

# 55 Years of Inspiring Change 1969 to 2023



## Annual Report 2022 - 2023



**St. Leonard's**  
COMMUNITY SERVICES

**Challenge. Choices. Change.**

# President's Message

On behalf of the Board of Directors, we would like to thank all those who contribute to the success of our Agency, including clients, staff, funders, community partners and many others.

We would like to express our thanks to the Management Team of our Agency for their continued strong leadership and dedication to our Mission, Vision, and Values, and a sincere thank you to all the staff for continuing to provide the much-needed services that our Agency offers especially during the past couple of years during this period of heightened demand.

During the year, the Board saw some changes amongst the officer positions. Merv Hughes' term as the Board Chair came to an end in January 2023 after 3+ years in the role. During that time, Merv provided excellent leadership and specifically during the pandemic where he started every meeting by expressing his gratitude to the staff of St. Leonard's for continuing to provide excellent levels of care despite the numerous challenges they faced, both in the professional role but also what they may be facing in their personal lives. Thank you, Merv, for your continued dedication to the Agency.

Claire Morris transitioned from the role of Secretary/Treasurer to Vice-President in January 2023. Ever since Claire joined the Board in 2019, she has provided valuable oversight, especially in financial governance, and is a significant contributor to all Board discussions.

Also in January 2023, Jodie Konior assumed the role of Secretary/Treasurer. Jodie joined our Board in 2022 and is already a highly respected, highly regarded Board member who is passionate about the services that St. Leonard's provides and the clients that we serve.

In 2022, we had the pleasure of Mark Langdon joining our Board of Directors. Mark brings with him an extensive knowledge and experience base including governance, government relations, and our local community. Thank you, Mark for your contributions to date, and we look forward to working with you during your tenure as a Board Member.

I would also like to thank my fellow Board members for their support, contributions and camaraderie during the year. The Board continues to be very engaged and supportive of our Management Team to ensure continued excellent and safe service to our clients.



**Kirk MacKenzie**  
**President, Board of Directors**

# Executive Director's Message

If you choose to try and stay stagnant, things around you will grow and you will be left behind. As an Organization, we are continually looking to evolve **what** we do, **how**, **when** and **where** we do it and **who** we do it with. From small beginnings in 1968 with one bed-based program, a handful of staff and volunteers to today where we operate five bed-based programs with a combined 70 beds, and employ over 225 staff across bed-based and non-bed-based programs, we have evolved based on the community's needs to offer services that are in high demand by individuals and families in Brantford, Haldimand and Norfolk.

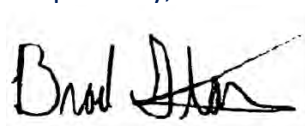
Over the past year, although we have not launched any new programs, we have certainly evolved existing programs to meet the demands of our community's needs or provide a more effective, efficient service. Some of those evolutions to programs include:

- Using the Ministry of Labour, Immigration, Training and Skills Development's Skills Development Fund, we delivered the Foundations for Trades programs that offered those who face a high barrier to employment the opportunity to get pre-employment training, a Construction Foundations Certificate from Conestoga College and a paid work placement in the construction field. Individuals would learn the basics of blueprint reading, carpentry, electrical and residential plumbing before being placed with a local construction company with the hopes of pursuing a career in the construction industry.
- Based on the demand for services, we converted a Youth Mental Health Counselling position from office based to purely outreach. Our Youth COAST (Crisis Outreach and Support Team) position works hand in hand with our existing COAST team to provide short-term crisis stabilization to children and youth, 18 and under, and their families.
- In our first full year after significant changes to our housing programs, we continue to monitor those changes and make improvements. Within Cornerstone, we have implemented Case Management to meet clients where they are, identify the supports that they require and help them to connect with additional resources required such as housing stabilization and addictions or mental health support. Within Station House, we revamped our group offerings aimed at improving mental health and connecting to local community supports. Within Supportive Housing, we continue to offer RentSmart which is a program designed to assist individuals who are new to renting their living space and provides them with information on tenant rights and tenant/landlord relationships. We also have our own supportive housing residential building of 15 units for a year now and continue to have great success placing individuals at this location knowing that rents are controlled and affordable for them and our supportive housing program.
- The Work Readiness and Advancement Program expanded in the current year to assist 50 more participants on an annual basis. This program provides 3 weeks of paid skills employment training, industry-recommended training and certifications necessary for employment, a paid 8-week job placement with a local employer, and wrap around supports in housing, addictions, and mental health to assist youth who are experiencing significant barriers to employment.
- In response to increased wait times brought on by demand and staffing challenges during the pandemic, we introduced a stepped care model of service in our concurrent disorders program. The stepped care model provides clients and clinicians with the ability to participate/refer individuals to the most appropriate intervention available to them, ensuring that resources are used efficiently and effectively.

- Upon request from the Ministry of Children, Community and Social Services and our partner organizations in Haldimand-Norfolk, we assumed responsibility for the Extra-Judicial Sanctions and Measures programs and Youth Justice Counselling in Haldimand-Norfolk. Given our involvement with the Adult Justice sector in these communities already, we were able to quickly provide services to youth in these communities while ensuring they stayed connected to HN REACH for additional supports.
- In partnership with the Homewood Research Institute, we are participating in a groundbreaking pilot project aimed at changing how we measure the impact of the services we provide. This project at its conclusion will allow us to determine how our services improved the lives of the individuals participating and move us away from simply counting how many people we served and for how long.

These evolutions in service are supported by our approach to improving programs and services through analyzing data and evaluating the impact and results of our programs on a continual basis. Over the past couple of years, the Agency has invested significant resources into Quality Improvement efforts both in terms of having staff dedicated to this role but also utilizing tools that make evaluation possible. Moving forward, we will continue to utilize all the information available to us to (outcome and demand data, feedback, industry trends) to evolve our programs to meet the needs of our ever-changing communities and the clients within them that we are here to serve. I would like to thank all of our staff for their continued dedication to the work that they do every day. I would also like to thank our clients for entrusting us to accompany them on their journey.

Respectfully,



**Brad Stark, CPA, CA**  
Executive Director

## Our Vision

Everyone leading meaningful and healthy lives.

## Our Mission

Empowering people to achieve their vision of independence, health, and wellbeing.

## Our Values

**Inclusive** – We value everyone and their unique perspectives and journeys.

**Compassionate** – We care about our clients, our staff, our partners and the communities we serve.

**Collaborative** – We work together to support our clients and community.

**Integrity** – We hold ourselves accountable and are fair, trustworthy, and dedicated to our mission.

**Innovative** – We are open to change and continuous improvement.

**Genuine** – We are honest, respectful, and authentic with our clients, each other, and our partners.

**Optimistic** – We believe that everyone can accomplish their goals.

# Our Impact



**\$321,069**  
supports to job seekers



**1,006**  
clients found full-time work

**1,000**  
additional clients accessed  
resource area & workshops

  
10 clients accessing shelters  
programs moved into  
Transitional Housing!  
2 Transitional Housing clients  
moved to Supportive Housing!

**1,212**  
people supported by our Bed-Based  
Withdrawal Management and  
Treatment Programs

**1,890**  
Community  
Service  
Hours

**\$513,946**  
in financial  
supports to  
local employers

**2,606**  
clients supported  
through a crisis



Provided counselling to **1,590**  
clients through Concurrent Disorders program



119 Full Time Staff  
14 Temp Full Time Staff  
58 Part Time Staff  
35 staff in Leadership positions

**2022-2023**

# ADDICTIONS AND MENTAL HEALTH SERVICES

## Adapting to Changing Client and Community Needs

Submitted by Kim Baker, Director of Clinical Services and  
Derek Chechak, Director of Quality Improvement and Crisis Services

Have you heard the adage that necessity is the mother of invention? This proverb has been the theme for our services within the Addictions and Mental Health portfolio over the past year. Our programs and staff have risen to the challenge of finding new ways to deliver quality client service amid a changing landscape. We have experienced a combination of increased demand for service, growing complexities and intersecting challenges in the population of people we serve, and ongoing Covid/post-Covid human resource recruitment and retention issues. These contextual conditions necessitated leaning heavily on our quality improvement culture and the team that supports quality improvement efforts within our Agency.

Our outpatient Concurrent Disorders (CD) program has always been attentive to facilitating expeditious access to service, and we have typically been able to maintain a wait time for intake appointment of 7 days or less. Over the past year or two this target was becoming impossible to meet. Supported by the Director of Quality Improvement, the leadership team explored the evidence related to a Stepped Care approach. Stepped Care, a model endorsed by the Mental Health Commission of Canada, focuses on providing the most effective yet least resource-intensive service. It recognizes that there are multiple options for service provision that represent a range of types and intensities. The model will help us 'right size' our approach to a person's identified needs, better matching clients to the least intensive-service option that can support them and reserve more intensive service for those who really need it. We began by seeking a better understanding of the people who access the outpatient CD program. We complete a set of screening tools (GAIN-SS and MMS) for people who come to the program, that identify a range of client issues. We analyzed over 6,200 screening tool outcomes to learn about the most common concerns that people present with, and to inform what adjustments we could make to our continuum of program options that would enable better matching. This has resulted in developing new internal pathways from point of outpatient CD intake, to ensure that people accessing care get the right amount of care within the right program. We will use screening tool results as well as information about the person's housing status, connection to formal and informal social supports, access issues, and identified goals to match them to the right level of support. To enable this, we will be leveraging provincial resources like BounceBack and Breaking Free and expanding and using our group programming more effectively.



Outpatient CD is not the only program within AMH that has been critically examining tools and pathways. The Community Outreach and Support Team (COAST), situated within the Crisis Services portfolio, adopted the Crisis Assessment Tool this year to better support triage, care planning, and referrals. We also implemented two clinical tools within the Youth COAST pathway (HEADS-ED and MHQ-CY) that gather information to identify next steps, internally or with community partners. Working in close partnership with the Brantford Police Service and Brant County Detachment of the Ontario Provincial Police, our Mobile Crisis Rapid Response Teams (MCRRT) provide the most urgent

level of on-site response available. We also successfully obtained an Ontario Trillium Foundation grant for a period of two years to hire a Mental Health Clinician, who is already providing valuable support to clients who would otherwise fall into a gap in our service continuum.

The 24/7/365 crisis line is the only all-ages crisis line in Brantford and surrounding area, and word is getting around! Since 2019-20, the call volume handled by this team of counsellors has increased by over 90%. Women's Bed-Based Treatment program staff provide integral overnight coverage, and without them, true 24/7 coverage would not be possible. Daily, team members demonstrate their skills with safety planning, risk assessment, suicide prevention, de-escalation, service coordination, and facilitating referrals to internal and external programs.

Another way that we are evolving our services is through participation in a provincial Progress and Outcome Monitoring project, led by Homewood Research Institute (HRI), to assess the feasibility of implementation of a progress and outcome monitoring within publicly funded bed-based addiction treatment services. We are one of six organizations implementing a robust set of measures within our bed-based addiction treatment programs to evaluate program effectiveness and inform quality improvement. Demographic items and program and client level clinical factors are measured at intake, and a series of outcomes related to substance use frequency and severity, self-efficacy, mental health, physical health, global functioning and quality of life, and hope are measured at defined time points. With the support of our Network Administrator, we have been busily building the measures into our client data system and developing reports that will allow us to review this information at an individual and program level. We were also successful in attaining a United Way Community Services Recovery Fund grant to hire an additional Quality Improvement Coordinator for the next year who will be dedicated to this project initially, but eventually to the scale up of outcome measurement within additional AMH programs. This work is a precursor to shifts within the publicly funded system; away from reporting on how many people we served and toward reporting how their lives were impacted by our service. The go-live date for implementation of Progress and Outcome Monitoring is September 2023.

Evolution is an ongoing process; Addictions and Mental Health Services will continue to find new ways to achieve accessible, effective, and efficient care for the people and communities we serve. Addictions and Mental Health programs at St. Leonard's will continue to evolve. Stay tuned next year for more exciting updates!

### Feedback from Addiction and Mental Health Services clients:

*"The staff are competent and exceptionally compassionate and supportive."*

*"Best treatment I've been to, made me feel that change was actually obtainable, wasn't discouraged at all."*

*"All staff were amazing. If it wasn't for St. Leonard's, I don't know where I'd be today."*

*"The staff were excellent and it was such a safe environment."*

*"My CDC was amazing at helping me with goals, housing services and she made me feel like I could actually turn my life around. The RPN was amazing, getting meds and tests done that I've put off."*

# JUSTICE SERVICES | Community Based and Residential

Reported by Katie Curtis, Director of Housing and Justice Services

As we embarked on a new year, our Justice Teams have focused on improving client experiences as we continue to navigate a system that has been transforming at an exceptional pace. The ongoing COVID-19 pandemic has underscored, and in some respects compounded or even created challenges to access justice service for many people across the county. This impact can be most felt by our most marginalized populations. We have spent this year focusing on continued enhancements to service for clients accessing our programs as the justice world continues to navigate significant changes to policy and practice, often working between both virtual and in-person worlds, while supporting access to services for clients struggling to adapt to this new world.

Community Justice Programs dedicated this year to focus on enhancing client experience, as well as revamping the way in which we offer services and gather client feedback. Based on feedback and needs, we have been successful in expanding our crisis cupboard to support clients experiencing homelessness, offering winter warm packs, food, and hygiene supplies. The team has also focused on increasing our knowledge of harm reduction services, training all program staff to deliver enhanced services via our Needle Exchange program. This year we have also seen an expansion of our Youth Pre-Charge, Youth Crown Diversion and Attendance Centre programs to support Haldimand and Norfolk Counties, ensuring all clients within our catchment area have the same access to quality programs and services. As we expand access, we have been working with partners on the extension of the Simcoe Court, offering Cayuga clients virtual access to more timely appearances. Both our Back on Track and Direct Accountability Programs have seen increased demand for services, resulting in staffing changes to meet these needs, offering more access to programs in a timely manner. Our Direct Accountability program remained second in the Central West Region for most program referrals, still operating with minimal resources.



The Peter Willis Residence team has focused on increasing client experience within our program, leading to the expansion of case management functions, pathway planning with our Addictions and Mental Health Sector and an emphasis on life skills programming, ensuring our clients are prepared as they embark on their reintegration journey. With the expansion of our Life Skills program, we have been able to engage our clients in new and exiting ways. Our Sunday cooking classes are a hit by all, and clients are enjoying expanding on their culinary skills. PWR has also been successful in obtaining grant funding to renovate our facility, providing accessibility improvements that will enable the expansion of access to new client groups. As institutions begin to see an emphasis on discharge planning, we have also seen the return of the Kingston and Beaver Creek Release Fairs. In-person access to these facilities is vital in supporting new intakes and supporting a successful transition into our care.

Our Justice Teams are dedicated to ongoing program development as we come to the end of another fruitful year, ensuring that our programs continue to meet the changing needs of our community.

## Feedback from Justice Services clients:

*"Support staff were very easy to speak openly with."*

*"I feel I got the help and support I needed. I am very lucky to be in this program. Thanks a lot!"*



# HOUSING SERVICES | Housing Continuum

Reported by Katie Curtis, Director of Housing and Justice Services

As the country continues to manage an unprecedented housing crisis, our teams have spent this year focusing on program implementation and improvement, embedding client and community feedback into our service delivery and ensuring our programs continue to meet best practices for supporting people experiencing homelessness.

Cornerstone House and Station House celebrated one year of operation this winter and with it we saw our programs at capacity for the first time in decades. Despite system pressures, our teams have focused their efforts on advocating for clients' needs and developing fresh new approaches to providing quality client care. The Cornerstone House team has been actively working to improve client experience within the program based on newly developed feedback mechanisms for both clients and community partners. Through this work we have improved life skills programming and recreation opportunities for clients within the program, as well as expanded onsite support. Demand for shelter access has out spaced capacity and those accessing shelter are presenting with significant comorbid addiction, physical and mental health issues; our internal leadership teams recently advocated and were successful in obtaining funding to provide Addiction Case Management supports within our shelter program. This shelter outreach model of case management engages clients where they are, identifying the supports they require, and actively navigating them to substance use, mental health, and housing stabilization supports. Since launching this program at Cornerstone House, we have developed clinical pathways and identified screening mechanisms to recognize clients who would most benefit from care and selected an assessment and treatment approach aligned with the client population. Cornerstone House also continues to partner with service providers to support Housing, Employment, Harm Reduction, and Indigenous programming, providing onsite connections for clients within the program.



As Station House settled into their new space, the team has focused on engaging our youth and building connections. The revamp of the outdated psychoeducational group, "4Life", has been designed to teach practical tools to recognize, understand, and manage patterns of feeling, thinking, and behaviour aimed at improving mental health and connecting to local community supports. Station House has since embedded Art Therapy into our monthly programming, where our internal Art Therapist teaches the youth accessing services to use art as a way of expressing themselves and releasing emotions that may appear overwhelming. As a result of this, we have been able to fill our walls with incredible pieces of art that our youth have created, allowing them to view and acknowledge the creativity and time they put into making their residence feel like home. Finally, based on client feedback, Station House staff and the clients have been working together to build and plant vegetables in homemade garden boxes, supporting them in

understanding healthy eating choices and learning how to meal plan and prepare a menu around our freshly grown produce, thus supporting self-sufficiency and life skills that will support them in their future.



Our Supportive Housing team has focused on improving client readiness, ensuring successful housing placements. The team has expanded our RentSmart pilot, increasing awareness regarding tenant rights and responsibilities by partnering with the Libro Credit Union to expand access to programming. Utilizing this funding, our team successfully facilitated 6 RentSmart cohorts inviting over 30 waitlisted clients to attend the program and obtain their RentSmart certification, helping them secure independent and long-term housing. Since developing this partnership, 80% of these clients have been successfully housed in a self-contained unit where they can continue working towards their individualized goals related to addictions and mental health and employment. Furthermore, the Supportive Housing team has housed 11 clients in our new Murray Street building, supporting in housing more clients while maintaining affordable rental rates. Supportive Housing continues to work alongside Brantford Property Management overseeing the daily operations and management of resident lease agreements. This includes the collection of rent payments and rental arrears, evictions and damages within the facility. In addition to this, Supportive Housing utilized additional staffing dollars this year by hiring a temporary part-time staff to support the referral process within the program. Part-time staff successfully completed information sessions and over 120 VI-SPDAT assessments for new clients to help identify risk and prioritization, totaling over 200 direct client service hours and decreasing clients' wait times for a response from staff regarding program eligibility.

This year, our Brantford Downtown Outreach Team (BDOT) was successful in expanding funding until 2024 through Health Canada, continuing to advocate in the community for a reduction of systemic barriers to support our communities' most vulnerable and at-risk clientele. BDOT continues to expand outreach partnerships, improving access to care that are emphasized in these collaborations. The BDOT team continues to advocate for sustainable funding so that we can continue to support the Brantford community.

As we wrap up another successful year, full of constant change and opportunity, we are dedicated to enhancing service delivery and access to housing support for our community while we continue to plan for future expansion.

#### Feedback from Housing Services clients:

*"The program is very well thought out. If you play your part, you can move up and succeed."*

*"The support with helping me get back into school was helpful."*

*"Mainly everything provided by Cornerstone and its staff has been extremely helpful to me. Being here has made me think positively when thinking of my future, and everyone including staff makes the shelter feel like family."*

*"Staff are kind and knowledgeable. Staff are often available for support and direction. I have a stable residence and access to additional support such as a BDOT"*

# EMPLOYMENT SERVICES | Employment 2022/2023

Reported by Malcolm Whyte, Director of Employment Services

Let's Celebrate! 2022/2023 was another great year for the team in Employment. As we continue to evolve to meet the needs of our local community, the St. Leonard's team ensures it is staying ahead of the curve.



In 22/23 we registered **1,653** new clients into programming and supported over **1,000** additional people in our resource area and through local workshops. We continue to adapt our intake services to ensure we are meeting the needs of job seekers in our communities. Our team has accomplished this by ensuring walk-in service is available during all operational hours. This can be a challenge, but our philosophy is, all clients will receive service within 15 min. We want to ensure that a job seeker who needs support gets that support right away without delay.

Our team is also evolving to find new ways to support job seekers. This past year across the 3 sites and all employment programs we provided **\$321,069.00** in supports to job seekers. This included items like work clothes, boots, scrubs, tools, first aid, fall arrest, forklift training, etc. This money was spent at local stores in our communities, ensuring our clients got what they needed to succeed at work, and in turn supporting our local economy with their purchases. Our team has developed partnerships with local employers like Mark's Work Wearhouse and Al's Shoe Factory to create an easy pathway for clients to get job-related supports quickly and without cost to them.



The process of timely intakes and providing clients with the resources to succeed led to **1,006** individuals finding full-time work this past year. Finding the right job is a journey and we want to make sure that when a client reaches their goal, we celebrate this together. In the past year we have implemented job counters in each office, a chance for the client to ring the bell and celebrate reaching their goal!

The past fiscal year also brought the return of in-person job fairs. In collaboration with many community partners, we successfully put on a 3-day job fair, taking the lead on the Brantford Day and a key partner in the Brant County Day. The Grand Erie

Aspire Job Fair supported **594** job seekers and **117** employers over the 3 days. Bringing back in-person job fairs was a success for both job seekers and employers who have been struggling to make these connections since the start of the pandemic.



Employers are also seeing an increase in financial supports this past year; between all programs and sites we provided **\$513,946** in financial supports to local employers. This provided employers in our local area with training support for current staff and funds to support the onboarding of new staff. These funds ensure our local employers have the capacity to meet their hiring needs and support in retention through upskilling and training.

As we move into the 2023/2024 fiscal year the team is excited to build on the past year's success. The WRAP Program, Foundations for Trades and Employment Service teams will continue to evolve to meet the needs of our local labour market!

### Feedback from Employment Services clients:



*"The Employment Consultant I worked with was so helpful and managed to get me approved to continue my education. I am forever thankful!"*

*"You helped build me up at a low point and also remind me of the skills that I can leverage while also exposing me to other opportunities worth exploring."*

*"Thank you so much for all your support and guidance when faced with such a sudden change in my life. I truly appreciate all you did for me."*

*"Things are fantastic thanks to your efforts in helping me get on my way! I actually love going to work every day now I enjoy it and get paid good!!"*

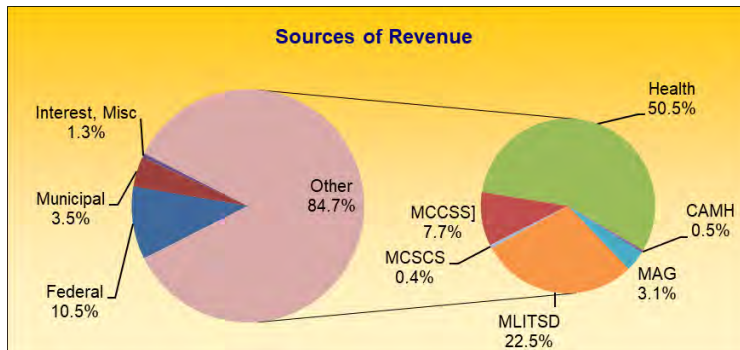


# Finance Report

This year the Agency had a fairly consistent year compared to the previous one. Revenues were up slightly due to a number of small grant opportunities that the Agency took advantage of and a significant rise in interest rates that increased investment revenues. This year also marked the first full year of operation of our Women’s Residential Treatment program, compared to only a couple of months the previous year.

Expenses increased by a similar amount as revenues with the largest increase coming in the salaries and benefits line which was up by 9%. This was again due to the full year of operation for the Women’s Residential Treatment program and the increasing cost of both statutory and group insurance benefits.

During 2022/23, the Agency used some of its financial strength to finalize the purchase of a 15-unit residential/2-unit commercial building in the City of Brantford. This facility will be utilized by our Supportive Housing program to expand the quantity of units we can provide to clients, and keep units where rents are controlled and manageable that stretches the funds we have available for this program. This facility will also soon house our Supportive Housing staff and we are looking at other creative options for the use of the commercial space. To date, the rents collected from tenants have made the property self-sustaining and no additional operational dollars were required to purchase the facility.



The pie chart to the left graphically depicts the breakdown of Sources of Revenue for the Agency in the 2022/23 fiscal year. The provincial government ministries continue to be the largest funder at 84.7% vs. 85.1% in the previous year.

The summarized financial statements to the right show the revenue for the Agency has increased slightly from \$14.5 million in 2021/2022 to \$15.1 million in 2022/23. Salaries and wages overall account for 72.5% of the expenses, which is up from 69.1% in the previous year.

Audited financial statements are completed and available upon request.

Thank you to our donors and funders for their continued support that allows the Agency to provide the much-needed services that St. Leonard’s delivers for our community.

	2023	2022
<b>Balance Sheet</b>		
Assets	\$ 7,009,661	\$ 4,756,724
Liabilities	4,744,773	2,467,216
Net assets	2,264,888	2,289,508
Liabilities and Net Assets	\$ 7,009,661	\$ 4,756,724
<b>Statement of Operations</b>		
Revenues		
Government funding	\$ 14,893,052	\$ 14,398,255
Other community agencies	73,421	75,437
Interest/sundry	184,100	76,956
	\$ 15,150,573	\$ 14,550,648
Expenses		
Salaries and benefits	\$ 10,973,609	\$ 10,044,483
Operating expenses	4,164,271	4,502,198
	\$ 15,137,880	\$ 14,546,681
Surplus (Deficit)	\$ 12,693	\$ 3,967

# Board, Management, Funders, Partners

## 2022/23 – BOARD OF DIRECTORS

Kirk MacKenzie, President  
Claire Morris, Vice President  
Jodie Konior, Secretary/Treasurer  
Merv Hughes  
Bill Keighley  
Mark Langdon  
Eileen MacKenzie  
Rita Mallais  
David Tsuchida  
Nicole Tuczynski  
Lynn Wardell

## 2022/23 – MANAGEMENT TEAM

Brad Stark, Executive Director  
Kim Baker, Director of Clinical Services  
Derek Chechak, Director of Quality Improvement and Crisis Services  
Katie Curtis, Director of Housing and Justice Services  
Becky Norman, Director of Human Resources  
Malcolm Whyte, Director of Employment Services

## DONORS

We thank all donors, but with the privacy legislation put into effect as of January 1, 2004, we are unable to publish the names of donors without written consent.

## FUNDERS

Centre for Addiction and Mental Health  
City of Brantford  
Correctional Service of Canada  
Employment and Social Development Canada  
Government of Canada  
Health Canada  
Ministry of Employment, Workforce Development and Labour  
Ministry of Children, Community and Social Services  
Ministry of Health  
Ministry of Labour, Immigration, Training and Skills Development  
Ministry of Solicitor General  
Ministry of the Attorney General  
Ontario Health West  
Ontario Trillium Foundation  
Service Canada

## PARTNERS

Brant/Brantford Paramedic Services  
Brant Community Healthcare System  
Brant County  
Brant County Health Unit  
Brant County Ontario Provincial Police  
Brant Haldimand Norfolk Catholic District School Board  
Brant Skills Centre  
Brantford Police Service  
Brantwood Community Services  
Canadian Mental Health Association Brant Haldimand Norfolk  
Child and Family Services of Grand Erie  
City of Brantford  
Conestoga College  
Contact Brant for Children's & Developmental Services  
De dwa da dehs nye >s Aboriginal Health Centre  
Grand Erie District School Board  
Grand River Community Health Centre  
Haldimand County  
Haldimand Norfolk Literacy Council  
Haldimand Norfolk Social Services  
Homewood Research Institute  
Indigenous Victim Services  
Niagara Resources Centre for Youth  
Nova Vita Domestic Violence Prevention Services  
NPAAMB Indigenous Youth Employment & Training  
Office of Larry Brock, MP – Brant  
Office of Will Bouma, MPP – Brant  
Ontario Tourism Education Corporation  
Salvation Army  
Six Nations of the Grand River  
Skilled Trades Alliance  
Victim Services of Brant  
Wayside House of Hamilton  
Why Not City Missions  
Wilfrid Laurier University  
Woodview Children's Mental Health and Autism Services  
Workforce Planning Board of Grand Erie  
YMCA Hamilton/Burlington/Brantford

# Staff Years of Service Awards

## 5 Years

Christine Winkle  
Kayla Ripley Brooks  
Leana Rego  
Sonia Krizikova  
Chez-Lynn Abbott  
Victoria Roias  
Kim Baker  
Clarissa James

## 10 Years

Brad Stark  
Sarah Belanger

## 15 Years

Amanda Suess  
Kim Crowther

## 25 Years

Hazel Pollock

## 30 Years

Tara Kendall

## 35 Years

Kim McWebb  
Lorna Sowa  
Marion Ellis

# Services

## Addictions and Mental Health

24/7 Crisis Phone Line  
Addiction and Concurrent Disorders Counselling  
Bed-Based Addictions Treatment  
Addictions Day Treatment  
Crisis Outreach and Support Team (COAST)  
Family Support  
Harm Reduction Supply Program  
Mental Health Walk-In  
Mobile Crisis Response Team (MCRT)  
Rapid Access Addiction Medicine Clinic (RAAM)  
Rapid Addictions Support Team Brant (RAST)  
Bed-Based Withdrawal Management  
Responsible Gambling  
STOP (Smoking Treatment for Ontario Patients)

## Housing

Brantford Downtown Outreach Team (BDOT)  
Supportive Housing  
Cornerstone House, Shelter & Transitional Housing  
Station House

## Justice

Anti-Shoplifting  
Adult Pre-Charge/Federal Diversion Programs  
Attendance Centre  
Back on Track

Bail Verification and Supervision Mental Health Program - Brantford

Bail Verification and Supervision Program - Brantford, Simcoe and Cayuga

Case Management

Community Service Order

Direct Accountability Program

Peter Willis Residence

SNAP (Stop Now and Plan) Youth Justice

Stop Shop Theft

Youth Extrajudicial Measures/Sanctions

Youth Justice Family Counsellor Program

Youth Mental Health Court Worker Program

Youth Support Program

## Employment

Brant Employment Centre

Caledonia Employment Centre

Dunville Employment Centre

Providing the following services:

- Resources and Information
- Assisted Job Search
- Job Matching and Placement Incentive
- Better Jobs Ontario
- Skills Development Fund – Foundation for Trades
- Itinerant Services
- Canada-Ontario Job Grant
- Youth Employment and Skills Strategy - Work Readiness & Awareness Program (WRAP)

## Land Acknowledgement

St. Leonard's Community Services Inc. is committed to implementing the Calls to Action framed by the Truth and Reconciliation Commission. We acknowledge that we live and work on the Treaty Lands and Territory of the Mississaugas of the Credit and traditional territories of the Erie, Neutral, Huron-Wyandot, the Haudenosaunee, and some of the Ojibwa Nation. The territory is mutually covered by the Dish with One Spoon Wampum Belt Covenant. We are grateful to have the opportunity to work in this community, on this territory. We also acknowledge that the settler population has been able to benefit from this beautiful land. We are all treaty members and will strive to act in solidarity with Indigenous Peoples and center their voices.

## Our Locations

**Administrative Office, Justice Services,  
& Harm Reduction Program**  
133 Elgin St., Brantford

**Addictions and Mental Health &  
Brant Employment Centre**  
225 Fairview Dr., Brantford

**Station House**  
144 Chatham St., Brantford

**Cornerstone House**  
331 Dalhousie St., Brantford

**Brantford Downtown Outreach Team (BDOT)**  
12 Market St., Brantford

**Caledonia Employment Centre**  
1-11 Argyle St. N., Caledonia

**Dunnville Employment Centre**  
208 Broad St. E., Dunnville

**Itinerant services available in:**  
Burford, Hagersville, Jarvis, Paris, Selkirk, and  
Simcoe



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