



CHIEF EXECUTIVE OFFICER'S REPORT September 2020

It is with pride and a thankfulness that I find myself a part of an organization of people that has set as its cornerstone a drive towards not just doing more but doing what we need to do so that our work meets best practice and evidence informed standards of care. I am dubbing the last twelve months as a year of foundation building amidst unexpected twists and turns.

This year found us settling on a host of clinical constructs that will define who we want to be as a group of people who are guided by a vision to make a difference in the lives of others by improving mental health. Even in the face of adversity and some huge obstacles (more on this later) I can truly say that our momentum, as we moved into our second year as a new organization, just grew and grew. Our numbers served continued to grow, more programs were offered, more workshops were delivered, more staff trainings completed, more partnerships established, more staff hired, new information system launched, new policies established, etc.

More specifically, we re-established a working partnership with Georgina Island and the First Nations community. Through our Alternate Dispute Resolution (ADR) program, we hosted a number of well-received indigenous training forums that were attended by both our staff and local Child Protection Services. Our partnership development continued with Dnaagdawenmag Binnoojiiyag Child & Family Services (DBCFS) as we embedded our ADR, CCESS/IFCR program to further support their unique and very challenging needs. Our well renowned Children's Consultation and Assessment Service (CCAAS) was revamped by that incredible team to be most responsive to client and community needs. We were granted an RBC grant to expand our navigation services even further and we reached out to 360°kids to develop a partnership in this area. We expanded our day treatment program by an additional classroom bringing us to a total of 18. We introduced a new and successful assessment process that allowed for an expedited assessment process within the day treatment services portfolio. We initiated and completed some wonderful renovations to our Live-In Treatment program (you have to see them to believe them). We completed a successful licensing of our Live-In Treatment program; it was a new process and the success belongs to the staff and management of that program. Our very first walk-in program was launched in June 2019 and, as the months progressed, was very well received by both our community and the clients we support. The success of the walk-in program allowed for a transition to a call-in program that has demonstrated consistent growth since its inception. We trained countless staff

on Emotionally Focused Skills Training (EFST), Single Session Therapy (SST), Dialectical Behavior Therapy (DBT), and Therapeutic Crisis Intervention (TCI). In the midst of all of this we are contracted for an accreditation review in February 2022, Strategic Planning completion by January 2021, an anti-oppressive agency restructure by 2023.

In the midst of all of this, the COVID-19 pandemic hit in March 2020 and we knew then that life would never be the same again. I can say this much, as a group of professionals, as a group of staff, as a group of managers, directors, volunteers, teachers, etc. we rose to the occasion, rarely missing a beat as we launched virtual service after virtual service. A sincere and heartfelt thank you to each and every one of you, I/we could not have done it without you. Within all of this, organizationally we also needed to manage the world of public health. At the best of times this is a roller coaster ride. I am grateful for Steven, our Board Chair, for his expert guidance and for his willingness to be virtually available no matter how small or big the issue was. I would also like to take this moment to acknowledge all of our Board members that have remained steadfast in supporting York Hills at every turn during this crisis. Thank you to Richard Housen, Mike Shulman, Elaine Forrester, Basil Mwawasi, Eleanor Wint, Gleb Matushansky, Victoria Tundo, Rajiv Kutty, Peter Milovanovic and again Steven Rebellato. I would also like to take a moment to thank Rishma Mirshahi, our Ministry of Health Program Supervisor, for being a huge support and supporter of our organization. Rishma has assured the well-being of everyone at York Hills has remained our top priority while quality services have continued to be delivered. Last, but not least, I would like to thank CMHO, Kim Moran (CEO) and her team, for being such amazing advocates, lobbyists and changemakers within the government circles and our sector as a whole. We and our clients are all very much safer today because of the work of CMHO.

I wish everyone a safe and healthy year and look forward to what York Hills will accomplish next.

Respectfully submitted,

Dean Rokos
Chief Executive Officer