hours in a safe and supporting environment with people who were able to point him to other supports in the community now that his hours are complete."

"Thank you for being there for (my son) because without you he wouldn't talk to anyone. He really respects you and has done well in your program."

Youth and Animals Learning Together

Last year, we reported that we received grant funding from the Ministry of Community Safety and Correctional Services under the Safer and Vital Communities Grant to offer an animal assisted therapy program for youth involved in the criminal justice system.

By September 15, 2011, 24 youth and 12 dogs will have participated in the program.

Special thanks to the Ministry, the Canadian Canine College and the Brant SPCA for their continued support, dedication and commitment.

Testimonials re Youth and Animals Learning Together

"The dogs were fun to have around. It helped us understand people's points of view better because dogs are all different, just like people are all different. The aggression in PWR went down with dogs in the house because we did not want to get them riled up. It also made us more relaxed."

Peter Willis Residence

- Occupancy increased by 12% - 60% in 2010/11 compared to 48% in 2009/10.
- The Woodworking Program expanded its selection of products to include make up mirrors, wine stoppers, toys, etc. The much coveted wooden pens and Muskoka chairs are also still available.

Testimonials

"I did something about my drug problem and anger. Those programs were good."

"We want to thank everyone from the bottom of our hearts, for all the kindness and understanding that you have shown to our family during these, once again trying times. We will continue to do our best to guide our son as you have. Thanks so much." - Parent



- 178 youth were served by Peter Willis Residence.
- Occupancy at Buffalo Street Residence was 107%.
- Brantford Police Services and the Brant OPP referred 215 youth to Extrajudicial Measures.
- Adult Pre-Charge received 145 referrals from the Brantford Police Services and the Brant OPP.
- The Youth Support Program provided service to 34 youth.
- The Brantford Community Assessment Team reviewed 65 applications for residency at Buffalo Street Residence.
- Between February 25, 2011 and March 31, 2011, the Direct Accountability Program received 45 referrals and collected \$1,025 in restitution.
- \$22,270 in restitution, donations and participant fees were collected.
- 6,348 community service hours (youth and adult) were completed.

Employment

Employment Ontario transformation has changed the face of Employment Services during this past fiscal year. Centres are strategically placed throughout Brant and Haldimand Counties to best serve the communities. Essential information and a vast array of resources are readily available to meet the needs of individuals. Job seekers and employers alike can access individualized services to meet their specific needs.

On August 1, 2010, *Employment Ontario* programming was introduced across the Province. Many exciting moves and changes ensued:

- the Youth Employment Centre in Brantford became the Brant Employment Centre, relocated to the north end with increased targets and serves clients of all ages
- our new north end location has integrated the services of Addictions and Mental Health with Employment Services
- the Literacy Council of Brantford and District (renamed Brant Skills Centre) has co-located with us in our north end location
- the Caledonia Employment Centre was created
- the Dunnville Employment Centre was refurbished
- nine Career Resource Centres were closed across the two counties of Brant and Haldimand
- the four remaining Career Resource Centres became itinerant service delivery sites for *Employment Ontario* services
- services now include assessment and referral to such programs as Job Creation Partnerships, Ontario Self Employment Benefit and Second Career

Summer Jobs Service continues to be delivered through the Brant Employment Centre and the Dunnville Employment Centre. Job Fairs and Employer Interview Days held in anticipation of summer employment continue to flourish and have become anticipated events in the community.

Summer Jobs for Youth was delivered for another very successful season. We were honoured to have the Minister of Children and Youth Services, Laurel Broten, attend our graduation ceremonies for the youth in this program. Over 140 youth, guests and employers gathered to celebrate individual and group successes over these summer placements.

Brant Employment Centre

While adapting programming to the new *Employment Ontario* model, it was also necessary to relocate to the north end of Brantford to comply with Ministry expectations. With a vision to holistic client service, decisions were made to integrate the services of

Addictions and Mental Health with Employment Services. This enlightened merger of services will benefit the clientele of all programs. Overtures were made to the Literacy Council of Brantford and District and we were very pleased when they accepted our invitation to join us in our new facility.

Caledonia Employment Centre

The Caledonia Career Resource Centre was closed and replaced with a full service *Employment Ontario* location. Many thanks go to the Community Support Centre of Haldimand-Norfolk for allowing us to temporarily operate this program from their building while we searched for a new site. We were very fortunate in securing a highly visible, storefront location in the heart of downtown Caledonia.

Career Resource Centres

Due to a co-operative effort with the Grand Erie District School Board, four Career Resource Centres remain in rural areas throughout Brant and Haldimand Counties. These centres are found in Burford, Paris, Cayuga and Hagersville and provide crucial itinerant locations for *Employment Ontario* service delivery. All sites boast fully equipped resource centres including computer/internet access, faxing, photocopying, telephones, job boards and labour market information.

Dunnville Employment Centre

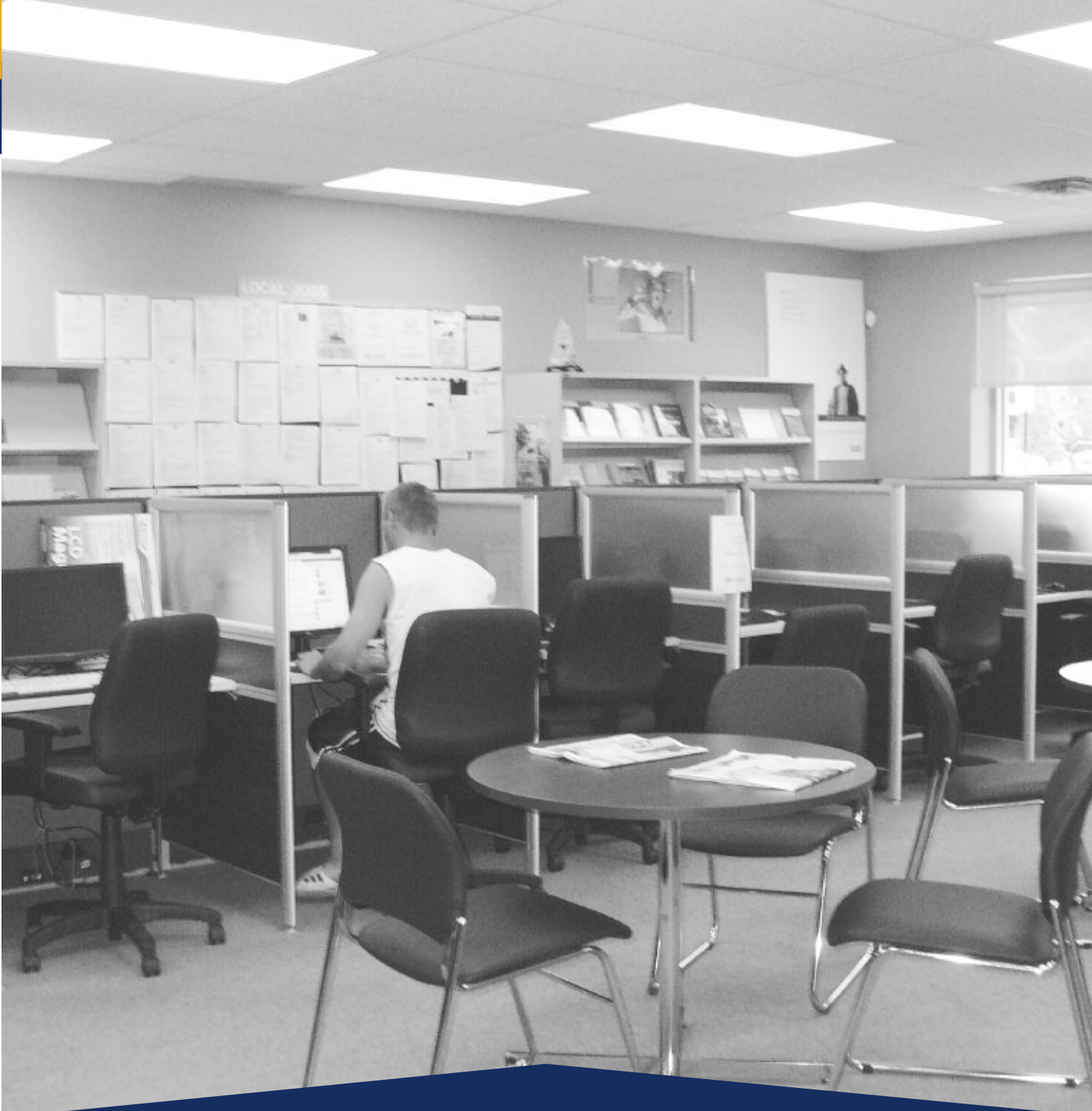
A full service *Employment Ontario* site, this Centre provides much needed employment services to community members. Services are mobile to our Career Resource Centres in the neighbouring Haldimand communities of Cayuga and Hagersville. Service co-ordination is paramount with excellent relationships continuing with many community partners.

Testimonials:

"They helped me tremendously in the time that I needed them the most. Being out of the work force for so long, they have helped me with resumes, finding employment, interviewing and now going back to school. Their staff is friendly and I am glad I found them."

"St. Leonard's has proven to be not only a great referring agency but an invaluable partner in assisting us to provide adults with opportunities in learning and employment skills development. We work closely with them and are always impressed with the knowledge and cooperation we receive from their agency and staff."

"I would like to say that the staff at St. Leonard's have been a great help to me. They help me with my resumes, gave me ideas on job searches and made me feel like family."



- Over 840 students participated in Summer Jobs Service throughout Brant and Haldimand. 180 employers received an hourly wage incentive to employ these students during the summer of 2010.
- More than 1,730 workshops/learning sessions were facilitated across Brant and Haldimand Counties to more than 10,715 community members and students.
- 98% of the clients accessing Employment Services expressed satisfaction with the services received.

Treasurer/Director of Finance's Report

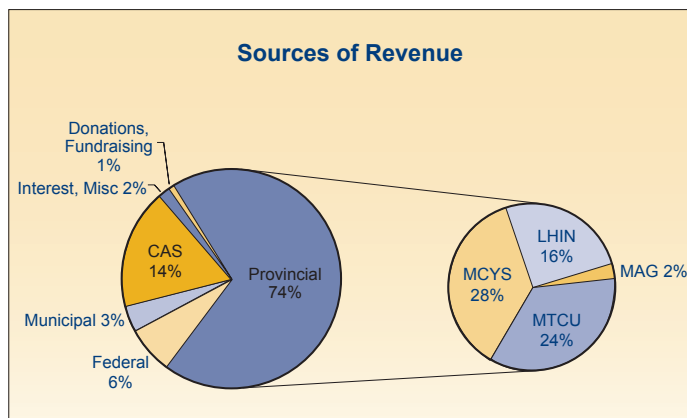
The past year has brought many exciting changes to the Agency, but in particular to the Finance and Administration department. With the addition of Julie Gillis C.G.A., Finance Manager and the assimilation of a proficient staff team, the department was able to implement many changes resulting in increased efficiency and quicker turnaround time for financial reporting. Two new modules currently being installed for our accounting/payroll software will further increase the efficiency of the department and assist to meet the increasing reporting requirements of the funders.

| St. Leonard's Community Services | |
|-----------------------------------------------|---------------|
| Unaudited Summary Financial Statements | |
| For the year ended March 31, 2011 | |
| Balance Sheet | |
| | 2011 |
| Assets | \$ 6,851,596 |
| Liabilities | \$ 5,632,434 |
| Net assets | 1,219,162 |
| Liabilities and Net Assets | \$ 6,851,596 |
| Statement of Operations | |
| | 2011 |
| Revenues | |
| Government funding | \$ 10,148,111 |
| Children's Aid Societies | \$ 1,684,433 |
| Donations/fundraising | 148,615 |
| Interest/sundry | 239,749 |
| | \$ 12,220,908 |
| Expenses | |
| Salaries and benefits | \$ 7,628,683 |
| Operating expenses | 4,236,050 |
| | \$ 11,864,733 |
| Surplus (Deficit) | \$ 356,175 |

The summarized financial statements to the left show the revenue for the Agency has increased to over \$12 million. Salaries and wages overall account for 64% of the expenses. The surplus shown is based on financial statements including audit adjustments for capitalization of assets, depreciation, recognition of deferred contributions to capital assets and their amortization. The surplus is a result of a gain on the sale of the 41 William Street property originally acquired in 1986. Also contributing to the surplus is the capitalization of the equipment and leasehold improvements at our newest location at 225 Fairview Drive.

Audited financial statements are available upon request.

The pie chart below graphically depicts the breakdown of Sources of Revenue for the Agency in the 2010-11 fiscal year. The provincial government ministries continue to be the largest funder (74%). With the introduction of the new *Employment Ontario* Programs in August, the Ministry of Training, Colleges and Universities (MTCU) funding to support the incremental programming increased the percentage to 28%, to equal the historical amount received from Ministry of Children and Youth Services (MCYS).



As we move into the new fiscal year, we continue to explore opportunities to expand through increased programming to meet emerging community needs. Thank you to our donors for their support enabling our clients to receive enhanced services by increasing the abilities of staff through training plus direct funding to programs and clients.

Board, Management, Funders, Partners

2010/11 Board of Directors

Ryan Brooks
Sean Clark
Richard Cook – President
Romina Coppa-Hopman
Birkin Culp – Vice President
Geoff Edge
Glenn Forrest
Ron Hannon
Betty Anne Jackson
Dianne Kindon
Laurel Olson
Charmaine Pelletier
John Regan
John Renwick
Pat Sheridan
James Stewart – Secretary/Treasurer
Scott Tomlin

William Harrow (Legal Counsel)

Management Team

Bill Sanderson, Executive Director
Jyoti Kapur, Director of Clinical Services
Marilyn Kaus, Director of Employment Services
Sue Lefler, Director of Justice Services
Mary Louise Leitch, Director of Finance

Donors

We thank all donors, but with the new privacy legislation in effect as of January 1, 2004, we are unable to publish the names of donors without written consent.

Funders

Canada Mortgage and Housing Corporation
Centre for Addiction and Mental Health
Children's Aid Societies
City of Brantford
Correctional Service Canada
Dilico Anishinabek Family Care
Family Service Kent – KIDS Team
Health Canada – Drug Strategy Community Initiative Fund
Local Health Integration Network
Lorne and Elsie Hankinson Charitable Foundation
Ministry of Children and Youth Services
Ministry of Community and Social Services
– Dedicated Supportive Housing
Ministry of Community, Safety and Correctional Services
Ministry of Community, Safety and Correctional Services
– Safer and Vital Communities Grant Fund
Ministry of Health and Long-Term Care (LHIN)
Ministry of the Attorney General
Ministry of Training, Colleges and Universities
National Crime Prevention Strategy

Ontario Trillium Foundation
Ontario Works
RBC Royal Bank

Partners

Brant Community Healthcare System
Brant County Health Unit
Brant County Ontario Provincial Police
Brant County SPCA
Brant Haldimand Norfolk Catholic District School Board
Brant Skills Centre
Brantford Medical Centre
Brantford Police Service
Brantford YM-YWCA
Canadian Canine College
Canadian Mental Health Association
Centennial College
Central Baptist Church
Children's Aid Societies
Children's Hospital of Eastern Ontario (CHEO)
City of Brantford
Community Resource Employment Services
Conestoga College
Contact Brant for Children's & Developmental Services
Council for Children, Youth and Developmental Services
De dwa da dehe nye > - Aboriginal Health Centre
Doug Snooks Community Centre
Dr. Jean Clinton
Dr. John Lyons
Dr. Shreekant Sharma
Dr. David Templeman
Environmental Safety Products
Family Counselling Centre of Brant
Fanshawe College
Grand Erie District School Board
Grand Erie Training and Adjustment Board
Grand River Community Health Centre
Grand River Employment and Training (G.R.E.A.T.)
Haldimand-Norfolk REACH
Literacy Link South Central
Local Crown Attorneys
Mohawk College
New Covenant Church
Niagara Peninsula Aboriginal Area Management Board
Nova Vita Domestic Violence Prevention Services
Ontario Early Years Centre
Ontario Halfway House Association
RBC Royal Bank
Salvation Army – Wyndfield Community Church
Six Nations Child & Family Services
Six Nations Mental Health Services
TAPE Educational Services Inc.
Tim Horton Onondaga Farms
Why Not Youth Centres
Wilfrid Laurier University
Woodview Children's Mental Health and Autism Services
YMCA Immigrant Settlement Services

Services

Youth and Family

Chatham Street Residence
Roy Walsh Home
Varency Home
Youth Resource Centre

Addictions and Mental Health

Addiction Services
Buffalo Street Residence
Children/Youth Mental Health Crisis Walk-in Clinic
Concurrent Disorders
Gambling Responsibly
Mental Health Crisis Support and Walk-in Clinic
MotherVoice
Needle Exchange Program
Ontario Works Addiction Services Initiative
Triple P™ (Positive Parenting Program)
Respite Experience
Stop Now and Plan (SNAP™)
Structured Children and Youth Garden
Youth Anger Control
Youth Drop-in Centres

Justice

Anti-Shoptlifting Groups (Stop Shop Theft)
Attendance Centre
Back on Track
Bail Verification and Supervision Program
Buffalo Street Residence
Case Management
Community Service Orders
Direct Accountability Program
Diversion Programs
Learning Centres
Peter Willis Residence
Youth Extrajudicial Sanctions/Measures
Youth Justice Committee
Youth Support Program

Employment and Education

Brant Employment Centre
Caledonia Employment Centre
Community Career Resource Centres
Dunnville Employment Centre
Employment Resources
Summer Jobs for Youth
Summer Jobs Service



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