



**YOUTH**  
SERVICES  
**JEUNESSE**

**Annual Report**  
**2011/2012**



**Youth Services**  
**Bureau of Ottawa**

**ySB Charitable**  
**Foundation**

**Impact tomorrow, today**



# Youth Services Bureau of Ottawa

Created in 1960, the Youth Services Bureau of Ottawa (YSB) provides a range of innovative services that support and empower youth and have a lasting impact on Ottawa communities. **YSB reaches about 19,000 unique youth and families every year.**

## HOW TO CONTACT US

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### YSB Charitable Foundation

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jbarresi@ysb.on.ca

### Community Services and Youth Engagement

613-241-7788

### Mental Health Services

613-562-3004

### Employment Services

613-236-8244

### Youth Justice Services

613-738-7776

### 24-hour Crisis Line (youth and families)

613-260-2360 (local)  
1-877-377-7775 (toll-free)  
crisis@ysb.on.ca

[www.ysb.ca](http://www.ysb.ca)



## COMMUNITY SERVICES

- Downtown Services and Drop-In
- Youth Health Clinic
- Youth Street Outreach
- Ethno-cultural Community Program
- HIV/AIDS and Hepatitis C (HCV) Prevention Education Program
- Evelyn Horne Young Women's Shelter
- Young Men's Shelter
- Transitional Housing Program for Young Women
- Transitional Housing Program for Young Men
- Long-term Housing Program
- Housing Plus and Trusteeship
- Youth in Transition Program

## EMPLOYMENT SERVICES

- YSB Employment Services
- :ITO 2.0
- Summer Jobs Service
- Youth Opportunities Strategy—Summer Jobs for Youth

## MENTAL HEALTH

- 24/7 Crisis Line and Integrated Crisis Response Services
- Youth Mental Health Walk-in Clinic
- Youth and Family Counselling Services
- Multi-systemic Therapy (MST)
- Wraparound Ottawa
- Centre éducatif/Day Treatment
- La Relance
- Repère

## YOUTH ENGAGEMENT

- Ethno-cultural Youth Advisory Committees
- West-end Youth Motivators
- Rainbow Youth Advisory Committee
- Purple Sisters Youth Advisory Committee
- Sexual Health Advisory Group
- Spectrum LGBTQ+ Youth Group

## YOUTH JUSTICE

- William E. Hay Centre
- Livius Sherwood Detention and Custody Centre
- One-on-One Anger Management Program
- Youth Mental Health Court Worker Program
- Community Reintegration Program



I was very surprised at the type of support and understanding we received. I appreciate the respect, knowledge and commitment these people have—they are truly unique and dedicated to helping children and parents.

# Message from the YSB Chair

This has been an exciting year to be part of YSB, as the Board and staff have reviewed our work and looked ahead to the next three years to create a strategic plan. The plan recognizes the changing needs of Ottawa's increasingly diverse population, and YSB's commitment to respond by continually innovating. It affirms the community leadership role of YSB, working with other agencies to advocate for the interests of youth and families. Building our capacity is another priority—investing in and supporting staff as they make a difference for their clients. And finally, a key strategy of the next three years is to strengthen the role of the YSB Charitable Foundation while striving for financial sustainability.

A highlight of the past year was our work together with youth-serving agencies, hospitals, schools, parent groups, donors, media and others who are all dedicated to turning the tide on youth suicide. Together, the members of the Community Suicide Prevention Network held the first-ever Ottawa summit on creating a suicide safer community and laid the groundwork for a three-year action plan.

For over 50 years, YSB has been empowering our clients and engaging youth in choosing the life they want to live. We also support and empower parents and families to be part of the solution. Our mental health, youth justice, employment and community services are needed now more than ever.

I'm pleased to say that with our new strategic plan for 2012-2015, YSB will continue to be a leading player in improving the lives of youth and families in Eastern Ontario for the years ahead. I want to thank YSB's 300+ skilled and dedicated staff members, our tireless volunteers, and all of you, our partners, funders, supporters and donors, for making it possible once again. I am very proud to be the Chairperson of the Youth Services Bureau!

**Michael Baine**  
Chair, Board of Directors



For over 50 years, YSB has been empowering our clients and engaging youth in choosing the life they want to live.



# Message from the Executive Director



“

YSB remains deeply committed to engaging youth in decision-making, learning and growth, and to working with families for a better community and a better future.

Hard work and hope have characterized the past year at the Youth Services Bureau of Ottawa.

These are difficult times for many youth and families. Homelessness is still prevalent in our community. With high rates of youth unemployment, many young people struggle to pay the rent and afford an education, especially those whose families are also struggling.

Child and youth mental health has risen still higher in visibility and public concern. Yet the system of mental health services for children and youth is overburdened, and reaching all who need help is a challenge.

But hope came this year in many forms. Both the Ontario and Canadian governments developed mental health strategies that recognize the scale of the problem and the unacceptable cost of not acting. Ontario's 10-year mental health and addictions strategy for children and youth recognized the joint responsibility of several ministries (health, education and children/youth) for the first time, and produced some reinvestment in services. YSB met the challenge with innovative new programs you will read about in this report.

Hope and celebration were also in the air when YSB's Community Services and Mental Health Services held recognition awards for 65 young clients who were recognized for their individual strengths and personal successes. YSB Employment Services hosted a graduation for over 250 youth from disadvantaged neighbourhoods who held their first summer job, while Youth Justice Services witnessed several high school graduations of youth in custody.

YSB completed a strategic planning process, resulting in a plan for 2012–2015. The plan renews our commitment to leading-edge quality, community leadership, building our capacity, and financial sustainability. YSB remains deeply committed to engaging youth in decision-making, learning and growth, and to working with families for a better community and a better future.

**Joanne Lowe**  
Executive Director



# Youth Justice Services

YSB's Youth Justice Services include residences for young men 12 to 17 years old at the William E. Hay and Sherwood Centres, anger management and community reintegration programs, and a mental health court worker.

**376**

YOUTH JUSTICE CLIENTS

**214**

HIGH SCHOOL  
CREDITS GAINED

**17**

DUCK EGGS HATCHED

Staff use a lot of creativity and special training to teach life skills and help youth transition back into the community. Some program highlights in 2011–12:

- **Young Men's Journey Group** is a six-week course for young men and young fathers that challenges stereotypes while teaching socialization, self-control and feelings.
- **Instrumental Peer Aggression** is an anti-bullying program for youth. The number one fear reported for youth who enter detention/custody is being bullied.
- The Ottawa Humane Society's **Leadership Education with Adolescents and Dogs** program helped YSB's clients experience a human-animal bond and learn responsibility.

Youth gave obedience training to homeless shelter dogs.

- **The Mental Health Court Worker** program helped youth get more treatment and support.
- Volunteers from **CIBC** provided a one-day financial management course, helping youth to prepare for life after serving a sentence. Youth said they felt increased self-esteem and were more financially literate after the workshop.
- **Rhythm Safari** is an African drumming program, presented by MASC, which taught youth about the roots of human communication and the power of the arts.
- More youth programs were offered by **Alcoholics Anonymous, Narcotics Anonymous, Mothers of Somalia, Muslim Youth Group, Wabano Centre Aboriginal Teaching** and **Victoria's Quilts**.
- Staff delivered a very active training program this year, including **CPR/First Aid** (also offered to youth), **Prevention and Management of Aggressive Behaviours, Adolescent Suicide Prevention and Intervention, Staff Orientation** and **Instrumental Peer Aggression**.

Education remained the cornerstone of YSB's Youth Justice Services. Through the **McHugh Education Centre**, students



gained 214 full high school credits. Through one-on-one support, many experienced academic success for the first time. They also learned about empathy, responsibility and life sciences by caring for duck eggs while they incubated and hatched.

# Community Services

YSB's Community Services cover a broad spectrum of health services, housing, mental health and youth engagement. Recognition of the needs of marginalized, poor and homeless youth has been growing.

# 140

HOMELESS YOUTH  
MOVED INTO PERMANENT  
HOUSING

# 97

YOUTH IN MENTAL  
HEALTH/ADDICTIONS  
GROUPS

# 858

DROP-IN UNIQUE  
CLIENTS

# 2,274

YOUTH CONTACTED ON  
THE STREET

One of the highlights of the year was having Mayor Jim Watson declare November 17 as **Youth Homelessness Awareness Day** in Ottawa, at the request of YSB.

These are just a few highlights from our life-changing youth services:

## HOUSING CONTINUUM

- An in-depth story in the Ottawa Citizen about the Young Women's Shelter won writer Louisa Taylor the Joan Gullen award for journalism.

- The community kicked in. The **Young Men's Shelter** kitchen was renovated as part of the Scavenger Stylists contest on CBC Radio's All in a Day. Both shelters got fresh coats of paint thanks to several corporate partners.

- Once homeless, over three-quarters of YSB's **Long-term Housing** residents were in school or working. A new Community Transitional Housing worker is helping them transition to private sector housing.

## DOWNTOWN SERVICES AND DROP-IN

- Evening **drop-ins** were offered to transitional aged youth (16 to 24), high-risk young women and Aboriginal youth.

- An **arts program** in partnership with **MASC** engaged street-involved youth in slam poetry, break dancing and more.

- YSB's Ethno-cultural Community Program enrolled 80 youth in a new **Immigrant Youth Employment Program** for high-risk immigrant youth who face many barriers. Forty got hands-on work placements.

- A new **Concurrent Disorders** group for youth with mental health issues and/or addictions had over 97 participants. Thirty-six moved on to active treatment.



// Mural created by Drop-in youth, with support from Crime Prevention Ottawa and Ottawa Urban Arts

- The Christmas season was special for vulnerable youth, thanks to generous gifts from **many donors**, including 145 backpacks stuffed with winter gear.

## HEALTH PROGRAMS

- **Youth in Transition** is a new intensive case management program for ages 16 to 24. It assists YSB's most at-risk clients, with concurrent mental health, addictions and housing issues.
- YSB assessed the needs of LGBTQ youth and created the weekly drop-in program **Spectrum** to respond to their needs.
- YSB's **HIV/AIDS and Hep C Prevention Program** reached out to 3,572 youth through workshops and education.
- The YSB's **Youth Health Clinic** provided medical, dental and mental health care to hundreds of street-involved youth.

# YSB Employment Services

YSB Employment Services have been transformed during the past year. We now operate two Employment Ontario sites in Ottawa, both offering services for unemployed and underemployed people of all ages.



These include training programs such as Second Careers, workshops and e-learning, and comprehensive one-on-one career coaching.

In addition, YSB Employment Services have developed and continued programs specifically for youth ages 15 to 30, an age group that faces a higher unemployment rate than older adults. Here are some of our youth programs:

- Launched in fall 2011, the **Immigrant Youth Employment Program** provides new Canadians, ages 15 to 24, with the skills they need to access jobs through mentorship. Eighty youth have received training, and 40 got hands-on work experience.
- After a successful pilot in 2010, YSB launched the **Young Parent Employment Program** in partnership with the Youville Centre. Twelve young parents enrolled in this 22-week program of employability training and on-the-job work placement.
- In its 14th year, the **Summer Jobs Service** enabled 516 students (15 to 24 years old) to secure summer jobs in 2011. Incentives to employers amounted to almost \$300,000.
- The **Summer Jobs for Youth** program, serving the most barriered youth in Ottawa, launched its fifth season in 2011 and gave 261 youth (15 to 18 years old) valuable work experience. More than 100 local companies registered as employers. This program continues to gain profile among youth, their families and the very generous employer community.
- For the second year, a full-time **employment coach** worked with YSB's Youth Justice Services to help youth in and leaving detention to plan their futures and open doors to employment.



# Mental Health Services

YSB's Mental Health Services were recognized more than ever this year for meeting the needs of youth and families. Public attention was focused on helping youth with anxiety and depression, while the need to prevent youth suicide gained a new urgency.

# 90%

**DECLINE IN CLIENTS  
WAITING OVER 3 MONTHS  
FOR COUNSELLING**

# 465

**NUMBER OF WALK-IN  
CLINIC UNIQUE CLIENTS  
IN 12 MONTHS**

# 6,276

**CRISIS LINE CALLS  
FROM ACROSS EASTERN  
ONTARIO**

# 75%

**INCREASE IN HIGH-RISK  
CLIENTS**

YSB stepped forward to meet these needs, collaborating even more closely with the Children's Hospital of Eastern Ontario (CHEO), the school boards, Ottawa Public Health and community agencies.

YSB's mental health team played a key role in the community's response to youth mental health needs. We provided ongoing support to clients in crisis so that they and their families would not need more intrusive and perhaps unnecessary hospital-based



// Student Stephanie Wheeler (L) raised funds for YSB's mental health services. Susan Kennedy (R) is a YSB counsellor at the WOCRC.

services. We also worked closely with the hospital inpatient program at CHEO to meet with and help youth who are being discharged from mental health-related hospital stays, and their parents.

Last year, YSB opened a Youth Mental Health Walk-in Clinic—unique in Ottawa—in order to reduce wait times and provide counselling when it's needed most. This model clearly filled an unmet need, and the clinic was expanded to two days per week in October, seeing 465 unique clients in its first full year of operation and 556 since its opening in January 2011. The Walk-in Clinic's services were further expanded to include the provision of short-term counselling when required.

These 'front-door' services complemented YSB's highly rated counselling services, residential, intensive and school-based programs.

Here are some of the partnerships that strengthened our work this year:

- YSB's 24/7 Crisis Line, a partnership of 9 agencies in Eastern Ontario, received 6,276 calls in 2011-12, an increase of 8 per cent. The number of mobile crisis responses also increased, as well as calls that were high risk or related to suicidal thoughts.
- Two new YSB counsellors started working within the region's four school boards to provide short-term counselling.
- Starting in spring 2012, two YSB counsellors are now based at the Western Ottawa Community Resource Centre to better serve the western region.
- YSB worked with Ottawa Public Health (OPH) to present four parent information evenings for Mental Health Week.

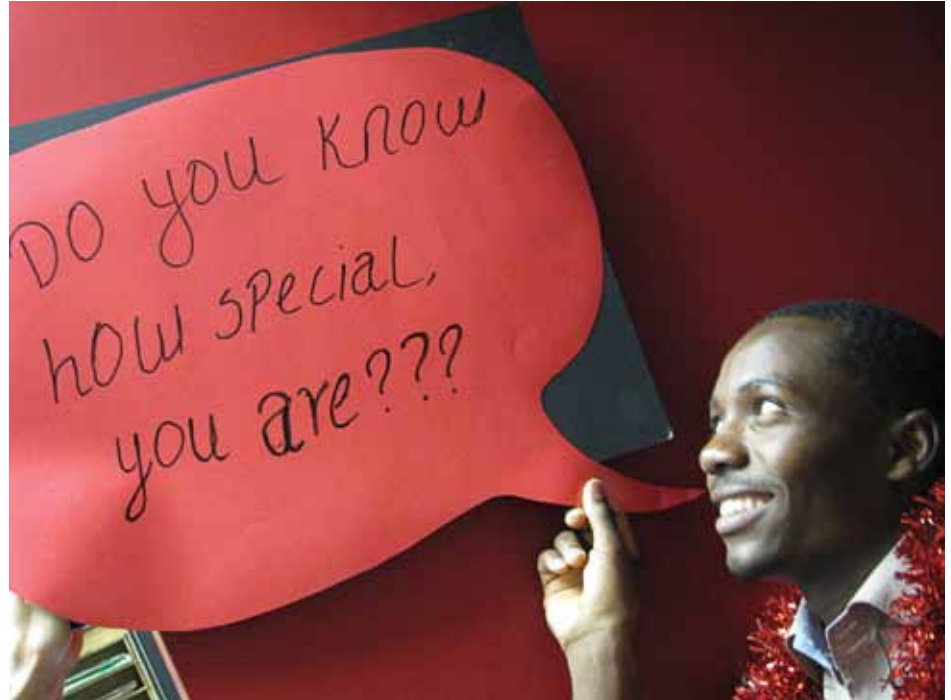
# Youth Engagement

YSB's youth engagement programs create a context where youth-led initiatives are celebrated and encouraged.

In 2011-2012, the Youth Engagement Program worked in partnership with the Ontario Centre of Excellence for Child and Youth Mental Health to deliver across-province training on youth engagement. Our youth continue to become strong leaders as they educate peers and community partners about youth-specific issues in Ottawa.

The active Youth Engagement Committees (YACs) this year were the Purple Sisters YAC, Ethno-cultural YAC, Rainbow YAC, West-End Youth Motivators, and the Sexual Health Advisory Group (SHAG). Here are some highlights:

- **SHAG** planned, prepared and organized two annual events, **SHAG Cupid** for Valentine's Day and SHAG with Pride, with about 100 participants at each event. They also delivered the monthly programming at Gay Zone.
- **Ethno-Cultural YAC:** Highlights for this year include hosting a **Family Fun Day** that was attended by over 100 participants. Youth also delivered peer to peer employment workshops in Ottawa.
- **The West-end Youth Motivators (WEYM):** WEYM continued to be active in engaging the diverse young people of the west end Ottawa community of Bay Ward. During the past year, they hosted the **police and youth**



**football and barbecue event** with over 80 participants, and a basketball tournament with over 200 participants.

- **Purple Sisters YAC:** Purple Sisters works to increase awareness of young women's issues in the community. This year, the Purple Sisters worked with MASC to develop videos—both **first-person interviews and animation**—to promote their work and voice some of the issues that young women face.
- **Rainbow YAC:** The Rainbow Youth Advisory works to **raise awareness** of the issues and needs of Ottawa's lesbian, gay, bisexual, two-spirit, trans, questioning or queer (LGBTQQ) youth. This year, they presented workshops and

sat on panel discussions at a number of events in Ottawa. Some events they helped lead were Ottawa Pride, Day of Pink and the International Day against homo/bi/transphobia.



Our youth continue to become strong leaders as they educate peers and community partners about youth-specific issues in Ottawa.

# Message from the Chair of the YSB Foundation



“

There has been a tremendous groundswell of community support from people who want to make that difference for more young people...

The second year of the YSB Charitable Foundation has been an exciting one. We have already seen the concrete impact of our work in expanded services for youth and families, and in the lives of thousands of young people who have found a new direction after receiving help and support.

I think of Emily, a college student who helped us to launch the expansion of YSB's Youth Mental Health Walk-in Clinic last October. She said: "I walked into the waiting room and instantly felt something I hadn't at the other places I had been to: safe. I felt like I wasn't being judged or looked down on, and then I met the counsellors and it was like my life changed in an hour."

That youth-centered environment is what makes YSB's services quite unique. There has been a tremendous groundswell of community support from people who want to make that difference for more young people—whether they are homeless, struggling with addiction, or in need of counselling and support.

The movement for youth mental health grew even more after the tragic loss of Jamie Hubley, an Ottawa teen, last fall. YSB saw the demand for crisis counselling and other services rise as the community reacted. But we also saw so many people step forward to raise funds and awareness.

We are very grateful for the generous support from our donors, the community and youth. I also want to thank the tireless volunteers on our Board of Directors, the community volunteers who gave their time, and last but not least, the Foundation's energetic and determined executive director, Janice Barresi.

I am looking forward to another year of hard work and of great impact on the future of our youth.

**Charles Bordeleau**

Chief, Ottawa Police Service  
Chair, YSB Charitable Foundation



# Message from the Foundation Executive Director

The YSB Charitable Foundation's second year has been a whirlwind of activity. We heralded spring as the official charity of Westfest. Summer was the time for eager golfers to raise their clubs and funds for the Foundation. The fall was packed with comedy fests, ping pong, outdoor fitness, and the stellar success of the inaugural Kaleidoscope of Hope Gala.

Sadly, the season that started with World Suicide Prevention Day also saw more tragic loss in our community. So many individuals and groups were inspired to rally community support and raise funds for much-needed mental health services for youth and families, from selling Acceptance bracelets to a youth-organized fashion show.

Winter was a time for hockey events, a benefit jazz concert, and Toque Tuesday, the annual campaign to 'Raise the Roof' on youth homelessness through sales of warm toques. Not to mention in-kind donations that made Christmas and the holiday season special for hundreds of our clients.

The year wrapped up with Mental Health Week, and an exciting event for youth hosted by Earl of March High School in Kanata.

The offers to support life-changing programs for at-risk youth continue to pour in—from community organizations, workplaces and businesses. The Foundation is immensely proud to be the top tier charity of the Dragon Boat Festival in June 2012. We are also deeply honoured to have been chosen as the beneficiaries of the Ottawa Police Service Gala that will take place in October.

Ottawans are passionate in their support of youth, and this gives me so much hope for the thousands of young people struggling to overcome obstacles. Thank you to everyone who is helping us to make a difference for these youth, not just today, but for the rest of their lives.



Ottawans are passionate in their support of youth, and this gives me so much hope...

**Janice Barresi**

Executive Director, YSB Charitable Foundation

# Changing Lives through the YSB Foundation

## **CHANGING THE OUTLOOK FOR YOUTH MENTAL HEALTH**

This year our community faced a crisis in youth mental health, and YSB was on the front lines of responding with services like its innovative Youth Mental Health Walk-in Clinic and award-winning 24/7 Crisis Line. Crisis calls rose 17% over two years, and the number of high-risk cases grew by 75%.



// Some of YSB's welcoming counsellors

We are grateful to the many people who stepped forward with their support, allowing us to get results for youth and parents very quickly. By October, the Walk-in Clinic had expanded from one to two days per week, and was able to provide the highest quality of professional counselling to 556 unique clients.

Also in October, the inaugural Kaleidoscope of Hope Gala brought together hundreds of community leaders to end the stigma for youth who suffer from depression and other mental health symptoms, and to raise funds for more services. The Foundation was honoured to be the charity chosen by the gala organizers.



## **ENDING YOUTH HOMELESSNESS, ONE PERSON AT A TIME**

Youth homelessness was another target of the Foundation's support this year. YSB's Drop-in —which meets basic needs for street-involved youth— as well as our emergency shelters and transitional housing saw increases in demand ranging from 8% to 29%. The Foundation was able to help YSB respond to this demand and provide shelter, healthy meals, and warm, safe places for youth with few other options. It was great news that 140 formerly homeless youth moved into permanent housing this year with YSB's help.

## **PREVENTING THE TRAGEDY OF YOUTH SUICIDE**

The Foundation was very pleased to secure seed funding for the Community Suicide Prevention Network, of which YSB is a co-chair. Momentum built with a February 2012 forum on making Ottawa a suicide safer community, which raised public awareness and is leading to a three-year action plan. The Foundation also supported

suicide prevention through training for YSB staff across all programs.

## **YOUTH IN TRANSITION TO ADULthood**

In addition, the Foundation supported a new intensive case management program to help at-risk youth between the ages of 16 and 24. The Youth in Transition program has four case workers helping YSB's most at-risk clients, with concurrent mental health, addictions and housing issues, to navigate services and get the help they need. The transitional age is a vulnerable time when many young people lose the support they had as children and youth, as they become legal adults. The program will smooth that transition to independence.



# Quality Assurance and Client Feedback

- 93% of clients who answered our semi-annual survey told us that they were pleased with YSB's quality of services.
- 98% said they had found it easy, once they contacted YSB, to get the help they needed.
- 96% said they would recommend YSB to a friend who needed help.

## WHAT OUR CLIENTS SAID

I was provided with plans/ideas that suit what I am going through. I was treated with an enormous amount of respect and was able to laugh through tears.

I came downtown a drug addicted, homeless prostitute. Because of YSB, I am a mother of one, I have a beautiful home and I'm an addictions counselor.

Coming downtown at the age of 16, I quickly became addicted to drugs and lost my way. YSB helped me in so many ways by providing support, job searching help and so much more! Without YSB, I don't know where I would be.

I found that it was very easy to openly discuss my feelings since I knew it would be kept confidential and no one would judge me.

Thanks for the help. I considered my stay at William Hay like a rehabilitation rather than a punishment.

I was escaping an abusive home, and the shelter and the Drop-In helped me get off the streets and help me feel like I could accomplish all the things I wanted. I got housing and a job and I completed my lifelong dream.

## YSB'S QUALITY ASSURANCE PROGRAM NOT ONLY MEASURES THE

difference we make for our clients—it uses what we learn to improve effectiveness and make sure we are using the best methods to treat and support at-risk youth. In 2011-2012, we made these changes, among others:

- A standardized measure called the Suicide Ideation Questionnaire was adopted across all YSB programs to assess the risk of suicide of clients.
- YSB programs adopted 7 new standardized measures to monitor client outcomes and the effectiveness of our services.
- The agency began a 3-year project funded by the Ontario Centre of Excellence for Child and Youth Mental Health. The project will help YSB with the implementation of two evidence-based practices across the agency.



# YSB Charitable Foundation

## Board of Directors

**Charles Bordeleau**

Chair, YSB Foundation  
Chief of Police,  
Ottawa Police Service

**Michael Baine**

Ex-officio - YSB Board Chair  
Consultant, Mike Baine and  
Associates, Consulting

**Maria Bassi**

Partner, Sunlife Financial

**Mark D. Clatney**

Commercial Real Estate Sales  
and Leasing,  
Cushman & Wakefield - Ottawa

**Megan Cornell**

(On leave from Board)  
Associate Lawyer,  
Perley-Robertson Hill &  
McDougall

**Brian Ford**

Chief of Police (Retired),  
Ottawa Police Service

**Scott Hannant**

President,  
Hannant Media Solutions Inc.

**Dennis Jackson**

Board First Vice-Chair  
Vice-President (Ottawa and West  
Quebec), Scotiabank

**Mary Jarvis**

Director of Planning and  
Land Development,  
Urbandale Corporation

**Marc Jolicoeur**

Regional Managing Partner,  
Bordner Ladner Gervais LLP

**Alain Lagacé**

Manager, Administrative  
Services, University of Ottawa,  
International Office

**Lianne Laing**

Host, CTV Ottawa Morning Live

**Elaina Martin**

Founder and Producer, Westfest

**Bruce Millar**

Board Secretary-Treasurer  
Director, Canada Mortgage and  
Housing Corporation

**Senator Jim Munson**

Senator, Senate of Canada

**Gerry Nott**

Publisher and Editor-in-Chief,  
Ottawa Citizen

**Kerry Patterson-Baker**

Communications and Community  
Giving, MBNA, a division of TD  
Bank Group

**Monique Philippe**

Ex-officio - Board Member at Large  
Consultant, Executive Leadership,  
Management and Stakeholder  
Relations

**Walter Robinson**

Board Second Vice-Chair  
Principal, Tactix Government  
Relations and Public Affairs

**Denise Siele**

Senior Project Manager,  
SEM Group

**Akash Sinha**

President, Dharma Developments

**Alan J. Tippet**

Partner and Practice Leader,  
KPMG LLP

**Andrea Tomkins**

Freelance writer and blogger,  
quietfish.com

**Michelle Valberg**

President, Valberg Imaging

**Michael Weider**

Co-founder and CEO,  
Blaze Software

**Janice Barresi**

Ex-officio - Executive Director,  
YSB Charitable Foundation

**Joanne Lowe**

Ex-officio - Executive Director,  
YSB

## FRENCH LANGUAGE SERVICES

Designated under Ontario's French Language Services Act, the Youth Services Bureau delivers services in both official languages and ensures that Ottawa's Francophone youth and families have access to quality programs. The agency continues its partnership with the Université du Québec en Outaouais through student placements and with the bilingual University of Ottawa through a research partnership. We also operate school-based programs in partnership with three French school boards: Le Conseil des écoles publiques de l'Est de l'Ontario, Le Conseil des écoles catholiques de langue française du Centre-Est, and Le Conseil scolaire de district catholique de l'Est ontarien.

# YSB Board of Directors

**Michael Baine**

Chair, YSB  
Mike Baine and Associates,  
Consulting

**Fowsia Abdulkadir**

Planning and Evaluation Analyst,  
Public Health Agency of  
Canada

**Denise André**

Deputy Director of Education  
and Assistant Secretary-  
Treasurer  
Ottawa Catholic School Board

**Cheryl Gorman**

1<sup>st</sup> Vice Chair, YSB  
President,  
Integrare Consulting Inc.

**Lynn Graham**

Chair (retired), Ottawa District  
School Board

**Uday Jaswal**

Staff Sargent,  
Ottawa Police Service

**Jim Libbey**

Chief Financial Officer,  
Public Health Agency of Canada

**Danielle Massé**

General Manager, Social  
Services, City of Ottawa  
(retired)

**Rebecca Murray**

Senior Development Officer,  
Department of University  
Advancement,  
Carleton University

**Monique Philippe**

Consultant, Executive Leadership,  
Management and Stakeholder  
Relations

**Susan Pisterman**

Clinical Psychologist and  
Consultant

**Donna Serafini**

Professor, Child and Youth Work,  
Algonquin College's School of  
Health and Community Studies

**Parul Shah**

Counsel,  
Department of Justice Canada

**Jim Roche**

Secretary-Treasurer, YSB  
Chair, Administration Committee  
President and CEO,  
Stratford Managers Corporation

**Louise Tardif**

2<sup>nd</sup> Vice Chair, YSB  
Vice President (retired),  
National Bank Financial

**Chris Warburton**

Past Chair, YSB  
Vice President (retired),  
Human Resources,  
Algonquin College

## STAFF SERVICE AWARDS

**25 YEARS**

Kenneth Yeomans  
Pam Baker  
Carlson Sullivan

**20 YEARS**

Michelle Earle  
Christiane Graham  
Colette Kelso  
Pascal Hamelin

**15 YEARS**

Sheila Kennedy

**10 YEARS**

Andrea Poncia  
Chantal Charlebois  
Peter Hammond  
Vicky Maloney  
Nicole Richardson  
Taryn Walsworth  
Laura Warnock

**5 YEARS**

Valerie Bennett  
Adam Bentley  
Rob Brewster  
Christa Burnette  
Sergio Cacciotti  
Rebecca Donaldson  
Allan Dykstra

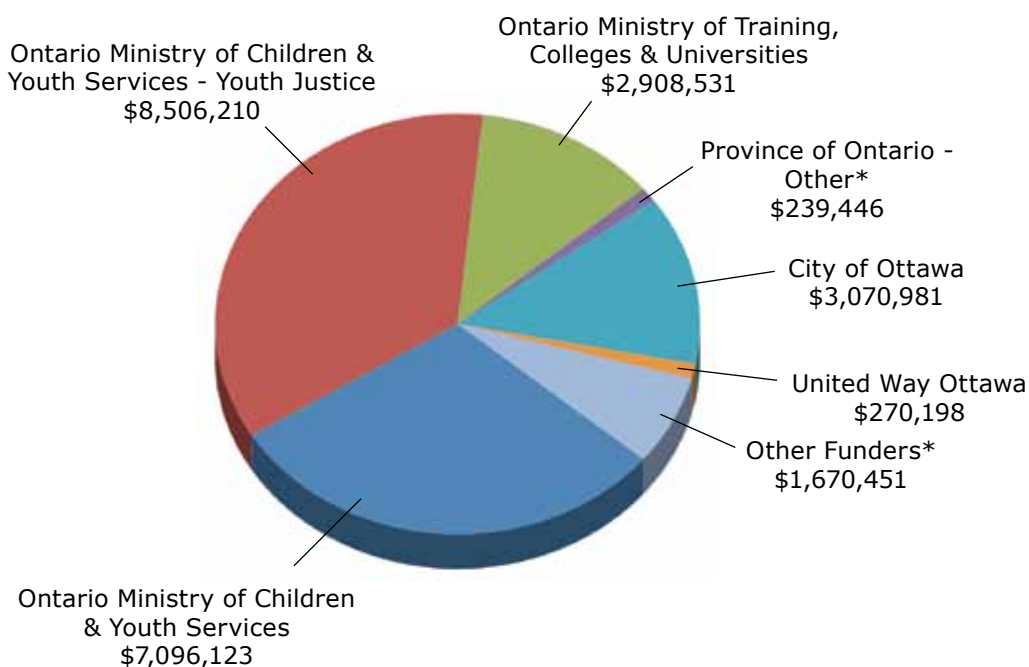
Peter Eyndhoven  
Leah Fournier  
Matthieu Germain  
Patrick Groves  
Caroline Hudon  
Jean Charles Lalonde  
Josh Landon  
Michel Larose  
Jody McDonald  
Johnny McKnight  
Scott Miller  
Chantal Pinel  
Sonja Prakash  
Greg Ross  
Holly Seguin  
Ahmed Sheik-Ahmed  
Treamelle Taylor

# Financial Results

For the Year ended March 31, 2012

## YOUTH SERVICES BUREAU OF OTTAWA

### REVENUES - 2011/12



### \* OTHER FUNDERS

Champlain Local Health Integration Network

Children's Aid Society of Ottawa

Human Resources and Skills Development Canada

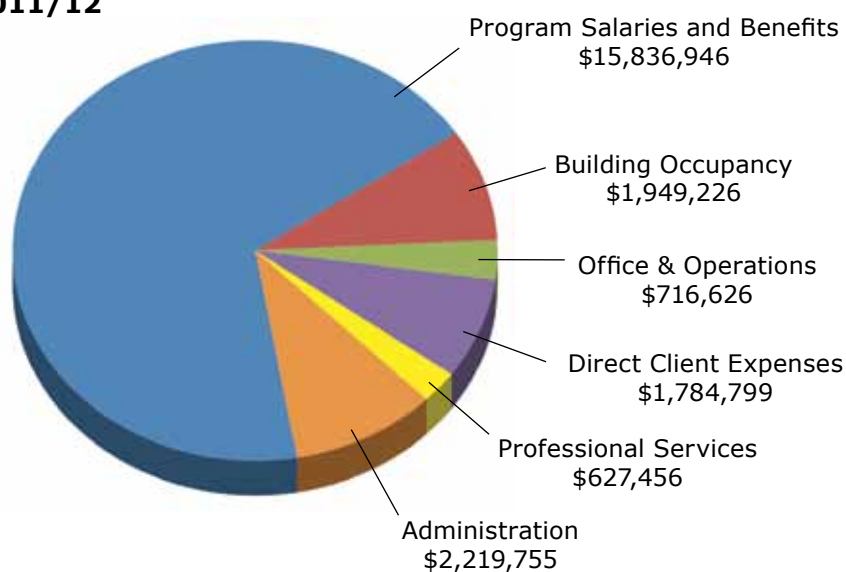
Le Conseil des écoles catholiques de langue française du Centre-est

Ontario Centre of Excellence for Child and Youth Mental Health

Ontario Government

- Ministry of Health and Long-Term Care
- Ministry of Community and Social Services

### EXPENSES - 2011/12

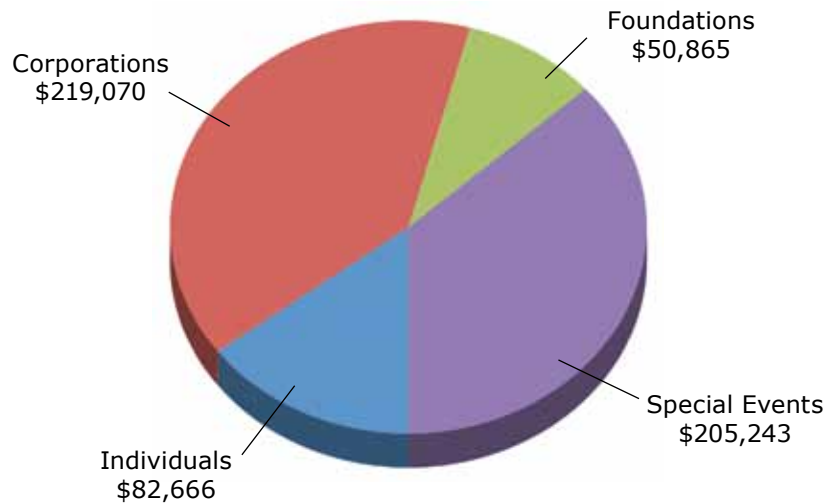


There is an excess of operating revenues over expenses and this is due to accounting entries for accrued pension expense, amortization, and deferred capital contributions. This excess is not available for operations.

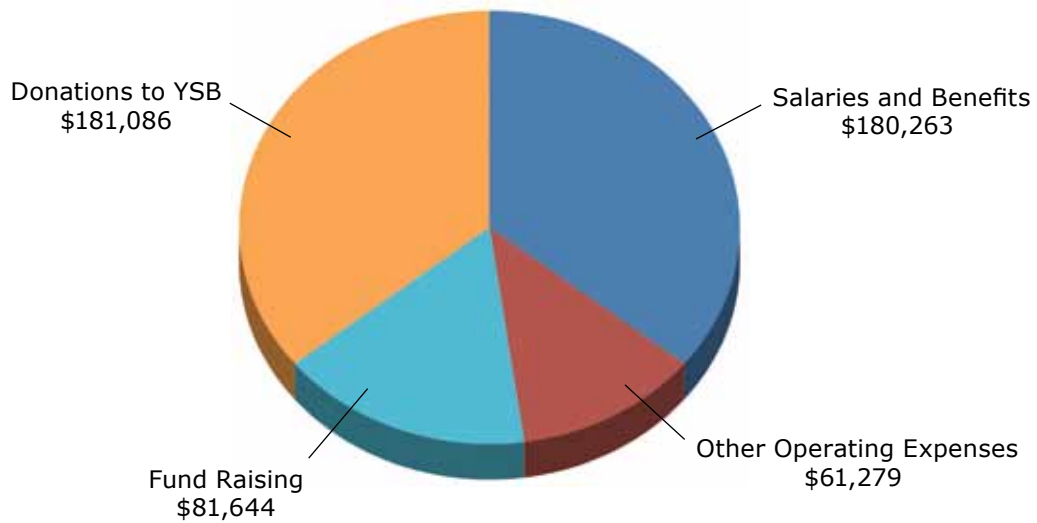
Audited Financial Statements are available on request.



YSB CHARITABLE FOUNDATION  
**REVENUES - 2011/12**



**EXPENSES - 2011/12**



Audited Financial Statements are available on request.