

Better. Together.

Annual Report 2016–2017



About Us



Banyan is a not-for-profit organization that has provided quality services to the youth justice, children's development, and seniors' community support sectors since 1978. Banyan is committed to improving the mental, physical, and social well-being of at-risk populations in our service areas of Hamilton, Niagara, Brant, Norfolk, and Wellington.

For more information on Banyan's services, please visit our new website: banyancommunityservices.org

Our Mission

OUR COMMITMENT

We support and stabilize children and youth with complex needs alongside their families.

DELIVERED

Through our youth justice and community programs.

TO

Build a foundation for positive growth and development.

Our Vision

Foster Hope.
Inspire Change.
Achieve Potential.

Our Values

Advocacy
Respect
Inclusiveness
Responsiveness
Accountability
Transparency

Message from Board Chair & CEO

“Life is Change.
Growth is Optional.
Choose Wisely.”



Kerry Duench
Board Chair



Kim Ciavarella
Chief Executive Officer

This quote by Karen Kaiser Clark is a constant reminder that Banyan should never miss an opportunity to improve and grow as an organization. While this message is rather blunt, its basis rings true as we reflect on our time at Banyan. Change is happening at every level of the organization in areas such as service delivery, administration, government relationships, and community interaction. The past year has challenged us, on many fronts, to advance what we do and how we do it. Our 2016-2017 Annual Report theme—Better.Together.—exemplifies how we excelled at developing process improvements to benefit our various stakeholder groups. Highlights include:

- Renewed relationships with community partners through membership on planning tables that will inform the local development and integration of children and youth services.
- Finalized our new office location at 688 Queensdale Ave. E. in Hamilton that will bring many administration and program services under one roof.
- Unveiled our strategic and quality framework at the Children’s Mental Health conference in Toronto. “Board and Dashboards” was introduced to Board governors across Ontario to equip

decision makers and influencers with a model to measure and improve client care to those populations we are privileged to serve.

- Standardized and mapped policies, forms and processes to better understand the way we provide services. Though the work is ongoing, we are excited about the results to date and look forward to the insights it will provide us in order to achieve operational and service excellence.

We are proud of Banyan’s accomplishments in 2016 and are enthusiastic about our future direction. We remain truly humbled by the dedication of our team in raising the bar for ourselves, our clients, and our communities.

Kerry Duench
Board Chair

Kim Ciavarella
Chief Executive Officer

Special Message from Kerry Duench

As my Board Chair term comes to an end, I would like to thank my fellow board members and the staff at Banyan for their commitment to both the cause and the organization. It has been a pleasure serving with people who are engaged and truly dedicated to giving their very best.



Youth Services

“I’ve accomplished a lot since I’ve been here and I couldn’t have done it without the staff’s guidance and encouragement. I’m getting an apartment and starting college in September. I’m so thankful that I had the opportunity to come here and meet all these amazing people”

—GRF YOUTH, J.

Banyan specializes in the youth justice sector by providing residential, court support, and reintegration services to youth aged 12-17 who are in conflict with the law. The organization operates two secure custody/detention centres (Arrell Youth Centre and Peninsula Youth Centre) and one open-custody residential program (George R. Force Group Home). Banyan strives to prevent youth crime, reduce recidivism, and contribute to community safety by treating youth with respect and dignity in our specialized programs.

“I can safely say I wouldn’t be where I am without the help I’ve had here...I would’ve never thought to ask for help before, it’s crazy when I realize how far I’ve come and how much just having you to talk to has really helped me”

—CLINICAL TESTIMONIAL, C.

Working Together with Community Partners

Banyan works alongside many partners to help young people successfully re-establish themselves as part of the community.

John Howard Society “Job Gym”

Youth learn employment related skills such as resume writing, interviewing, and job retention.

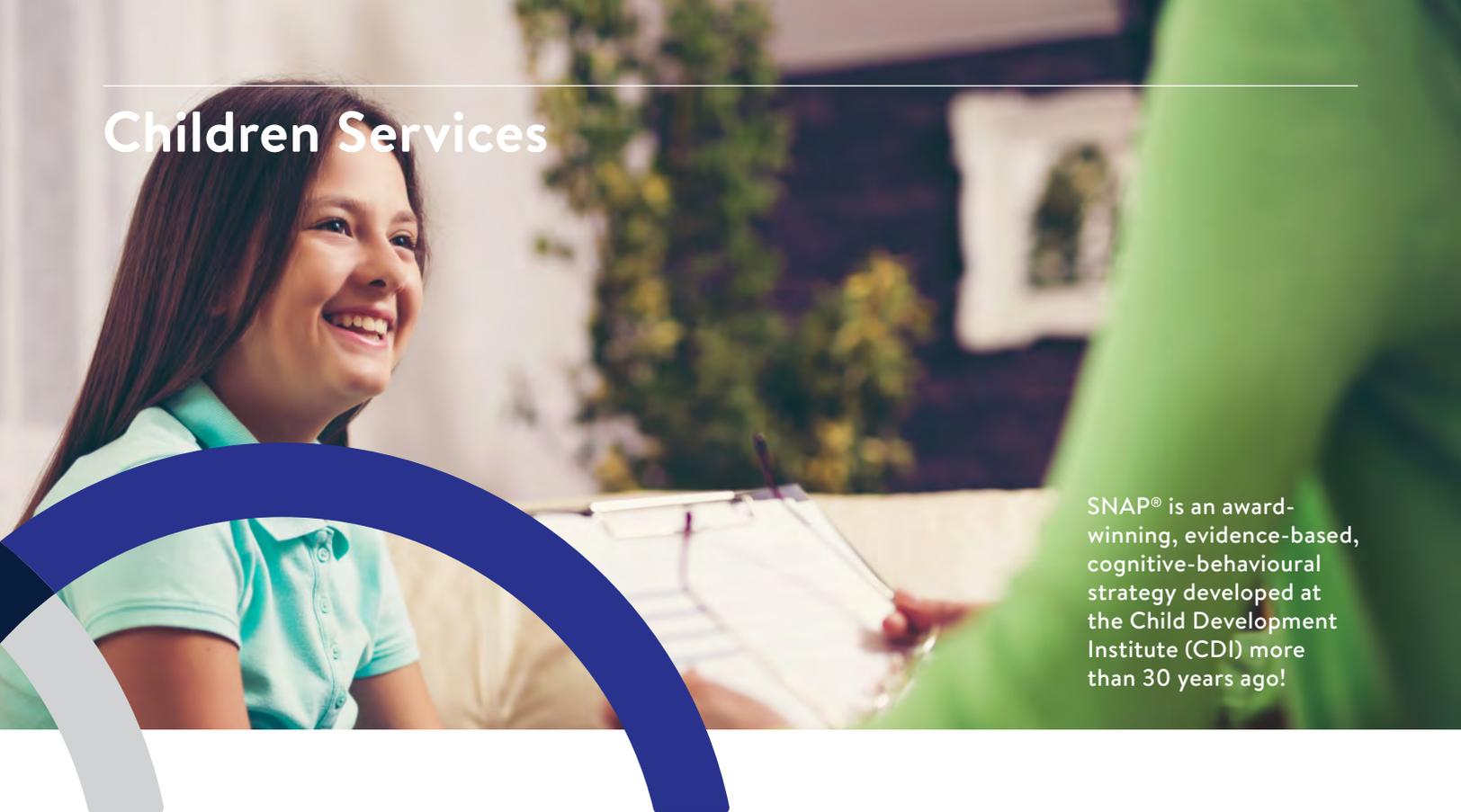
Municipal Public Health Offices

In addition to providing medical care, public health nurses hold information sessions regarding healthy sexuality, nutrition, and more.

TherapyTails Ontario Dog Therapy

Specially trained therapy dogs visit facilities twice per week in order to reduce anxiety and promote empathy among youth.

Children Services



SNAP® is an award-winning, evidence-based, cognitive-behavioural strategy developed at the Child Development Institute (CDI) more than 30 years ago!

Banyan provides children's support through SNAP® for Boys and SNAP® for Girls. SNAP® is a family focused early intervention program for children aged 6–11 experiencing behavioural difficulties at home, in school, or in the community. Professional and qualified staff teach children and their families how to stop, calm down, and generate positive solutions at the “snap” of their fingers.



Year in Reflection: Building Relationships

May 2016

SNAP® team participates in the Capital One Race for Kids to raise funds for after-school programs at local Boys and Girls Clubs

SNAP® team collaborates with the Boys and Girls Club of Hamilton to deliver programming called Girlz Zone, addressing social aggression for girls aged 8-12

January 2017

SNAP® team revitalizes the Boys & Girls Group room and Sibling Room

April 2017

SNAP® team building activity—decorating truffles and lava cakes at neighbouring business, Chocolate Tales

April 12 Week Session has 32 out of 41 successful graduates, an increase from the previous two sessions!

July 2017

SNAP® services offered to new community partner, Camp Marydale

(Photo Bottom Left)

Senior Services



Funded, in part, by the HNHB LHIN and the City of Hamilton, Banyan's Grocer-Ease program is designed to assist older persons and adults with disabilities to stay in their homes independently through the provision of a regular grocery shopping service. Professional and committed shoppers obtain grocery lists, shop at local stores, deliver groceries, and assist in putting groceries away if help is required. Based on our 2016–2017 client satisfaction survey, 100% of clients agreed that Grocer-Ease helped them remain in their home.

Working “Better. Together.” To Reduce Social Isolation

For many isolated individuals in Hamilton, Grocer-Ease is more than just a shopping service and represents a vital connection to the community. Our experienced staff understand that, in order to ensure vulnerable populations do not fall through the cracks of the social safety net, community support services must work “Better.Together.” Grocer-Ease works closely with many agencies, including AbleLiving, St. Joseph's Home Care, Wesley Urban Ministries, Catholic Family Services, and the Hamilton Seniors Isolation Impact Plan's (HSIIP) Community Connectors. HSIIP is a collaborative initiative to reduce isolation among seniors in Hamilton. It is funded in part by the Government of Canada's New Horizons for Seniors Program and will be carried out between May 2016 and April 2019. There are currently almost 12,000 isolated seniors in the Greater

Hamilton region and one of the goals of the HSIIP is to link these individuals with services in the community like Grocer-Ease. One HSIIP client, Mrs. A, was living with no family or friends, a physical disability, and little food. Mrs. A was connected to the Grocer-Ease program, which provides her with home-delivery of groceries and personal interaction.

It is also vital that issues impacting seniors' ability to live independently at home are addressed at a system-wide level. Grocer-Ease is represented on several cross-sectoral coalitions including the Seniors Inclusion Coalition, Council Against Abuse of Older Adults and the Hamilton Falls Prevention Coalition. Banyan is committed to ensuring Hamilton's most at-risk populations continue to receive all the services they require.

Senior Services

The Grocer-Ease client base has increased by 25% since last year!

Upcoming Initiatives

In February 2017, Banyan received a grant from the New Horizons for Seniors Program to complete our “Balance is Everything—Helpful Hints & Recipes for Seniors” cookbook project. This initiative will promote social participation by providing an opportunity for seniors living in their own homes to share favourite recipes and related personal memories. The cookbook will include helpful hints on how to cook economic, healthy, and simple meals. A Public Health Dietitian will also provide an alternative list of ingredients (e.g. low-sodium) for healthier versions of each recipe. We look forward to the kick-off of this initiative!



Employee Recognition

Service Awards

Banyan would like to thank the following individuals for their hard work and dedication to the organization.



YEARS OF SERVICE	RECIPIENT	PROGRAM
5	Andrew Petruccelli	AYC
5	William Scarbo	PYC
5	Alan Hanson	GRF
5	Donna Pelech	Grocer-Ease
10	Amber Powell	SNAP®
10	Paul Kelly	AYC
10	Lisa Costa	AYC
10	Joyce Duffield	AYC
10	Izayana Bendlis-Chavez	PYC
10	Heather Duncan	PYC
10	Daryl Markowski	PYC
10	Tanya Saunders	PYC
10	Leeanne Fewkes	Clinical
15	Dee-Anne Lunan	AYC
15	Warren Leet	AYC
15	Lisa Tomlinson	AYC
15	Mark Bergen	AYC
15	Chris Froud	PYC
15	Gillian Gregory	PYC
15	Sheryl Baker	PYC
15	Jamie Grenier	PYC
15	Cara Lanteigne	PYC
15	Deric Martin	PYC
15	Audra Perrault	PYC
15	Karen Sunstrum	PYC
15	Paul Steele	PYC
15	Shaun Somers	PYC
15	Crystal Dzirneklis-Porco	PYC
15	John Irvine	PYC
15	Samantha McDonald	GRF
20	Gary Nangle	AYC
20	William Martin	AYC
20	Antonio Leonardo	PYC
25	Stephen Small	AYC
25	Sandra Muir	PYC
25	Cameron Uhler	BCS

Employee Recognition

Service Award of Excellence

The Service Award of Excellence formally recognizes peer-nominated employees for their outstanding efforts in keeping with Banyan's mission, vision and values. The Committee received many impressive nominations and chose the following individuals based on their caring and respectful nature, performance above and beyond ordinary duty, innovative resourcefulness, concern for the whole person, and responsibility to our community:



Pat Cortese

Team Supervisor at PYC and has been with the program since June 2010

Pat has been awarded the Service Award of Excellence for his exemplary achievement and performance. Pat goes above and beyond his ordinary duty in using his expertise to brainstorm creative solutions to issues as they arise. Always professional and courteous, Pat regularly mentors both youth and new staff. Taking a holistic approach to relationship custody, Pat participates in sports with youth, is active in cognitive programming, and has applied his business experience to offer advice in the Financial Literacy program. "Pat is seen as a leader amongst employees at PYC and has garnered respect by performing diligently and providing support to our community above and beyond expectations."



Ryan Buckle

Child and Youth Worker at AYC and has been with the program since June 2010

Ryan has been awarded the Service Award of Excellence for exemplary service and personal interaction. Ryan is seen as the "go to guy" at AYC and performs his duties with a positive, enthusiastic and cheerful attitude. Ryan consistently displays positive role model behaviour with the youth—providing them with positive feedback while also holding them to account. Ryan is a key part of AYC's D-Bronx Dog Program and can be found at the facility prior to and after his work shifts to ensure the dogs are taken care of. "Ryan can be described as extremely kind and generous. It goes without saying that without his commitment and dedication, the D-Bronx program would not be possible."



Kelly Dzikic

Community Support Services Administrator for Grocer-Ease and has been with the program since March 2015

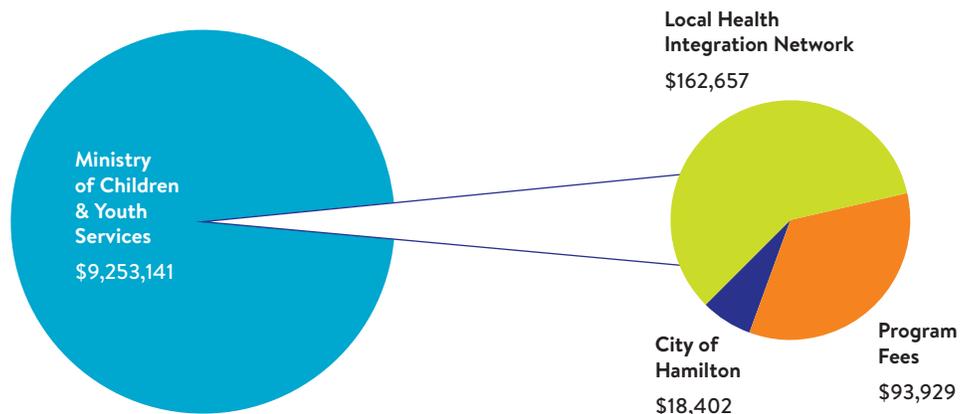
Kelly has been awarded the Service Award of Excellence for outstanding support and innovation. Since Kelly became the Program Administrator, Grocer-Ease has undergone a total transformation. By introducing effective processes and raising the profile of the program, Kelly has increased the number of clients by 25%. Kelly works diligently with community agencies to ensure that our most at-risk clients, especially those who are socially isolated, receive appropriate services. "Kelly is a transformational leader both within Banyan and in the Hamilton Community. Never wavering from her respectful, professional demeanour, Kelly goes above and beyond to ensure her clients receive all the services they need to remain living independently."

Congratulations Pat, Ryan and Kelly on your achievement!

Financial Information

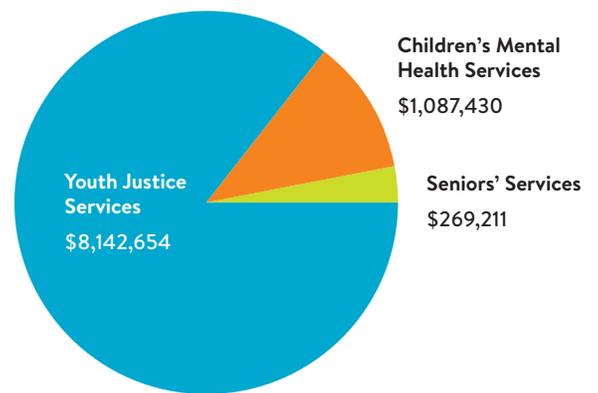
Revenue

TOTAL REVENUE: \$9,528,129

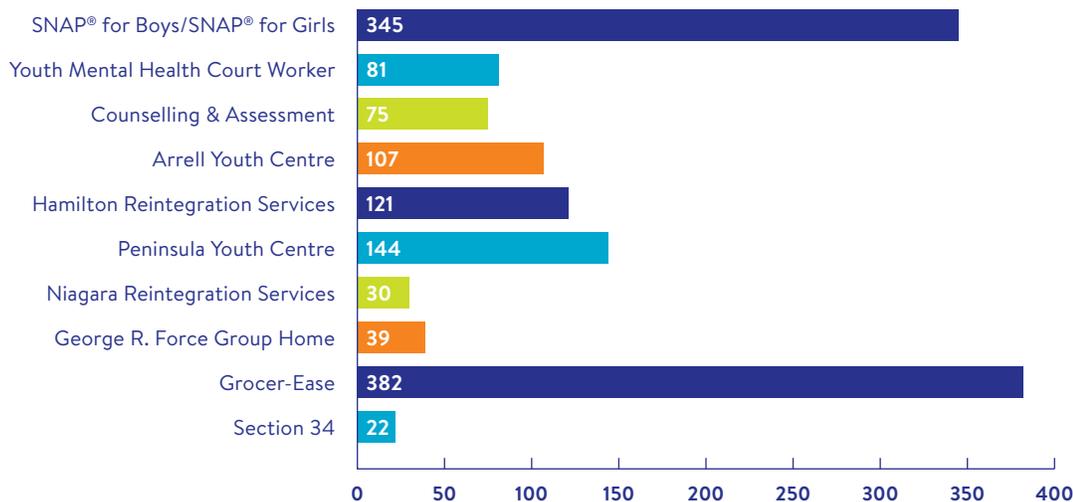


Expenses By Program

TOTAL EXPENSES: \$9,499,295



Clients Served in 2016–2017



**Total
1346**

FIGURES FROM AUDITED FINANCIAL STATEMENTS

Corporate Profile

Board of Directors

Kerry Duench
(Board Chair)

Maria Zegarac
(Vice Chair/Treasurer)

Jacqueline Barrett

Rosemary Frketich

Steve Kennish

Jagoda Mirceta

John Spatazzo

Michael Spencer

Mike Worster

Donna Zan

Senior Management Team

Kim Ciavarella
Chief Executive Officer, Board Secretary (Ex Officio)

Glenys Currie
Director of Quality and Risk Management

Tracey Frena
Director of Corporate Services

Patrick McCowell
Director of Residential Services

Cameron Uhler
Director of Residential Services

Dr. Jeff Wong
Director of Clinical Services

Locations

Banyan is excited to announce that the Corporate Office, SNAP®, Clinical Services, and Senior Services are moving to a new location on October 1, 2017.



Corporate Office
Senior Services
Children Services
Clinical Services

688 Queensdale Ave. E
Hamilton, ON L8V 1M1
P 905.545.0133
F 905.549.9011

Arrell Youth Centre

320 Anchor Road
Hamilton, ON L8W 3R2
P 905.574.0610
F 905.574.2861

George R. Force

1760 King Street E
Hamilton, ON L8K 1V7
P 905.544.7777
F 905.547.0666

Peninsula Youth Centre

310 Cream Street, RR#1
Fenwick, ON L0S 1C0
P 905.892.9777
F 905.892.5648

New



banyancommunityservices.org

Charitable Business Number: 88735-5881-RR0001