



WORKING TOGETHER

2023 - 2024

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2023-2024

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Director of Finance

Cover Photograph: Woodview's LIFE program
tours The Weather Network.

OUR MESSAGE TO THE COMMUNITY

It has been another remarkable year at Woodview, and I'm excited to share a few of our achievements with you.

In this annual report, you will see highlights from the past year, community updates, and information on our programs and services.

We invite you to watch Our Message to the Community from your computer or mobile device. We hope you enjoy listening and learning about the changes happening at Woodview! Please use the QR code to watch now, or click the link below.

Flora Ennis

Dwain Burns



Flora Ennis
Executive Director



Dwain Burns
Chair, Board of Directors

Thank you!

Woodview extends a huge thank you to Dwain Burns as he announces his retirement from the Woodview Board effective September 2024. Dwain served on the Board of Directors for seven years, including two years as Board Chair.

Dwain, on behalf of the Board and all of us at Woodview, we cannot thank you enough for your time and outstanding contributions to Woodview!

STRATEGIC PLAN 2022-2025

Woodview continues to implement its 2022-25 Strategic Plan with priorities that have guided our work over the past two years. Some of our key accomplishments in Year 2 included:

Integrate Client Voice Throughout Woodview

- Woodview is committed to engaging with youth and families to create meaningful change services in our communities. We believe in being equal partners in the co-creation of programs and services. A series of Community Town Halls were hosted to hear from clients and families on their experiences, recommendations, and to continue to build strong, inclusive connections with our communities.
- Woodview worked closely with our community partners, core service providers, local committees, and children, youth, and families to develop our [2024-25 Priorities Roadmap](#) for the Brantford / Brant region. The plan guides the work of the community in ensuring children, youth, and families can access the support they need, when they need it.

Enhance Financial Health

- Woodview secured one-time funding to support minor capital projects, program expenses, and training for staff to better serve our clients and families.
- \$63,600 in grant funding was secured in the 2023-24 fiscal year, supporting various programming and engagement initiatives.

Develop and Adapt New, Agile Ways of Doing Business

- Thank you to Capitalize for Kids and Accenture for their outstanding work in co-developing new tools that continue to support our fee-for-service programs in strategic planning, evaluating staffing efficiencies, and predicting service demand.
- Grant funding from the Knowledge Institute on Child and Youth Mental Health's Quest program supported a quality improvement project on improving access to services in Brantford. Agile and lean principles were used to make improvements to our intake processes, leading to streamlined communication with clients and families and a simpler referral process.



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



CONTINUOUS QUALITY IMPROVEMENT PROGRAM

STRATEGIC PLAN 2022-2025

Strengthen Equity, Diversity, and Inclusion

- Equity, diversity, and inclusion are core values for Woodview. In 2023, we completed a comprehensive strengths and opportunities exercise. As a result of the review, strategic priorities were refreshed with a new workplan and re-focused key results that align with our community priorities and are reflective of staff feedback.
- Woodview is committed to an inclusive workplace. A policy audit was conducted, with updates made to ensure gender-neutral language is used consistently in all staff policies.
- Accessibility continues to be a key area of focus in our pursuit of strengthening equity, diversity, and inclusion. In 2024, Woodview's Multi-Year Accessibility Plan was refreshed with new goals that support equal opportunity and initiatives to prevent and remove barriers.

Promote a Positive Work Environment

- Psychological health and safety is an important priority to Woodview. Leadership participated in a pilot project led by the Canadian Mental Health Association that analyzed results of an all staff survey. Results of the survey led to a focus group of staff and managers who reviewed successes, challenges, and priority areas. Improvement ideas are being embedded at all levels of the organization to foster a psychologically safe and inclusive workplace for all.
- An annual Walking Challenge inspires staff to get moving, stay active, and focus on our health and wellness. In 2024, over 100 staff joined walking challenge teams, competing for weekly prizes. Special thanks to our staff leaders who organize this fun and engaging annual event!



 woodview.ca/aoda-plan

RIGHT CARE, RIGHT TIME, RIGHT PLACE

Brantford, We're Here for You

Woodview's goal is to ensure children, youth and families are getting the right mental health care at the right time, and in the right place. If your child or youth are under 18, you can connect with Woodview directly by phone, text, email or through our website.

In alignment with the Province's [Roadmap to Wellness](#), Woodview has created a clear path to access child and youth mental health services in Brantford-Brant.

Our approach builds on strengths, and focuses on skill-building, coping strategies, relationships, independence, and resilience!

Wondering where to begin? Contact us directly! We'll book you a Choice appointment to talk about what you want and need.

We offer a variety of services to support you and your loved one:

- counselling and outreach services
- caregiver support and engagement
- youth hub
- autism services
- community education and training

Call 519-752-5308 and press '0'

Text 226-920-4472

Email general@woodview.ca

Web woodview.ca/brantford-mental-health

Locations

- 📍 643 Park Road North (Main Office)
- 📍 Harmony Square, #106-107 (Youth Hub)
- 📍 + additional community spaces



PROGRAM HIGHLIGHTS

Halton Autism Skills Groups

Skills groups are offered in small ratios, using Applied Behavioural Analysis (ABA) principles and evidence-based strategies. Skills groups feature a variety of themes such as developing executive functions skills, engaging in personal independence, and learning to engage in functional play with peers including turn-taking, requesting, sharing, and more.

Skills groups help to further develop children's communication and daily living skills by learning and practicing through fun and exciting activities each week.

Learn more about upcoming groups at: woodview.ca/halton-autism-social-skills-groups/



Woodview in the Square

Woodview in the Square is a made-in-Brant solution to providing access to integrated services in Branford/Brant. Inspired by the Youth Wellness Hub Ontario model, *Woodview in the Square* offers a youth-friendly and safe space to access mental health and substance use support, primary care, education, employment, housing, and other essential services.

Woodview in the Square operates through strategic partnerships offering integrated services that address the holistic well-being of young people.

Learn more at: woodview.ca/woodviewinthesquare



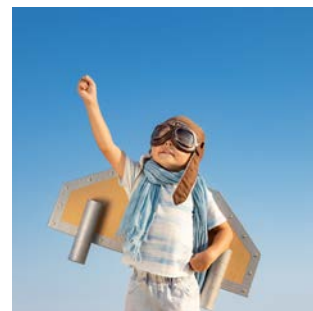
Artist: @biancagabrielle.paints

Respite Services

Raising a child or youth with mental health needs can be challenging, and it can be exhausting for families. Sometimes parents and caregivers just need a break. That is exactly what the Respite Program is about. In fact, the word respite means relief.

Woodview's Respite Services provide a chance for the child and parents to have some space apart "to reflect and recharge". This temporary relief can help support the well-being of the entire family, tailored to the individual needs of each child or youth and their family.

Learn more at: woodview.ca/respite



COMMITMENT TO INDIVIDUALS AND FAMILIES

Our Service Principles



We believe that all individuals are capable of **growth and change**.



We employ a **strength-based approach** to service that identifies individual strengths and competencies, and supports individuals and families to use and build on them.



We believe that every individual and family has the **right to feel valued**, accepted, and celebrated, and to be treated with respect and dignity.



We are **committed to human rights** including the safety, security, health and well being of all individuals and families.



We recognize and respect the cultural, language and religious beliefs and values of every person who is engaged in our services.



We believe in **empowering individuals and families** to be engaged in collaborative decision-making regarding their services and supports based on individual needs, goals, and choice.



We are **dedicated to providing strategies and supports** that are centered around the unique needs and preferences of all individuals and families.



We believe that individuals and families have the right to:

- Open communication with the opportunity to provide continuous feedback on the services received
- Transparency regarding service effectiveness
- The opportunity to collaborate on the design and delivery of services and supports



We are committed to providing services that are:

- Accessible, flexible and responsive to changing needs, perspectives and practices
- Designed within the holistic context of an individual's family, friends, and larger community, as well as social, cultural, and spiritual aspects
- Based upon best practices, professional ethics and standards, and ongoing continuous improvement
- Connected with community supports and services

LEAD AGENCY MULTI-YEAR PLAN

Roadmap to Wellness is Ontario's new plan for the mental health and addictions system. The plan ensures that children, youth, and families are able to access high-quality mental health services, where and when they need them. The plan is focused on improving quality, expanding existing services, implementing innovative solutions, and improving access.

As the Lead Agency for Brant, Woodview is responsible for ensuring that core community-based child and youth mental health services are available in every service area. We continue to work with community partners, core service providers, and committees so young people get the support they need.

Priorities Roadmap 2024 - 2025

Developed in collaboration with youth, families, core service providers, community service providers and Woodview:

Core Service Priorities

Increase supports to intensive / complex services while ensuring access to respite support is also available.

Transitional Aged Youth (TAY) services and supports for youth with concurrent disorders.

Continuous Improvement and measuring efficiencies across core services.

Community Service Priorities

Increase collaboration with service partners to increase service accessibility.

Increase in collaborative mental health services and service promotion.

Align all work being done with the Brantford Brant Norfolk Ontario Health Team.



START

COMMUNITY AWARDS



Community Votes Brantford

Woodview won Bronze in the [Brantford Community Votes 2024](#), Non-Profit category!

Community Votes Brantford focuses on community-driven recognition of local businesses, recognizing the outstanding businesses and services that make our lives that much better each day. Thank you to the Brantford community for voting for Woodview!



Burlington Chamber of Commerce Business Excellence Awards

The Chamber of Commerce Burlington announced the Finalists for the [2024 Business Excellence Awards](#). Woodview was named a Finalist in the Not-for-Profit award Category in recognition of our achievements in fostering a lean, agile, and innovative agency. We were honoured to be nominated alongside local community partners.



Charity Village Awards

Woodview was nominated and was a finalist for a [Charity Village Award](#) in the category "Best Nonprofit Employer – Diversity, Equity and Inclusion". We were grateful to be nominated in recognition of going above and beyond in our workplace initiatives to advancing diversity, equity, and inclusion.

COMMUNITY PARTNERSHIPS

The New Mentality

Woodview believes in empowering all youth as valued partners in addressing and making decisions about issues that affect them personally and/or that they believe to be important.

The New Mentality (TNM) is a program of Children's Mental Health Ontario. Woodview is proud to collaborate with TNM to provide opportunities and support for youth to play a meaningful, ongoing, and sustainable role in promoting mental health and reducing the stigma.

Woodview facilitates youth engagement through two local groups: Fortitude Youth Initiative (Brantford) and Youth Force (Halton). Youth groups focus on creating leadership skills, raising awareness, and facilitating positive relationships. Learn more at: woodview.ca/youth-engagement



Empowered Kids Ontario

Woodview is a proud new member of Empowered Kids Ontario (EKO)! EKO is a dynamic organization representing Ontario's child development sector, providing clinical treatment and support for kids with disabilities and developmental differences. Expanding membership strengthens the voice of Ontario's child development sector.

Flora Ennis shared, *"Empowering children and families to thrive is at the heart of everything we do. Joining EKO opens up exciting opportunities to enhance our collective impact on child development and children's health."*



Local Chambers of Commerce

Woodview is grateful for our membership on seven local Chambers of Commerce. Membership has allowed us to share important information about our programs and services, network, learn from and engage with local businesses, and participate in [business excellence awards](#). These connections help us build our agency to be able to provide the best possible services to our clients and families.



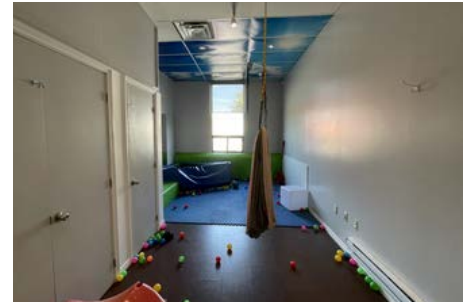
SENSORY ROOM REVITALIZATION

Revitalizing Our Essential Sensory Room

In late 2023, Woodview began planning for the transformation of our essential sensory room into a dream space for the over 80 learners who use it monthly!

This space is used on a regular basis by children and youth with autism ages 2 to 17 years from Woodview programs. The sensory room plays a key role in supporting their development and provides a safe and therapeutic environment for them to explore and engage with their senses.

Over time, the sensory room has experienced wear and tear, and was in desperate need of upgrades.



Before

Benefits of Sensory Equipment

Staff and autism specialists identified a wish list of equipment for the ages and developmental needs of the children and youth that we serve, including:

- **Abstract Tactile Panel:** To offer tactile stimulation and engagement
- **Tear Drop Swing:** To provide a soothing experience with a gentle, repetitive swaying motion
- **Calming Sensory Kit:** To help children self-regulate with a variety of sensory tools
- **Laser Stars Projector:** To create an engaging, calming visual experience
- **Squish Chair:** To provide tactile (touch) input and comfort
- **Mirror Ball:** To stimulate visual tracking and engagement
- **Thera-Band Wobble Board:** To support balance and motor skills development
- **Large Soft Rocker:** To offer a comfortable, calming seating option

Staff set an ambitious fundraising goal of \$22,000 for the revitalization of the sensory room. Thanks to our wonderful community donors, we reached our campaign goal to purchase the new sensory room equipment!



Design Concept

SENSORY ROOM REVITALIZATION

Community Group Rallies for Woodview

Woodview was showered with an outpouring of love and support from local heroes, the amazing local group Burlington Helping Burlington!

In just one week, Burlington Helping Burlington mobilized their forces, reaching out to local businesses to rally together and make a generous donation of \$5,200 towards our [Sensory Room Project](#)! They heard about our fundraising gap and didn't just step in; they sprinted in!

With their incredible effort, Burlington Helping Burlington not only filled the gap but exceeded expectations by gifting us the exact amount needed to reach our fundraising goal of \$22,000!

We're overwhelmed with gratitude for the kindness, generosity, and community spirit shown by Burlington Helping Burlington.

Special shout-out to Julie Neal of Burlington Helping Burlington, whose dedication and passion were the driving forces behind this special moment.



Thank You!

A huge THANK YOU to all of our community donors and grant funders for helping us reach our fundraising goal of \$22,000. Your support is a beacon of hope and a testament to the incredible power of community coming together.

Thank you for driving positive change and for proving that together, we can achieve remarkable feats of compassion and community support.



EVENT HIGHLIGHTS

Brantford Villages Festival

On July 7, 2023, Nicki Straza, Youth and Family Engagement Lead, and Theresa Vidal, EDI Coordinator, had an amazing time representing Woodview at the Brantford International Villages Festival, a four-day event celebrating culture and heritage since 1974. The festival features cultural entertainment including music, dancing, unique cuisine and beverages plus cultural displays of costumes and history.

Woodview is committed to making connections and learning from our diverse communities!



Disable the Label Leadership Retreat

Congrats to the Fortitude Youth Initiative engagement group who joined young people from all over the province for the Disable the Label youth leadership retreat on October 10, 2023! It was their first in-person DTL since 2019.

Congrats to the whole group, including both youth and adult allies, for their great work!



Paint Day

A huge thank you to our friends at [Rotary Burlington North](#) and [Burlington Helping Burlington](#) for joining forces for our 2024 Paint Day! On February 10, 2024, volunteers came together to revitalize our Head Office therapy rooms and classrooms.

Thank you Luca Rago, Owner of [Burlington Paint](#), for generously donating the paint for the day. Shout-out to Wil Ngan of the [Rotary Burlington North](#) who went above and beyond in coordinating volunteers and all the details for the big day.



EVENT HIGHLIGHTS



Culture Fest

Thank you to everyone who made Culture Fest such a fun day! Fortitude Youth Initiative leaders were extraordinary in their attitude, work ethic and commitment to leading this project celebrating cultural diversity. 🌞

On July 16, 2024, youth had fun at Culture Fest sharing about Latin American, Indigenous, Pride, and Scottish cultures and enjoyed learning, dancing and creating!



Family Fall Fair

There was another incredible turnout at our 2023 Family Fall Fair held on October 12, 2023. It was a heartwarming day filled with laughter, connection, and fun. Over 200 families, staff, board members, and community members joined Woodview making the event truly special. Attendees had a blast at the petting zoo, bouncy castle, and indulging in popcorn, burgers, and hot dogs – the smiles were priceless!

A huge thank you to all of the participants who joined us, and our donors, community supporters, staff, and volunteers who made this event a resounding success.



Minister Parsa & MPP Natalie Pierre Visit Woodview

On June 12, 2023, Woodview was delighted to welcome Ontario's Minister of Children, Community and Social Services [Michael Parsa](#) and MPP for Burlington [Natalie Pierre](#) to learn more about the services we deliver, and to hear directly from families on their experiences.

Thank you Minister Parsa and MPP Natalie Pierre for visiting and for wanting to learn more deeply about our organization, and a heartfelt thanks to the families who shared their stories.

DONOR HIGHLIGHTS

Burlington Dads

Our deepest thanks to the amazing Burlington Dads group for their generous donation of \$13,000 to Woodview's Youth Overcoming Depression and Anxiety (YODA) program. This incredible donation was the result of their annual fundraising golf tournament, and we are over the moon to be one of their selected charities! Thank you, Burlington Dads! Your kindness and dedication to making a difference is truly inspiring.



The Greens at Renton Community Day

Thank you to The Greens At Renton Golf Course for organizing an amazing Community Day Fundraiser to support local charities! Woodview is so honoured to have been invited to participate in the first annual event.

Thank you to all the golfers, sponsors, participating charities and Woodview volunteers who made this day possible!



Knights of Columbus Charity Breakfast

On February 4th, our community came together in huge numbers, raising a jaw-dropping total of \$3,200 at the All-You-Can-Eat Charity Breakfast!

A huge shoutout to the Knights of Columbus Brantford Council 1679 for their unwavering support, and to the Woodview staff and youth clients who served up the delicious breakfast! This incredible show of community spirit has fueled our Brantford Adolescent Day Treatment's summer programming.



GIVE THE GIFT OF HOPE

Strengthening Lives

You can make a difference! Your donation helps provide life-changing programs to children, youth, and families struggling with mental health challenges and individuals of all ages living with autism in Brant, Halton, and Hamilton.

Your support makes a world of difference, and we thank you for helping us make a positive impact in the lives of the children, youth, adults, and families that we serve.

Your Impact

By supporting Woodview, you are directly contributing to the success of our programs and services. Your generosity enables our programs to continue their vital work, empowering individuals with the tools they need to navigate life's challenges and embrace a future of independence and fulfillment.

Together, we can create a world where individuals of all abilities are empowered to reach their fullest potential and lead lives rich in purpose and joy.

Make a Difference

At Woodview, we're grateful for every donation.

Please give the gift of hope by making a one-time or monthly tax-deductible donation to Woodview Mental Health and Autism Services today. Together, we can strengthen lives!

Donate Now

Visit woodview.ca/donate to make a tax-deductible donation, or scan the QR code below.



SCAN ME



As a registered charity under the Income Tax Act (Charitable Business Registration number: BN 119303923RR0001), we offer official charitable donation receipts. These receipts can be used to claim a non-refundable tax credit on your income tax return, making your generosity go even further.

CAREERS AT WOODVIEW

Commitment to an Equitable Workplace

As part of our ongoing commitment to Strengthening Equity, Diversity, and Inclusion, Woodview is focused on equitable recruitment, retention and onboarding of staff, students, and volunteers.

In April 2023, a group of staff co-developed equitable recruitment principles that inform an inclusive process for attracting, retaining, and developing diverse talent, that are embedded into practice at all levels of our organization.

- We intentionally seek out a wide range of qualities and perspectives from a diverse group of candidates.
- We ensure a fair and equitable recruitment process that respects, celebrates, and values differences.
- We believe in providing an equitable onboarding process that ensures the success of the candidate. We strive to provide a positive and safe environment with access to regular learning opportunities to encourage the continuous growth of all staff.
- We nurture a supportive and inclusive workplace culture where everyone has a voice, feels valued, and has a sense of belonging.
- We are committed to continuous growth and development and breaking biases in the workplace for all staff.
- We are committed to listening, validating, acknowledging, and learning. We are mindful of areas that need improvement and are committed to continuous improvement and learning.



Woodview's Brantford team celebrates Pride Season with a colourful burst of vibrant t-shirts.

CAREERS AT WOODVIEW

Celebrating Outstanding Staff

Woodview takes every opportunity to celebrate its outstanding, hardworking, and talented staff. A Staff Appreciation Day is held annually to recognize and give back to our incredible staff.

In 2023, Woodview doubled its service recognition award value, and created more opportunities for staff to celebrate by recognizing cumulative years of service.



Woodview staff celebrate Staff Appreciation Day 2024

Congratulations, Cathy!

Woodview celebrates milestone service awards, recognizing staff at 5, 10, 15, 20, and 25+ years of service.



In 2024, Woodview had the pleasure of recognizing Cathy Stefanelli for 40 years of dedicated service.

Cathy, your unwavering support and dedication to the clients and families you serve has been instrumental to the success of our programs and services. Woodview would not be Woodview without you!

Congratulations on 40 years of service! ❤️



Join our Team

We are a team of over 200 staff, students, and volunteers committed to going above and beyond to engage individuals and families by providing high quality mental health and autism services and supports that inspires hope and strengthens lives.

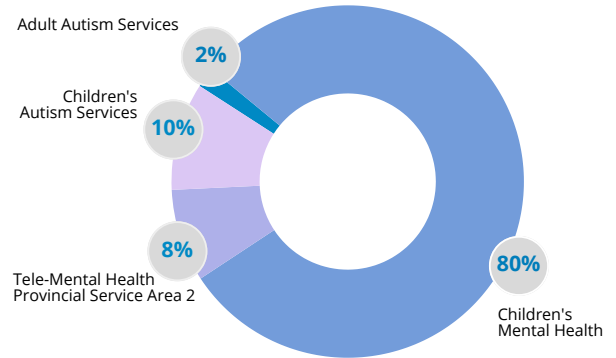
View current job openings at: [woodview.ca/careers](https://www.woodview.ca/careers)

SERVICE ACTIVITY

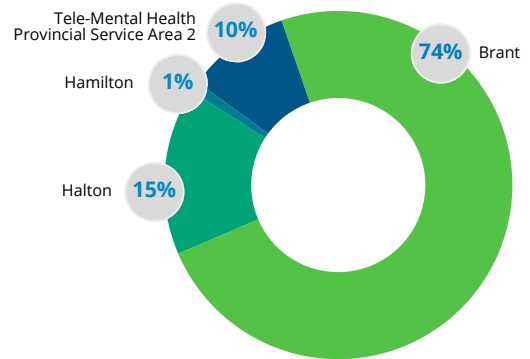
April 1, 2023 - March 31, 2024

200+ employees 11 volunteer board members
 33 programs servicing 5,000 children, youth, adults & families

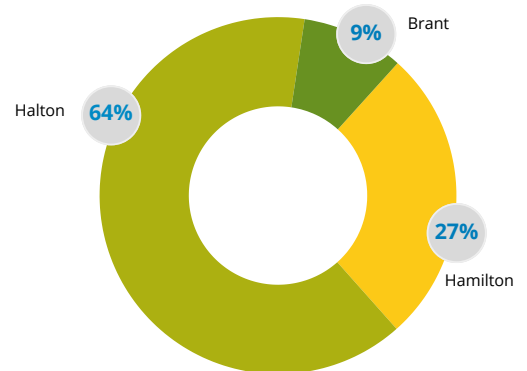
Children, Youth and Families served by Program Stream	
Children's Mental Health	4,023
Tele-Mental Health	430
Provincial Service Area 2	
Children's Autism Services	498
Adult Autism Services	93



Child and Youth Mental Health Clients by Community	
Brant	3,288
Halton	691
Hamilton	44
Tele-Mental Health	430
Provincial Service Area 2	



Child, Youth, and Adult Autism Clients by Community	
Hamilton	158
Halton	378
Brantford	55

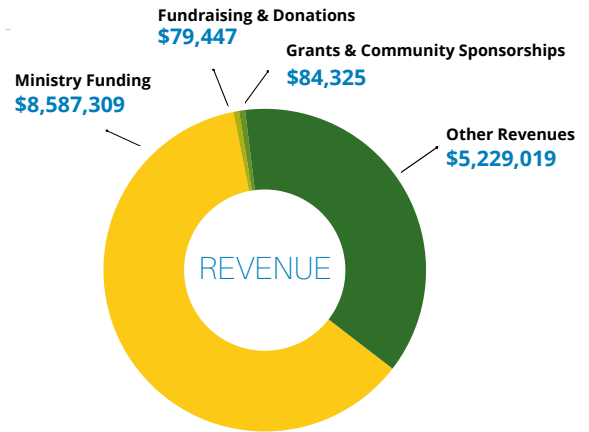


SUMMARY OF REVENUE & EXPENSES

FOR THE 12-MONTH PERIOD ENDING MARCH 31, 2024

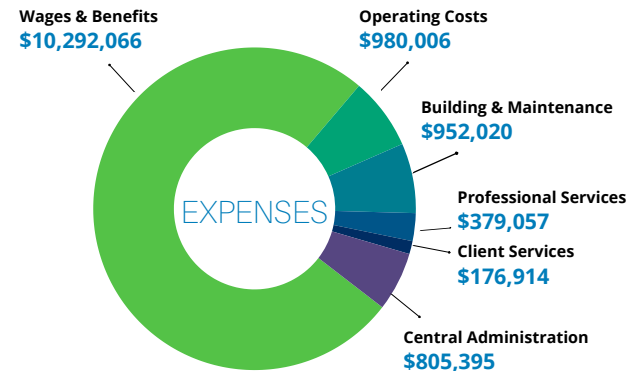
REVENUE

Ministry Funding	\$	8,587,309
Fundraising and Donations	\$	79,447
Grants and Community Sponsorships	\$	84,325
Other Revenues	\$	5,229,019
Total Revenue	\$	13,980,100



EXPENSES

Wages and Benefits	\$	10,292,066
Operating Costs	\$	980,006
Building and Maintenance	\$	952,020
Professional Services	\$	379,057
Client Services	\$	176,914
Central Administration	\$	805,395
Total Expenses	\$	13,585,458




Excess of revenues over expenses before other items	\$	394,642
Amortization of capital assets	\$	(328,748)
Amortization of deferred capital funding	\$	256,584
Interest on long-term debt	\$	(19,352)
Unrealized gain (loss) on investments	\$	148,263
Excess of revenues over expenses	\$	451,389

A copy of the complete financial statements for the period ending March 31, 2024 audited by SB Partners, Chartered Accountants is available from the Business Office upon request.


DONORS

The following Major Donors have allowed us to extend service in new and innovative ways, research best practices, and meet service demands beyond that which we are able to provide with Ministry funding.



Gold \$5,000+


Burlington Dads Association
Hamilton Fire Fighters Assistance Fund
Nicki Straza
Stephen Smith & Dorothy Woltz Foundation



Silver \$1,000 - \$4,999

AB Sports Bar
Aitken Robertson Professional Corporation
Barbara Sisson Fund
Burlington Helping Burlington
Darryl Burtch
Halton Honda
James & Christine Cosman

Knights of Columbus Council 1679
RBC Volunteer Team
Ryerson Canada
St. Louis Bar & Grill
Sunshine Building Maintenance
The Greens at Renton



Bronze \$500 - \$999

Brant County Singers
Cameron & Samantha Mills
CMHA Haldimand Norfolk
CTSIT
Frank Fabbro
Henrique Fernandes
James Eller
Jim Hladish
Michael Thompson

National Steel Car
Rotary Club of Burlington North
Russell Gowan
Shawn Sutherland
Theotokos & St. Thomas Drugs
Thorne Family Fund
Utter Morris Insurance Brokers
Valerie Campbell

GRANT FUNDERS

The following Grant Funders have allowed us to extend service in new and innovative ways, research best practices, and meet service demands beyond that which we are able to provide with Ministry funding.

Brant Community Foundation



Nutrients For Life



Unity for Autism



Key Funders



Ministry of Health
Ministry of Children, Community, and Social Services

CONTACT US

Woodview Mental Health & Autism Services

Phone 905-689-4727 | Fax 905-689-2474 | woodview.ca
Charitable Registration Number 119303923RR0001



Head Office

69 Flatt Road
Burlington, ON L7P 0T3

Email wmhas@woodview.ca



Halton Mental Health Services

1445 Norjohn Court, Unit 1/2
Burlington, ON L7L 0A6
New co-location with Halton Children's Aid Society



Brantford

643 Park Road North
Brantford, ON N3T 5L8

Email general@woodview.ca



Woodview in the Square

Harmony Square
120 Colborne Street,
Unit 106-107
Brantford, ON N3T 2G6



Hamilton Autism Services

435 York Boulevard -
Second Floor
Hamilton, ON L8R 3K3



@WoodviewMHAS

