

Who We Are

Founded in 1960, the **Youth Services Bureau of Ottawa (YSB)** is one of the largest and most comprehensive non-profit agencies serving youth in Ottawa and is a registered charity.

YSB supports young people and their families as they resolve complex issues affecting their physical and emotional well-being. We provide a safe and non-judgmental environment for youth where they are valued and empowered.



What We Do

YSB offers a wide range of programs that give youth a chance to achieve their potential, including:

- A 24-hour regional crisis line with a mobile team that can go where help is needed most
- Intensive short- and long-term counselling for both youth and families
- A youth mental health walk-in clinic to provide immediate help when it is needed
- School-based mental health services
- Emergency housing shelters and supportive housing units for young men and women
- Services for street-involved youth, including HIV prevention, health and dental services
- Programs to help students and unemployed youth find jobs
- Programs designed to improve the prospects of youth involved in the justice system
- Youth advisory committees that foster leadership



Highlights

- YSB serves between 2,500 and 3,000 young people and families every month.
- YSB offers expertise in the areas of mental health, youth justice, housing, health and social issues, street-involved youth and youth employment.
- YSB is accredited by Children's Mental Health Ontario.
- YSB services are strategically located in 20 sites across Ottawa.
- YSB is funded by the Province of Ontario, the City of Ottawa, the United Way and numerous other donors.

For more information about YSB and for all media inquiries, please contact:

Eva Schacherl
Director of Communications
Phone: 613-729-0577 ext: 1215
eschacherl@ysb.on.ca

Lina Harper
Communications Officer
Phone: 613-729-0577 ext: 1206
lharpel@ysb.on.ca

Youth Services Bureau of Ottawa Bureau des services à la jeunesse d'Ottawa

2675 prom. Queensview Dr., Ottawa, ON K2B 8K2 613 729-1000 Fax/Télec. 613 729-1918

www.ysb-bsj.on.ca

Accredited by Children's Mental Health Ontario Accréditée par Santé mentale pour enfants Ontario



The Youth Services Bureau of Ottawa Charitable Foundation

Mission

The Youth Services Bureau of Ottawa (YSB) Charitable Foundation was established to develop and maintain relationships that generate philanthropic support to enhance the Youth Services Bureau of Ottawa's ability to deliver comprehensive programs and services to youth across the Ottawa region.

Our Purpose

The YSB Charitable Foundation operates exclusively to raise and steward philanthropic funds to support the important work of YSB. Established in 2009, the Foundation's role is to inspire, motivate, and then link donor and community support to invest in the programs and services of YSB. What was formed in 1960 as a special section of Ottawa's Welfare Council, developed in response to concern for the well-being of youth in our community, has grown into the largest, most comprehensive non-profit agency offering services for youth in Ottawa.

YSB serves 2,500 to 3,000 youth and families in our community each month. It is valued for expertise in four key service areas – community services, employment, mental health and youth justice. The agency offers a wide range of programs that give youth the chance to achieve their full potential.

Donations are a critical source of funding for YSB as both present and projected demand for services surpasses current levels of government funding. While we are grateful for the on-going and meaningful support we receive from government, we must turn to the broader community to help YSB continue to be responsive to the needs of youth in our community.

Our Goals

The YSB Charitable Foundation's fundraising goal for 2011/2012 is \$800,000.00. As a community, there is so much we can do to help vulnerable young people reach their full potential, and to prevent others from finding themselves in unhealthy situations.



YSB'S MENTAL HEALTH SERVICES *Building from inner strength to hope*

“Kids today are facing some really tough, complex situations—and our job is to help them make effective and positive lifestyle decisions,” says registered social worker Maureen Davidson, coordinator of YSB’s counselling services program. “We bring in as many people as we need to support the youth and ensure his or her best interests are considered.”

One in five young people under the age of 20 has a mental health issue. But only one in six of those get the help they need. Whether a young person is depressed, feels worthless, has experienced bullying or trauma, is overcoming addiction or an eating disorder, or has a diagnosed mental illness, the Youth Services Bureau of Ottawa (YSB) can provide help. YSB’s mental health services represent a safety net in a difficult world.

Research shows that even one caring adult can have a positive influence on the life of a teen who needs help. YSB’s frontline counsellors draw on strong community networks, other professionals, and families themselves to make sure that young clients are not alone as they negotiate their teenage years.

In times of crisis, YSB’s support starts with a 24-hour bilingual crisis line for children, youth and their parents. Crisis workers respond to each call depending on the need—drawing from a toolbox that includes immediate counselling, a mobile team that can visit the young person or their family, and a residential facility for stays of up to five days. For the longer term, youth and families are assigned a counsellor or may be eligible to access a specialized program.

By including youth and parents as full participants, YSB helps young people and supports families as they deal with mental health issues. Counsellors also help their clients access other services within YSB and other community agencies.





HELP RIGHT NOW

Youth and parents can phone the Crisis Line 24 hours a day, 7 days a week for immediate help, resources, referral information, and counselling services. Service is available in both English and French. **CRISIS LINE: 613-260-2360 OR TOLL FREE 1-877-377-7775**

HELP FOR THE LONG TERM

YSB counsellors work with young people and their families, at a convenient time and place, to help them make positive change in their lives, feel good about themselves and cope with difficulties.

HELP WITHIN FAMILIES

Intensive home-based support is offered to families facing more complex issues, from criminal behaviour to conflicts at home or at school.

HELP AT SCHOOL

YSB works with a number of Ottawa's schools to promote mental health and support the schools' capacity to respond to their students' needs, foster youth engagement and provide support to help students succeed.

For more information, contact: 613-562-3004

Media contacts:

Eva Schacherl
Director of Communications
Phone: 613-729-0577 ext: 1215
eschacherl@ysb.on.ca

Lina Harper
Communications Officer
Phone: 613-729-0577 ext: 1206
lharperl@ysb.on.ca

Youth Services Bureau of Ottawa Bureau des services à la jeunesse d'Ottawa

2675 prom. Queensview Dr., Ottawa, ON K2B 8K2 613 729-1000 Fax/Télééc. 613 729-1918

www.ysb-bsj.on.ca

Accredited by Children's Mental Health Ontario Accréditée par Santé mentale pour enfants Ontario

YSB's COMMUNITY SERVICES *Housing and Homelessness*

In Ontario, unlike some other jurisdictions, youth aged sixteen and seventeen are considered adults. If they do not live with their families, they are expected to live on their own. Youth at this age are usually in school, have very few resources to support themselves, and still need to learn many life skills. It is estimated that there are 65,000 homeless youth across Canada, although this number could be higher since many youth are not counted.



Many homeless youth have unique stories to tell about their lives. Abuse, family conflict, addictions and violence are some of the factors that have led them to live outside their families. Last year, YSB served over 1500 youth who are homeless or at risk of being homeless and had 900 youth registered at its Drop-in Centre.

The YSB operates two emergency shelters, one for young women and one for young men. Staff at the shelters work with youth to help them meet many of their immediate needs. Once these needs are met, staff will work with youth while they're in transition for up to a year. During that time, youth are able to live in transitional housing where a healthy, non-judgmental environment and access to various programs can help them to develop independence and life skills.



The Young Men's Emergency and Transitional Housing Program and the Evelyn Horne Emergency and Transitional Housing Program for Young Women operate from two centrally located 30-unit buildings. Each building has 12 emergency beds, 12 transitional beds and 6 swing beds that can be used for either emergency or transitional purposes. Residents have access to meals and food banks, as well as community services, crisis counselling and much more.

Next page...

YSB also offers services for street-involved youth at its Downtown Services & Drop-In facility centrally located at 147 Besserer Street. Open every day of the year, it offers a safe place for young people with complex needs. This centre offers daily lunches, a place to shower and wash clothes, health care, crisis intervention and needs assessment, as well as other services.

The YSB also addresses the problem of youth homelessness by offering affordable housing. This includes 7 bachelor, 45 one-bedroom and 13 two-bedroom units in three apartment buildings, in different parts of Ottawa near bus routes. Some of these units are open to single parents and children. Rent is kept affordable.

But the YSB Housing Continuum is about much more than a place to live. The housing programs connect young people who lack family support with youth workers who will help them develop a full “community plan” to get the skills they need to live independently. The shelters also help young people remain healthy by offering information on sexual health and addictions, within a safe, healthy and non-judgmental environment.

Media contact:

Eva Schacherl
Director of Communications
Phone: 613-729-0577 ext: 1215
eschacherl@ysb.on.ca

Lina Harper
Communications Officer
Phone: 613-729-0577 ext: 1206
lharperl@ysb.on.ca

YSB EMPLOYMENT SERVICES

Employment plays an important role in individual and family well being.

YSB's Employment Services provides programs for both youth and adults who are looking for work, serving over 11,300 individuals in the past year. Through our range of programs—from resume writing to labour market workshops, and from job fairs to job placements for youth from low-income neighbourhoods—more youth and families have been able to find jobs and feel hope.

Solid experience:

- 27 years of employment programming geared to youth and youth at risk
- 80% success rate of working with at-risk populations, including immigrant families and youth, in securing employment opportunities
- Both the federal and provincial governments view us as the “go to” agency for information and programming geared to youth 15 to 30 years of age



Connections with employers:

- YSB Employment Services has a database of over 2,500 employers
- Our business engagement model is both creative and innovative and serves job seekers and employers alike
- Weekly employer events are hosted at our two service centres
- Part of our mandate is to conduct and manage employment fairs for big-box employers such as Giant Tiger and Home Depot

Providing access to opportunities:

- As an Employment Ontario partner, we provide assessment services and access to all federal and provincial employment programming, including Second Careers, Self-Employment Benefits and Job Creation Partnerships
- We have certified career practitioners on staff who can offer career assessments



Last year, YSB Employment Services placed over 800 youth in summer jobs, including 266 young people from low-income neighbourhoods who obtained their first summer job. We hosted a job fair that drew more than 50 employers and well over 2,500 job seekers, and we consistently exceeded our employment targets.

Media contacts:

Eva Schacherl
Director of Communications
Phone: 613-729-0577 ext: 1215
eschacherl@ysb.on.ca

Lina Harper
Communications Officer
Phone: 613-729-0577 ext: 1206
lharperl@ysb.on.ca

YSB'S YOUTH JUSTICE SERVICES

Every young person has the potential to make good choices—and sometimes those choices lead to conflict with the law. For many youth at risk, being faced with a charge and an unfamiliar legal system is a turning point that can lead to either greater risk or an opportunity to make positive changes.

Working with a number of community partners, the Youth Services Bureau of Ottawa (YSB) provides support to youth aged 12 to 20 in the justice system with programs that promote positive behavioural change.

REHABILITATION: FACILITIES GEARED TO YOUTH

YSB helps youth by providing facilities that are geared for young offenders aged 12 to 17. Innovative programming and counselling are offered at two residential facilities: the William E. Hay Centre, which expanded from 24 to 40 beds in March 2009, and the Livius Sherwood Observation and Detention Centre.



Both centres provide pre- and post-trial detention. Life skills training and educational options—from social skills to high school credit courses, from drug awareness to vocational courses—provide youth with the practical skills and knowledge needed in everyday life. The program gives youth the incentive to get their lives back on track.

ANGER MANAGEMENT

YSB works with youth to understand and address the links between anger and action, which can sometimes lead to conflict with the law. The program has four steps: recognizing, understanding, and managing anger; developing alternative patterns; learning self control; and problem solving. The program helps youth to develop new skills and re-build self-esteem.

MENTAL HEALTH

Mental illness is a reality faced by many young offenders. The Youth Mental Health Court Worker program aims to identify and recommend alternatives for youth whose primary issues are related to mental health, not criminal behavior.

Next page...

The program also helps youth who need psychiatric assessments or referrals to community health services, and provides information and support to family members of mentally ill youth.

COMMUNITY RE-INTEGRATION

The goal of the Community Re-integration program is to reduce recidivism by addressing underlying causes. Through counselling, youth in custody can begin to recognize the connections between behaviour and consequence. If they are able to observe their own behaviour and understand how they got to where they are, they are better equipped to build healthy relationships with others and focus on the future.

Media contacts:

Eva Schacherl
Director of Communications
Phone: 613-729-0577 ext: 1215
eschacherl@ysb.on.ca

Lina Harper
Communications Officer
Phone: 613-729-0577 ext: 1206
lhaperl@ysb.on.ca