

It's about HOPE



P E E L

CHILDREN'S CENTRE

ANNUAL REPORT 2019-2020





Vision

Caring communities working together for children, youth and families

Mission

Inspiring hope by leading in the delivery of high quality mental health services

Values

Accountable

Being ethical, transparent, efficient and effective

Respectful

Caring with integrity and honouring dignity

Inclusive

Embracing diversity and cultural competence

Responsive

Being flexible, accessible and adaptive

Learning

Pursuing opportunities to know more and do better

Innovative

Using information, initiative and imagination

Collaborative

Working together in partnership

Board of Directors

Officers:

Guneet Hansrani (President)
Jessica Roselli (Vice-President)
Karen Adams (Secretary/Treasurer)

Directors:

Nkunda Kabateraine, Nainesh Kotak,
Cathy Kwiatkoski, Rory McNabb,
Susan Mohos, Elaine Moore,
Gopala Narayanan, Wendy Peyer, Sue Prouse

Peel Children's Centre

85A Aventura Court
Mississauga, ON L5T 2Y6
(905) 795-3500
peelcc.org

Charitable donation number:

11908 7807 RR0001



Celebrating 35 Years of Hope

2019-20 marks the 35th anniversary of Peel Children's Centre (PCC). What began as the amalgamation of six small child and youth mental health (CYMH) agencies in the mid-1980s has grown to become one of the largest and most respected CYMH service providers in Canada.

PCC was founded in 1985 in response to a problem: historically, children, youth and families in Peel had received services from Toronto-based agencies, but financial pressures in the 1970s and 1980s threatened this access. The Region needed its own CYMH service provider that could focus specifically on the needs of children, youth and families in Peel.

One of the first things we did was develop our Vision and Mission statements and identify our Values. Our Mission, Vision and Values remain the guiding principles for everything we do, and they hold us accountable to our community.

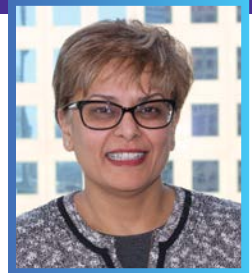
We also committed to building strong relationships with our partners in other sectors. To this day, we believe Peel is stronger when it works together, and recent examples of collaborating to make a difference are highlighted in this year's annual report.

High quality and innovation have always been the foundation of how we do our work. For example, in the last 35 years we:

- Were one of the first accredited CYMH agencies in Ontario, leading the way for this to become an industry standard;
- Simplified how children, youth and families access mental health services in Peel by creating a centralized intake mechanism, now known as WhereToStart.ca;
- Were among the first CYMH agencies to commit to being data-driven, using standardized tools to measure the effectiveness of our evidence-based and evidence-informed services;
- Launched a staff-led Diversity Leadership Committee that continues to help us understand and respond to the needs of our diverse clients with respect and dignity;
- Increased funding for CYMH services in Peel by expanding our operations to support underserved communities in the Maritimes; and, most recently,
- Helped lead the province's CYMH system transformation to ensure that children, youth and families across Ontario have comprehensive and equitable access to services when and where they need them.

Looking to the future, 2020-21 will see us become EveryMind, a rebranded amalgamation of PCC and our sister agency, Nexus Youth Services, committed to providing high quality services from birth to age 25. Our clients, staff and community stakeholders chose the name EveryMind because it tells the world we are unique, inclusive and non-judgemental, while our tagline, *Mental Health Services. For You, With You*, signals our commitment to family and youth engagement.

Thank you to the staff, board members, volunteers, donors, partners and clients who have been part of our journey so far. We are proud of PCC's 35-year legacy as a leader and innovator and we are excited to continue to make a difference for children, youth and families as EveryMind.



Guneet Hansrani



Humphrey Mitchell

Guneet Hansrani
President

Humphrey Mitchell
Chief Executive Officer

Working Together for Our Community

In 2019-20, we continued to deliver exceptional mental health services for children, youth and families. We are pleased to highlight several opportunities for collaboration with our cross-sectoral partners that demonstrate our commitment to finding new and innovative ways of being inclusive of, and responsive to, the needs of our growing community.

No child or youth should die by suicide, which is why we have partnered with Trillium Health Partners, the Region of Peel, Peel District School Board, Dufferin-Peel Catholic District School Board and Peel Public Health to launch a new mental health initiative called Project Now. Supported by \$3 million in funding from the Government of Ontario, Project Now aims to eliminate child and youth suicide in Peel by 2029.



Investing early in the well-being of Peel Region's children today creates limitless possibilities for our community tomorrow. That's why we are thrilled to have partnered with the Region of Peel to launch EarlyON Child Development Supports, a service that makes it easy for families to access expert advice, resources and referrals to specialized services when they visit EarlyON Centres in Peel Region.

I was listened to and given great advice. I was not judged and I felt very comfortable speaking about my child's needs and concerns.

I am a first time parent and talking to the EarlyON consultant helped build my confidence.



Canadian Mental Health Association
Peel Dufferin
Mental health for all

Working together with Peel Regional Police and the Canadian Mental Health Association Peel-Dufferin's new Mobile Crisis Rapid Response Team (MCRRT) has created a wonderful opportunity to improve the way in which our community responds to children, youth and their families in high risk/high stress situations. Through cross-training and resource sharing, we are working together to re-conceptualize how we deliver crisis support services across the lifespan.

I think the crisis response team is amazing and I am so thankful that you could help me and my kids.

Embracing Innovation

Friends help friends in times of need. To help young people feel better equipped to support friends with mental health challenges, we piloted a made-in-Peel Youth Peer Support program that trained 18 young people between the ages of 18–25 in self-care, healthy relationships, suicide awareness and more. Four of these youth have been hired to lead peer support groups in the summer of 2020.



The peer support training gave me hope that lived experience can be valuable in the mental health field.

Working with Capitalize 4 Kids and Bain and Company, we are improving access to our counselling services. In the coming year, we aim to increase our service capacity by an amazing 20%, reducing the time children, youth and families have to wait for services.



Shelly Calvert
@Dicentra1

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Replying to @PeelCC and @PeelSchools

PCC was a HUGE help for my son...the organization was a lifesaver for our family



EveryMind
MENTAL
HEALTH
SERVICES
FOR YOU,
WITH YOU.

In 2019-20 we announced our decision to amalgamate with our sister agency, Nexus Youth Services (NYS), and become EveryMind. As EveryMind, we will continue to build on PCC and NYS' strong legacies and create new opportunities to deliver on our mission of inspiring hope by leading in the delivery of high quality mental health services from birth to 25.

Our Clients' Voices

Our staff want to make a difference in the lives of children, youth and families, and we are always trying to improve our services. As part of our **Quality Enhancement Strategy (QUEST®)**, when children, youth and families finish with our services, we ask them to tell us how well we did. Here is what caregivers and youth told us in 2019-20.



Before coming to PCC for help, I was doing many things I shouldn't have been doing, especially at my age and I rarely attended school. Now that I'm getting the support I need, I'm attending school every day and catching up on my high school credits.

I have also really improved at controlling my anger. I used to get into a lot of physical altercations because I would get mad over the littlest thing. Now I have learned how to control myself and to take a step back from people when I know I need a break.

The staff I've been working with have supported me in many ways and I feel really connected to them.

Our therapist was awesome and they did an amazing job with my child! I really appreciate that because I can see the results!

My clinician was very encouraging. I felt comfortable then and I feel a lot better now...



YOUTH FEEDBACK RATINGS

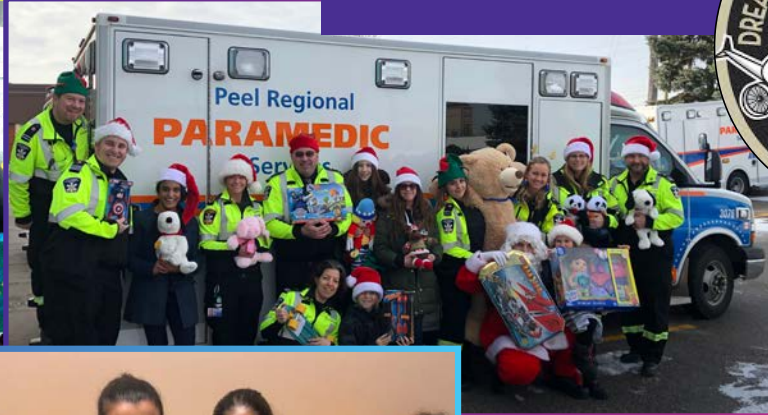


CAREGIVER FEEDBACK RATINGS

The counsellor and I worked together and I was able to watch my child get better each time.



Thanking Our Caring Community



Every year, our caring community shows up for us in countless ways to help us deliver on our mission to help children, youth and families. Thank you to our event sponsors and attendees, volunteers and donors for making 2019-20 another incredible year to remember!



Financial Overview / Aperçu financier



Statement of Revenue and Expenses / État des revenus et dépenses

Year ended March 31, 2020 / Exercice terminé le 31 mars 2020

Based on Ministry reporting requirements /

Conformément aux exigences du ministère en matière de production de rapports

Service or Process / Service ou processus	Revenue / Revenus	Expenses / Dépenses	Excess /Excédent Revenue over Expenses Revenus sur les dépenses
Brief Services / Services brefs	280,536	280,536	-
Counselling/Therapy Services / Services de conseils et de thérapie	3,563,071	3,563,071	-
Crisis Support Services / Services mobiles de soutien en cas de crise	1,083,035	1,083,035	-
Family Capacity Building and Support / Renforcement des capacités et du soutien pour la famille/le fournisseur de soins	870,376	894,913	(24,537)
Coordinated Access and Intake / Planification – Services d'accès/d'admission	891,250	941,250	(50,000)
Intensive Treatment Services / Services de traitement intensif	7,511,483	7,981,483	(470,000)
Case Management – Service Coordination / Processus de coordination des services	1,993,915	1,993,915	-
Specialized Consultation/Assessment / Services de consultation/d'évaluation spécialisés	1,244,660	1,244,660	-
Targeted Prevention / Prévention ciblée	337,205	337,205	-
System Management / Gestion des systèmes	882,057	882,057	-
Community Capacity Building / Renforcement de la capacité communautaire	62,222	62,222	-
Complex Special Needs – Individual Placements Funding / Besoins particuliers complexes – placements individuels	170,980	170,980	-
Broader Public Sector – Adult Social Services / Secteur parapublic – Services sociaux aux adultes	8,143	8,143	-
Child Victim Witness / Enfant témoin	178,007	178,007	-
Medical/Psychological Reports / Rapports psychologiques/médicaux	247,334	247,334	-
Peel Inclusion Resource Services / Services de ressources d'inclusion de Peel	1,549,803	1,549,803	-
EarlyON Child and Family Centres Special Needs Resourcing Model / Modèle de ressourcement des centres pour enfants et familles de ON y va	272,617	272,617	-
Complex Special Needs – Community Enhancement Funding / Besoins particuliers complexes – amélioration dans la communauté	212,622	212,622	-
Economic & Business Development* / Développement économique et des affaires*	1,440,880	963,950	476,930
Draw to/from Retained Surplus / Retrait à/de l'excédent non distribué	67,607		67,607
NET POSITION / POSITION NETTE	22,867,803	22,867,803	-

**Includes Fundraising and Development activities / Comprend les activités de collecte de fonds et de développement*

Thank You / Merci

PCC is proud to celebrate 100% giving from our Board and senior team. We are also thankful to the many staff who make PCC their charity of choice. To our funding partners, generous individual donors, and the community groups, corporations and foundations who support us, thank you for being part of our caring community working together for children, youth and families. We also extend our gratitude to those whose in-kind donations helped us raise \$112,000 at our two signature events. The following is a list of donors from April 1, 2019 to March 31, 2020.

Le PCC est fier de célébrer le fait que nous avons reçu des dons de tous les membres de notre Conseil d'administration et de notre équipe de dirigeants. Nous remercions aussi les nombreux employés qui ont choisi le PCC comme organisme de bienfaisance privilégié. À nos partenaires financiers, aux donateurs individuels généreux et aux groupes communautaires, aux entreprises et aux fondations qui nous appuient, nous vous remercions de faire partie de notre collectivité bienveillante qui oeuvre ensemble pour le mieux-être des enfants, des jeunes et des familles. Nous souhaitons également exprimer notre gratitude à tous ceux dont les dons en nature nous ont aidé à recueillir 112 000 \$ lors de nos deux événements phares. Voici la liste de nos donateurs du 1^{er} avril 2019 au 31 mars 2020.

Major Gifts / Dons importants

\$60,000 +

RBC Foundation

\$10,000 +

Alectra Utilities

David Kingsland

Holman Automotive Group Inc.

Spectrum Health Care Foundation

Tim Hortons Peel Restaurant Owners

\$5,000 +

Ascona Foods Group (Canada) Ltd.

Bell

Humphrey Mitchell

King Masonry Yard Ltd.

Toronto Star Fresh Air Fund

\$2,500 +

Cawthra Park Secondary School

Ceri Harnden

Gopala Narayanan

Hasbro

Metalogics

Mississauga Firefighters Association

Benevolent Fund

Moore Brothers Transport

Nainesh Kotak Professional

Corporation Barrister & Solicitor

Newell Brands

Scotiabank

Sharon Vandrish

TD Bank Financial Group

Walmart Canada

Sustaining Gifts / Dons de soutien

\$1,000 +

Amrit Khaper

Boston Pizza Square One

Brad Schruder

Claim Secure Inc.

Conney Family Fund at the Community

Foundation of Mississauga

Cotton Candy

Dino's No Frills

Dufferin Peel Educational Resource

Workers Association

Glen Schnarr

HR Graphics Inc.

Kathy Sdao-Jarvie

Lear Co-Packaging Ltd

Linda Yuval

Lori Galliera

Maurice Zakkak

Newly Weds Foods Co.

Nkunda Kabateraine

NTT Canada Inc.

Our Lady of Mount Carmel

Secondary School

Peel Regional Police

PLASP Childcare Services

Roman Boychuk

Royal Bank of Canada

Shoppers Drug Mart Life Foundation

TD Canada Trust

Teri Gordon

The Newland Group

The Regional Municipality of Peel

Police Services Board

Thompson, MacColl & Stacy LLP

Wendy Walker

Loyalty Gifts / Dons de fidélité

\$500 +

Central Graphics & Containers

Christopher Hope-Brown

Colliers International

Courtyard by Marriott Toronto/

Mississauga West

Curl Up & Dye

Equitable Life of Canada

Gail Anderson

Habib Canadian Bank

Hossack & Associates Architects Inc.

Jessica Roselli

John Armstrong

Kenneth Foxcroft

Klaudia Aliu

Knights of Columbus Heart Lake

Council #9108

Lennard Commercial Realty

Loblaw Companies Ltd.

MacPhie & Co. Consulting

Mark Souvenir

Mora Thompson

PACE Savings & Credit Union

Paragon Electronics

Patricia Grady

Paul Lundie

Rudy Riske

St. Bartholomew's United Church

Stephanie Barbosa

The Beer Store

The Corporation of the

Town of Caledon

Thomas Sheridan

Tianwen Xing

Wendy Peyer

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