



Building Blocks

ACCREDITATION

A REVIEW BY CHILDREN'S MENTAL HEALTH ONTARIO

This October, Child & Youth Wellness Centre of Leeds & Grenville will be embarking on its third consecutive Accreditation Review.

Accreditation is a process involving the setting of standards and then verifying that those standards have been attained. Standards are the foundation of any accreditation program. Unlike licensing, which measures compliance with minimum standards, accreditation emphasizes challenging standards which define high quality services and performance.

Children's Mental Health Ontario developed its standards through a process of extensive consultation that was supported by the Ontario Trillium Foundation. As a result the standards reflect a broad consensus of the knowledge and experience about effective practices in children's mental health services across Ontario.

The accreditation standards address the four major aspects of centre operation: programming, staffing, managing and governing. Child & Youth Wellness Centre of Leeds & Grenville must have a quality assurance and client feedback mechanism to ensure that the quality of service is monitored continuously. We must also meet the relevant licensing and regulatory requirements.

There is a two-step verification process involving both internal and external evaluation. The internal review is called the self-study process and the independent verification that the standards are met is called the site review.

During the site review a team of children's mental health experts visits our agency to verify that the standards have been achieved. The review lasts at least two days. The actual length of time and number of reviewers varies according to the size of the centre, its volume of services, and the location of its programs.

All aspects of the centre's operation are reviewed carefully, especially programs, services and practices. The site review team concentrates on interviews with board members, managers and staff; audits client files; attends community case conferences; and, surveys community partners.

The Children's Mental Health Ontario accreditation committee considers the site review report, the centre's reply to the report, and supporting materials. The accreditation committee submits its recommendation to Children's Mental Health Ontario's board of directors, which makes the actual award.

We're pleased to be participating in a process that promotes continuous learning and while ensuring our families and children receive the best care and counselling services possible. Content for this article is in part from www.kidsmentalhealth.ca.

TRIPLE P POSITIVE PARENTING PROGRAM Parent Information Sessions

Oct 1st Gananoque
(evening workshops)

Oct 6th Brockville
(evening workshops)

Nov 2nd Kemptville
(morning workshops)

Nov 17th Prescott
(afternoon workshops)

For more information or to register,
call us at 613.498.4844.

CYWC BOARD OF DIRECTORS 2009 - 2010

Christine Kivi, Chair
Garry Green, Treasurer
Barb Lunman, Vice Chair
Sharon Jordan
David Keenleyside
Kai Liu
Paul Mantha
Christine Milks
Barbara Patrick
Joan Thomas

Our sincerest appreciation goes to our volunteer board members for their dedication and expertise which they generously give to our agency.

MISSION STATEMENT

Child & Youth Wellness Centre is the recognized children's mental health agency in Leeds and Grenville. We are solely committed to building mentally healthy children, youth and families through the delivery of proven, innovative programs and services.

CYWC's ACCREDITATION CELEBRATION

On Friday, October 16th, please join us between 2:00 p.m. and 4:00 p.m. as we celebrate the anticipated completion of CYWC's 3rd successful Accreditation Review.

More details will follow as the date approaches.

For more information or to RSVP, please contact Renee Berlasso at 613.498.4844 ext. 3025.

CYWC VOLUNTEER SPOTLIGHT

Barb Lunman, Past Principal of Toniata School in Brockville, has been providing education services to our community for over 32 years. Barb is warm and personable. Her pleasant disposition naturally makes her no stranger to philanthropic gestures and volunteering. Currently, she serves as a member of the Brockville Women's Network; Grannies in Africa; and, has served on the Board of Child & Youth Wellness Centre of Leeds & Grenville for over seven years. Barb's accomplishments extend even further as she has shared her personal experiences with the community on her recent adventure of a 33 day pilgrimage along the Camino de Santiago in northern Spain. Way to go, Barb!

On behalf of all of the people that Barb has touched in her volunteer career, we would like to let her know how appreciative we are and offer a big THANKS for her consideration and generosity.

The Management and Staff of Child & Youth Wellness Centre of Leeds & Grenville.

ANGELS AMONG US FUNDRAISING CAMPAIGN

CYWC would not be able to offer the variety of programs and services without the kind contribution from our generous supporters.

- | | |
|------------------------------|--------------------|
| Anonymous Friends | Christine Kivi |
| ROYAL LEPAGE - Sharon Jordan | Tony Verheul |
| BROCKVILLE POLICE | Joyce Begley |
| Dr. C & Mary Mansworth | Kelly Healy |
| Dr. Jay & Donna Bhatt | Isabel Cameron |
| ATHENS LIONS CLUB | Sue & John Giff |
| CANARM | Ron Smith |
| Linda Sawyer | Debra Mccord |
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| Brenda McConnell | Sandra Fox |
| Melissa & Jeff Patry | Carol Healy |
| Ted Prothero | St. Paul's Church |

Thank you to all of our friends and corporate sponsors.



CYWC COMMUNITY PARTNER SURVEY RESULTS



Each year, Child & Youth Wellness Centre requests feedback from our community partners, agencies and professionals who access our services on behalf of their clients and families. This year, the survey was circulated and feedback was collected on line (with a hard copy option). We had a 28% increase in responses over last year. We received responses from various sectors including health services, developmental services, schools, child care services, child welfare, libraries, police, and other social services.

Respondents were asked to indicate how familiar they were with CYWC services. We posed a series of statements ranging from their working relationship with CYWC to comments on what works well and what improvements could be made.

Almost all respondents were familiar with CYWC services. They indicated they would refer families to CYWC in the future and see us providing child and youth mental health prevention services. There was an increase in the knowledge of the types of clients we see and in the amount of agencies who indicated they were provided with written descriptions of our programs and services.

Comments received spoke of the value towards our 'professional and knowledgeable staff', 'partnerships with other agencies', and the 'range of services available'. Respondents were asked to list any problems, gaps or weaknesses to be addressed in the services and an overwhelming 38% believe a lack of funding and/or more resources is required to deal with the high client demand.

In summary, our community partners are aware of services provided by CYWC and are fairly satisfied with many of them. They note strengths in a wide variety of programs, our leadership and partnering in children's mental health, our knowledgeable staff, and greater staff support and consistency across sites and programs in United Counties.

On behalf of CYWC, we thank all of our community partners for their time and thoughts in providing their feedback. We appreciate your comments and look forward to incorporating these comments into our service delivery, and working together to better serve the children and youth in Leeds and Grenville.

Dr. Susan E. Meyers, Clinical Director

● WALK IN CLINIC - Brockville ●

every WEDNESDAY from 5:30 p.m. - 7:30 p.m.

CALL US ANYTIME
DAYTIME OR EVENINGS

Monday & Wednesday 8:30 a.m. - 7:30 p.m.
Tuesday, Thursday, Friday 8:30 a.m. - 4:30 p.m.

If you wish to refer your child or yourself, or would like information around a children's mental health concern, please call us at 613.498.4844 or 1-800-809-2494 and speak to our friendly staff in Intake Services.



CHILDREN'S & YOUTH'S MENTAL HEALTH WEEK - MAY 2ND - 9TH

"One in five children and youth in Ontario struggles with his or her mental health."

www.kidsmentalhealth.ca

This past Children's and Youth's Mental Health Week touched over 20,000 families and professionals throughout Leeds and Grenville.

In addition to showcasing the programs and services offered at Child & Youth Wellness Centre of Leeds & Grenville on the 'Tuesday's in May with Bruce Wylie's 104.9 JR FM', the Mayors and Reeves of our counties officially proclaimed support for our cause.

As part of our Board of Director's Advocacy efforts, we prepared information packages for staff to use as a tool to discuss with parents, caregivers and professionals, the work we do regularly and the impact our services have on families and children. As well, we assembled a post card mailing that reached over 1,000 families living in our rural areas who may not have known about our services.

Lastly, the Chair of our Board of Directors, Christine Kivi, and Yves Sincennes coordinated activities at Academie Catholique Ange-Gabriel for students to exemplify that 1 in 5 children and youth suffer from mental health issues. The day included interactive presentations, awareness material, prizes and balloons!



YOU SPOKE... ...WE LISTENED.

YOU SPOKE:

HOW DOES YOUR AGENCY SUPPORT YOUTH IN THE JUSTICE SYSTEM?

WE LISTENED:

In 2006, our agency developed and implemented the Youth Court Liasion initiative. CYWC provides a mental health worker to attend each youth court session in Brockville. The staff member is available to young people, families, and lawyers by providing advice, suggesting resources, and most of all, ensuring that clients get 'the right treatment' and the help they need right away. This service is FREE.

Stay tuned... Our next edition of Building Blocks will feature more about this important service.

THE IMPACT OF SEPARATION & DIVORCE

A one time workshop for adults designed to provide information on the emotional and legal implications of separation and divorce that impact your family. Topics include the emotional stages of separation/divorce, how children are affected by separation or divorce, and what you should know about parenting after your separation or divorce. Family Court resources are provided.

CALL US FOR THE DATE OF OUR NEXT SESSIONS

PRESENTED BY: Derek Atkinson, Community Counsellor, Child & Youth Wellness Centre & Keith Fraser, Mediator & Coordinator, Family Law Information Centre

St. Lawrence College, Brockville Campus
T.R.Leger, Room 306 between 6:00 p.m. - 9:00 p.m.
To register, please call (613) 341-2800, ext. 2295.

TELEPSYCHIATRY SERVICES

Tele-Psychiatry is leading the way for rural areas to access professional expertise from around the province. Our agency was selected as a site to offer our community, including health centres, the ability to access specialized psychiatry services throughout Ontario.

There is NO COST for this service.

CALL US to find out how your clients can benefit from TelePsychiatry. Referrals from doctors, social workers, child welfare, and community agencies are accepted.

We'll provide you with an overview of the program, resources, and arrange a visit to our agency for a brief orientation to the service. Please contact us at 613.498.4844.

ITTM INTERGENERATIONAL TRAUMA TREATMENT MODEL

The Trauma Treatment Program consists of three parts. The first phase (Phase A) is presented as a six week, educational, group workshop by a trained professional. We are offering Phase A groups throughout Leeds and Grenville.

NEXT SESSIONS:

Fall groups begin in Sept. to Dec. in Prescott, Kemptville, Brockville, Gananoque and Portland/Elgin.

Daytime and evening groups available.

For more information on these groups, call us at 613.498.4844.