



2022 | 2023 ANNUAL REPORT

Resilience Through Innovation and Continuous Learning



CONTENTS

Executive Director's Message

Board Chair's Message

Our Key Accomplishments

Katelyn's Journey

Service Data & Utilization Stats

Charlotte's Story

Lead Agency

Revenue & Expenditures

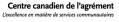
Donors & Funders

The Road to Our Strategic Plan

Quality

Our Staff

Our Board





Canadian Centre for Accreditation



MESSAGE FROM THE EXECUTIVE DIRECTOR

I am so proud of the incredible staff we have at Vanier. They have done an outstanding job meeting the complex needs of children and families in our community. Living through the pandemic has propelled us to adapt, learn, and practice resiliency. This is a very challenging task as we know the pandemic has had a negative impact on children, as many are struggling at alarming rates with their mental health. Wait times for mental health treatment continue to be too long and many children are declining while they wait. Our dedicated and caring Vanier staff have gone the extra mile to ensure all children and families get the support they need even when they are waiting for services. I want to sincerely thank all Vanier staff in every department for caring about our kids and families.

This year we developed a new strategic plan to guide our work for 2023-2027. The four pillars of the strategic plan are Child and Family Centred Care, Collaborative System Leaders, Equity Diversity Inclusion Belonging, and Employee Engagement. Our new strategic plan was developed with significant input and consultation from staff, community partners, clients, and the board. We are grateful for the feedback received and look forward to achieving the priorities and our new vision, which is "A community that cares, supports, and transforms the lives of children and families".

I am truly grateful for the support and commitment of the Board of Directors who play a key role in the strategic governance of the agency. As a lead agency, I am proud of the strong relationships built with hospital and community partners. This past year, Vanier collaboratively led numerous innovative projects with the support of the quality committee to meet the complex needs of children and families.

In the coming year, we anticipate both opportunities and challenges. The one thing that will never change is our commitment to learning, innovation, and resiliency to assist us to provide the highest level of mental health treatment and support to the children and families who need us most.

Sincerely,

Kelly Simpson

Executive Director



Promise me you'll always **remember:** You're **braver** than you believe, and **stronger** than you seem, and **smarter** than you think.

A.A. Milne



MESSAGE FROM THE CHAIR

On behalf of the Board of Directors, we would like to sincerely thank Vanier's dedicated staff and leadership team. We credit the agency's success and advancement to the staff as they continue to adapt and remain committed to supporting children and families in our community. You continue to provide empathetic, valuable mental health services to our families with highly regarded and recognized professionalism within the London community.

This year brought many exciting new programs to Vanier. This includes the Tele-Mental Health Service, the partnership with LHSC Children's Hospital providing crisis management within the pediatric emergency department, and the creation of an intensive Step Up/Step Down eating disorder program for children and youth.

The Board of Directors is confident in our new strategic plan to provide the "North Star" by which we care for those in our community. We honour the differences that make every person unique and are committed to equity, diversity, inclusion, and belonging, and empowerment of staff, children, and families.

I want to thank the Executive Director for her visionary thinking to create new and innovative programs within Vanier and keep the agency on course to be "THE" agency of choice for treatment in southwestern Ontario.

In closing, on behalf of the Board of Directors, we want to convey our appreciation of your work and commitment to the Executive Director, the leadership team, and all staff members. You continue to have our steadfast support, and we are privileged to assist you.

Sincerely,

Sally Zandri

Chair, Vanier Children's Mental Wellness



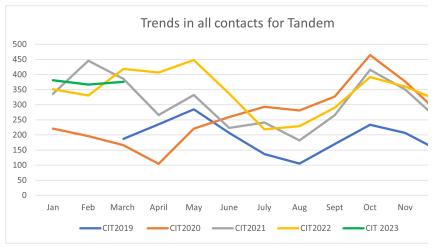
OUR KEY ACCOMPLISHMENTS

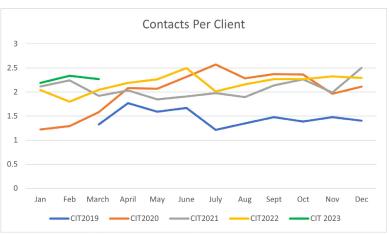
Tandem - Access, Crisis Services, & System Navigation

Tandem is operated in partnership between Vanier Children's Mental Wellness, Craigwood Children, Youth and Family Services, and Humana Community Services. In 2022-2023, Tandem crisis calls remained high with an increase from previous years. Clients calling for support were sicker than previous years and the Tandem team experienced an increase in the need for interventions for self-harming, self-harming statements, and suicide ideation. Another trend emerging last year, was an increased number of calls from schools and parents of young children attending (junior kindergarten and kindergarten) who were struggling with adaption to school likely connected to the social isolation and the pandemic.

To address urgent and emergent children's mental health needs, Vanier formed an innovative partnership with LHSC, Children's Hospital pediatric emergency department. The Tandem team is now deployed to work with LHSC partners in the emergency department to help divert avoidable hospital admissions and connect children and families to community services in a timely manner. This program has already achieved success and will be expanded next year. Vanier is also participating with LHSC in the MAPP research study to improve care and pathways for mental health patients when seeking help in the Paediatric Emergency Department. Working alongside paediatricians, social workers, and nurses in a hectic and fast-paced environment has been a journey of learning for Tandem, which was met with integrity, commitment, and an eagerness to support patients by creating pathways to community support that, in turn, will improve their mental health.

Tandem continues to work in partnership with Canadian Mental Health Association Thames Valley and Addictions Centre on Huron Street in London. Walk-in traffic has been steady and seems subject to the historical ebbs and flows witnessed pre-pandemic.





HAVEN

H.A.V.E.N. (Healing, Accessible Care, Vision, Empowerment, Nourishment) is an intensive community-based step-up/step-down eating disorders program developed in collaboration with Children's Hospital, London Health Sciences Centre. This program is designed to support young people with disordered eating and/or a diagnosed eating disorder in a community-based setting. The treatment and interventions are tailored to the diagnosis and designed to help clients develop a more mindful, resilient, and adaptable outlook by cultivating greater self-acceptance and implementing behaviour change strategies to promote recovery.

Vanier offers evidence-based DBT-informed intensive services by a interdisciplinary team in a home-like environment, conducive to recovery. The intensive eating disorders program is a Day Treatment program which supports clients up to age 18. Clients are supported in meal preparation in the full-functioning kitchen, and family is invited onsite to share the meal and create a positive environment around mealtime that mimics a home environment. The client's suitability for community-based intensive eating disorders services is based on the severity of their challenges.

HAVEN uses three unique assessment tools delivered in a pre and post manner to help the team to understand the needs and goals of individuals living with eating disorders and other mental health disorders, the severity of features associated with a patient's diagnosis, and the psychosocial impairment due to elements of a patient's diagnosis. With the group of clients served in this program so far, the average improvement across all assessments is 14% which is exceptional given the program's infancy and will only improve over time.

Feedback received from families and professionals:

At the end of the first week of the Intensive phase, a mother approached the staff. She stated that they ". . . have already seen an improvement in my child's eating habits, and I am so happy with the staff and the services we have been receiving here." They couldn't thank the staff enough.

"In a follow-up with my patient, they indicated that their engagement with the program at Vanier for eating disorders has been helpful." - LHSC Psychiatrist

KATELYN'S JOURNEY

Katelyn arrived at HAVEN during a very challenging point in her life, particularly regarding her eating disorder, other mental health challenges, and family struggles. Katelyn and her mom were eager to get started immediately and were highly engaged throughout the program. During the two week engagement phase (motivation enhancement work), Katelyn and her mom received psycho-education around topics such as the effects of malnutrition, meal support, and diet culture. This was the foundation on which they built during the action phase (two week intensive day programming). Katelyn also began forming relationships with the staff, which became essential to her success in the program.

During the action phase, Katelyn worked hard each day to learn new coping skills, challenge her eating disorder thoughts, interrupt her eating disorder symptoms, and shift how she thinks about food and eating. Every day was a challenge, but with encouragement from staff and family, Katelyn persevered and completed the action phase. Over these two weeks, Katelyn demonstrated much improvement and could participate in exposure activities such as a meal at a restaurant. Her mom also participated in various group classes to gain skills and knowledge to support her child's recovery better.

"I couldn't of done it without you. I couldn't of done it without any of you!"

During the aftercare phase (6-8 weeks individual follow-up), Katelyn and her mom continued to make great strides and face new challenges. Katelyn worked hard to integrate her new knowledge and skills into her everyday life, such as using distraction skills at school to help with meal completion. Her mom also worked to create new habits within the home to support Katelyn's eating and overall recovery. While at HAVEN, Katelyn gained the skills and knowledge needed to support her journey to recovery. In our final session, Katelyn reflected on her journey and the positive steps she has taken toward healing.



KATELYN'S LETTER TO STAFF

Thank you for saving me.

Thank you for always encouraging me to eat the food that was on my plate, telling me every time you saw me struggling "you can do this".

Thank you for teaching me yoga and mindfulness, it has really helped me whenever I'm stressed.

Thank you for teaching me about the food I eat and how helps my body out.

Thank you for making really good food especially the turkey burgers..

Thank you for always having my back no matter the time or place.

Thank you for teaching me and encouraging me to not purge and making me realize I have so many reasons to eat and live, and for making me feel so loved and listened to.

Thank you for always listening to me and making me feel so safe around you.

Thank you for teaching me the skills I need to survive.

Thank you all for being by my side through all of it.

I can promise every single one of you will never leave my heart.

(Excerpts from Katelyn's letter to staff)



Thank you all!!!

I'll miss you so, so, sooo much.

Love, Katelyn

SERVICE DATA



Service Outcomes are based on interRAI assessment tool used pre and post-treatment. These results spotlight our Family therapy program.

Due to the complexity of the cases, Vanier is observing more than one area impacted. Therefore, the treatment plans are targeted to the goals that will have the greatest impact on overall mental wellness.

FEEDBACK

What did we do well?

Themes: excellent listening, focus on issues, provide realistic solutions and coping strategies, respectful and friendly staff "I felt as though my feelings and thoughts were heard and evaluated. Gave lots of helpful ideas. Made us feel comfortable, very supportive, no judgment, adapted well to child's level. Address the concerns and allow the opportunity to explore those issues. Provided guidance and relevant services and resources perfect for what we are going through and helped make me feel capable of taking on new challenges with these tools."

What can we do better?

Themes: longer service, reduce wait time, do not shut down in-person sessions.

"Would love to have availability that is outside regular business hours as meeting times were difficult to arrange. Longer time with staff. It took months to get sessions. Understanding that COVID was a factor and in-person meetings should still be held specifically with children."

What did you learn from participating in the services at Vanier?

Themes: parenting techniques, coping strategies, communication skills, emotional expression, identifying issues before escalation. "I feel as though I am more prepared than I thought I was to deal with situations. Useful techniques and things to practice to help regulate our son's behaviour and emotions. New ways to explain what is being felt."

UTILIZATION STATS



2401

clients using our services



21 clients in live-in treatment







160 Talk-in Clinic - Clients

TOP 15 PRESENTING ISSUES

Anxiety	Aggression	Family Issues	Anger Management	School Behaviour Issues
Non-compliant Oppositional/Defiant	Relationship/ Attachment Issues	Attention Problems/ Hyperactivity	Diagnosed A.D.H.D	Self-Harm Statements/ Behaviour
Parental Mental Health Issues	Depression	Mood Swings	Peer Issues	Relationship/ Attachment Support

CLIENT SATISFACTION

Service helped child cope	88%
Service helped family get along	84%
Family learned new skills	94%
Reached goals	84%
Worked together to achieve goals	100%
Both strengths and problems were discussed	100%
Clients felt worker focused on their needs	94%
Client satisfaction with wait-time	33%
Client felt they were treated well	97%
Client felt they had a role in decision making	94%
Client felt culture was respected	94%
Clients felt service well coordinated	100%
Client connected to other services if needed	90%
Client would use service again/recommend	97%

CLIENT SATISFACTION BRIEF SERVICES

Session helpful in understanding issues	95%
Received helpful recommendations	96%
Better able to manage issues	83%
Staff respectful	100%
Family's culture, beliefs and feelings respected	99%
Better understanding community resources	84%
Will use service in future	97%
Have an increased sense of well-being after	91%
meeting with staff at Vanier	

CHARLOTTE'S STORY

Charlotte came to Vanier as she was struggling with anger issues. She participated in the Family Focused Therapy (FFT) program. The main goal was to develop emotional regulation skills that she could apply when angry, particularly at school.

The first four sessions involved building a solid therapeutic relationship with Charlotte and Henry, her grandfather, and gathering information about the presenting issues. Before session six, Henry reached out to the therapist to let her know that Charlotte was sent home from school for pushing and hitting her teacher. Henry, nor the teacher, understood what happened for Charlotte to become so upset. Due to this, the therapist received consent from Henry to contact Charlotte's school. A meeting was then set up with the therapist, Henry, Charlotte and the teacher. During the meeting, it became clear that different expectations were being placed on Charlotte at school and home. Henry stated that he did not like to use the word "no" because he did not want to upset his granddaughter. This came from a good place as Charlotte had lost a lot in her young life. She was placed with her grandfather because of her parents' addiction and mental health concerns, which interfered with them being able to care for Charlotte and her younger sisters.

Charlotte was used to getting what she wanted at home and was upset when this did not happen at school. The school would often say no to Charlotte as routine was important in the school environment. Following this meeting, Henry understood that to set Charlotte up for success, he needed to develop stricter boundaries and work with her on accepting "no." The teacher also understood that he needed to change his approach with Charlotte to achieve better outcomes.

The remaining FFT sessions consisted of going over different coping mechanisms for Charlotte, including deep breathing, developing a coping box of fidget toys, and using her words instead of her hands. Appropriate behaviour was also discussed and the importance of non-preferred activities. We spoke about the trauma for Charlotte of not living with her parents and ways for her grandfather to express his love and care to her. Charlotte has been having less difficulty at school, and Henry is now in contact with the school and reports that he is seeing improved behaviour.







LEAD AGENCY

Vanier is the Lead Agency for the London Middlesex Service Area and works at both the local and provincial levels to improve the Child and Youth Mental Health (CYMH) system.

London Middlesex Service Area Plan

Locally, the Core Services Leadership Council (CSLC) ensures system planning for London Middlesex. The CSLC hosted two virtual stakeholder workshops and funding reallocation discussions in April 2022. Feedback from these sessions was brought to Core Services Leadership Council for discussion and utilized to update the London Middlesex Service Area Plan. Based on the feedback from the stakeholder sessions, the Core Services Leadership Council created guiding principles that would be embedded into all the work.

The Service Area Plan guiding principles:

- Implementing a Quality Approach
- Ensuring Health Equity Focus
- Building Collaborative Relationships and Coordinated Services
- Supporting Health Human Resources

The Service Area Plan priorities are listed below with a commitment to action the first two priorities in 2022/23.

- 1. Live In treatment / Intensive and Specialized Services
- 2. Brief Services and Counselling/Therapy



LEAD AGENCY KEY ACCOMPLISHMENTS

1. Established Quality Committee

The Quality Committee was launched to advance the Service Area Plan priorities. Intensive Services are being reviewed to ensure the live-in treatment recommendations are incorporated.

2. Reviewed Live-In Treatment Programs & Services

The Quality Committee reviewed previous live-in treatment working group recommendations and started planning the implementation framework for licensed live-in treatment settings of the new provincial quality standards.

3. Reviewed Brief Services

The Quality Committee completed a current state review of brief services in London Middlesex. This data was used to work on the standardization of brief services.

NEW PROJECTS

• Innovative Initiatives Grant

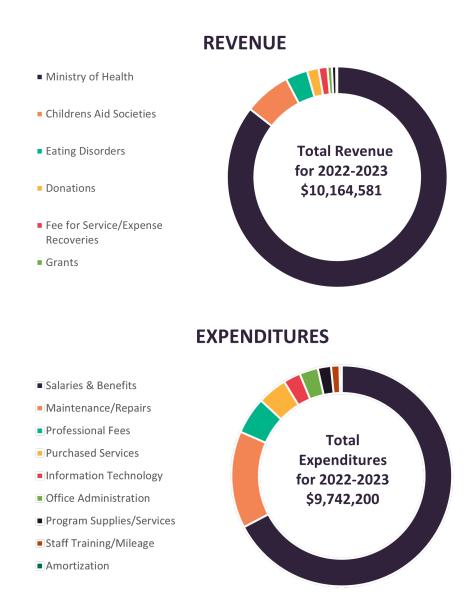
The Lead Agency was successful in obtaining an Innovative Initiatives grant from the Knowledge Institute for \$75,000 to support, evidence-based approaches to implement and evaluate culturally responsive children's mental health programs. Vanier, Humana, and Craigwood in partnership with the Muslim Resource Centre for Social Support and Integration (MRCSSI), will adopt a Cognitive Behaviour Therapy program. This program will be co-designed by experts from local Muslim communities and program attendees.

• Community Engagement Grant

The Lead Agency was successful in obtaining a Community Engagement grant from the Knowledge Institute for \$15,000 to address barriers in implementing the Quality Standard for Youth Engagement and the Quality Standard for Family Engagement. Vanier, Craigwood, and Humana will utilize this grant to support increased communication, including the creation of "parent voice" videos and embedding the client's voice.

REVENUE & EXPENDITURES

Year Ended March 31, 2023





^{*} Audited financial statements are available on our website

THANK YOU TO OUR DONORS AND FUNDERS

We accomplished so much this past year thanks to our generous and caring donors. Each and every donated dollar and gift-in-kind makes an impact on the children and families using our services. We received \$149,000 in cash donations which includes individual donors, businesses, estate donations, foundations, and service clubs. Sifton Family Foundation provided Vanier with funds to create a sensory room which will be an amazing addition. This project is underway and we look forward to the grand opening!

We had a successful holiday fundraising campaign where our donors provided funding for toys, books, clothing and gift cards to over 140 children and families.

We received donations of crocheted blankets, and hand made quilts that were given to children in our live-in program.

We were able to send children to camp, buy new sporting equipment and upgrade our playground.

We were successful in receiving grant money which allowed us to complete upgrades on our aging building.

Your donations have made an impact.

Each and every supporter has our sincere gratitude.

Thank you for all you do.









Knowledge Institute on Child and Youth
Mental Health and Addictions

Institut du savoir sur la santé mentale et les dépendances chez les enfants et les jeunes

The Edith & Donald Strupat Foundation







The May Court Club of London

THE ROAD TO OUR STRATEGIC PLAN 2023 -2027

Our new Strategic Plan 2023-2027 is a road map that defines Vanier's leadership role and the path forward in serving children and families who need mental health treatment and support.

The plan was co-designed through significant engagement and consultation with Vanier staff, clients and families, board members, and our community partners. We are truly grateful for the time, effort, and commitment dedicated to the co-creation of this plan to guide us on the road ahead.

- One on one interviews with Community Partner Organizations
 - 9 Board members completed an on-line survey
- 48 Staff members completed an on-line survey
- 30 Staff and clients participated in 3 focus groups

Engagement • Community Partners Children & Families Leadership Employees Board of Directors **Environmental Scan & Data Analysis** •Political landscape Ministry direction • Mental health needs of community •Service data, demands, priorities & trends Development of Themes & **Priorities** • Review feedback obtained during engagment phase · Creative process in collaboration with **Board of Directors** Draft Strategic Plan Approval by the Board of **Directors** Official Launch • June 2023 (6) • All materials printed in English and French **Next Steps** • Collaborate with leadership and staff to develop operational plan for the next fiscal year

Strategic Plan 2023-2027

Introducing Vanier's 2023-2027 Strategic Plan



MISSION

We deliver culturally responsive, accessible mental health services to children, youth and families while providing system leadership and advocating to improve care in our community.



VISION

A community that cares, supports and transforms the lives of children and families.



VALUES

- Compassion
- Belonging
- Advocacy
- Trust
- Innovation
- Excellence

OUR FOUNDATIONAL DRIVERS

STRATEGIC DIRECTIONS



Child & Family-Centred Care

Optimizing outcomes by listening to and honouring the perspectives and choices of the child and family.

GOAL: Improving mental wellness through child and family-centred care by co-creating care plans, strengthening coordinated access to services, and empowering with the knowledge to sustain positive outcomes in the community.



Collaborative System Leaders

Growing stronger together as system leaders in children's mental wellness through improved collaboration with community partners and advocating for programming that meets the evolving and emergent needs of children, youth, and families.

GOAL: Evolving as system leaders in children, youth, and family mental wellness through improved collaboration with community partners and analyzing service area needs to improve the client experience.



Equity, Diversity, Inclusion, and Belonging

Building a foundation of diversity, equity, inclusion, and belonging by implementing anti-racism, decolonization, and anti-oppression practices, through our programs and services, and enhancing community outreach to ensure equitable access to care for everyone.

GOAL: Implement EDIB framework, while facilitating knowledge and capacity for an equitable and inclusive workplace that fosters community engagement to action the co-creation of an accessible care system for everyone.



Employee Engagement

Engaging our employees with internal initiatives, continued education and training, and EDIB strategies that create an inclusive, supportive, and rewarding culture.

GOAL: Leading a culture through engagement, transparency, and two-way communication that fosters a sense of belonging, positive outcomes, and staff experiences.

QUALITY

Vanier is committed to quality improvement and utilizes improvement frameworks such as the IHI Quadruple Aim with a focus on improving client and staff experience, sustainable care costs, and population health. Vanier monitor's quality through the balanced scorecard, Quality Improvement Plan, and program quality reports.

PROGRESS REPORT

Quality Improvement Plan

Vanier continued to make improvements to their Quality Improvement Plan (QIP) with three areas of focus:

- Improving client experience, and outcomes and reducing wait times for Family Therapy,
- Improving quality outcomes and client experience for Live-in Intensive Services
- Improving Joy at Work and fostering a positive workplace culture

2022-2023 Highlights of Achievements



Significant decrease in the average wait time for Brief Therapy Services, with a reduction from 130 waiting days in the fiscal year 2021/2022 to 69 days in 2022/2023.



Average wait time for Counselling and Therapy decreased to 255 days per client in the fiscal year 2022/2023, from 276 days in 2021/2022.

Launch of Greenspace - Measurement-Based Care

Vanier has launched Greenspace which is a third-party platform that supports the completion of client assessments and includes client input to measure functional competencies, clinical needs, as well as client satisfaction, and therapeutic alliance. Greenspace will improve clinical decision-making, client feedback, and tracking of clinical outcomes.

New Client Information Portal

Vanier implemented a new client information portal. This will allow clinicians to share personal health information (for example, assessment and treatment reports) with clients, and clients will have direct access and the ability to view their health records through a secure portal.

QUALITY

Helping Other Parents Excel (HOPE) Program

In 2022, the HOPE Coordinator developed a Client, Family, and Caregiver Engagement Plan. One of the first priorities of the plan was the creation of a Client, Family, Advisory Panel to provide ongoing opportunities for the client voice and to co-create authentic client engagement opportunities. The panel has been launched and recruitment is ongoing.

Equity, Diversity, Inclusiveness, and Belonging (EDIB)

Vanier made a commitment to EDIB which has become a key priority within our new strategic plan. In the coming years, we will continue to build upon the foundation continuing to advance EDIB for staff, children, and families who use our services. Vanier is a proud member of the French Language Services Alliance, French Mental Health and Addictions System Network Table, and the Francophone Community Hub (Accès Franco-Santé London).

Tele-Mental Health Services (TMHS) Western Hub

2022 was a successful year for the Tele-Mental Health Services program. Demand for services was strong and client visits remained high. To build the THMS team's knowledge of equity, diversity, inclusion, and belonging, training sessions were delivered on Indigenous Cultural Safety and Rainbow Health Training for the LGBTQ2+ population.



VANIER STAFF

Many staff celebrated over the past year with astonishing numbers for years of service! Three decades or more for some individuals. Thank you for your outstanding dedication and commitment to Vanier, and the children and families you support. We could not do it without you.

Years of Service

Andrew Dunn
Ashley Fisher
Diane Garrett

Mike Newton
Kara Rayner
Laura O'Brien Fargnoli

25 Wendy Csinos

Annette Riley
Rose James
Diana Chupa
Tina Gowing

Marion Whitfield



Alone, we can do so little, together we can do so much. - Helen Keller

CLIENT VOICE

Client Satisfaction Ouestionnaire Feedback

"The staff I spoke to was incredibly kind, down to earth, and patient. He made me as a mother, feel heard and helped me to receive help for my daughter as quick as possible."

"I felt heard, understood, and reassured. It was a very welcoming environment!"

"Positive experience and felt like we gained some tools to deal with our situation."

Client feedback from Circle of Security participants

"I was seriously struggling in how to respond to my children's behaviour. I know I didn't have any answers and needed help."

"The group was amazing. Thank you so much for this opportunity. I'm a better parent and I have confidence that my daughter and i will have a stronger, closer relationship. Before this, I couldn't see this happen."

"Amazing group and leaders. I see the circle everywhere now. Thank you."

Client Testimonial - Full Therapy

"Her heart is in her work. She was approachable, checked in if I understood, was highlighting positives, gave examples, was a huge support, she went above and beyond.

"This was such a positive experience for me."

"I always looked forward to coming and felt less stress when I left."





OUR 2022 - 2023 BOARD OF DIRECTORS

Vanier Children's Mental Wellness is governed by a volunteer Board of Directors who follow best practices for board governance, and provide broad strategic oversight to ensure that all of our resources are used in pursuit of the organization's mission and mandate.

Sally Zandri Chair

Meredith McEwan Co Vice-Chair

Tara Sanders Co Vice-Chair

Jesse Francis Treasurer

Paul Levac Treasurer Zoe Ritchie Board Member

Krista Vogt Board Member

Greg Lavoie Board Member Bayly Guslits Board Member

Marian Peres Toledo Board Member

Ela Smith Board Member









VANIER.COM | 871 TRAFALGAR STREET., LONDON ON CANADA

TANDEM 519.433-0334 VANIER 519.433.3101