



Haldimand-Norfolk
REACH

supporting children, families, communities

REACHING OUT

RESOURCE, EDUCATION AND COUNSELLING HELP

VOLUME XV, ISSUE 1

SUMMER 2007

In this issue

- 2 Executive Director's Message
- 3 Introducing Your Guide
- 3 REACH Value Statements
- 4 Child Care Services
- 4 Child Nutrition Network
- 4 Website provides up-to-date information
- 5 Family Services Team
- 5 Support Groups
- 6 What's New
- 7 Report on quality improvement - 06
- 8 Staff Directory

President's Message

It is my pleasure to provide the President's Report for 2006-2007.

I would like to begin by congratulating all staff on helping Haldimand-Norfolk REACH successfully complete the accreditation process with Children's Mental Health Ontario. Thanks to everyone's hard work during the past few years, this process went very smoothly. In an organization that sometimes feels like it is in a constant state of change, it is nice to know that we have been crossing the "T"s and dotting the "I"s along the way. Congratulations!

The Board has had an active and exciting year. We are reviewing our strategic directions and setting our sights on the next three to five years with an updated Strategic Plan. We continue to nurture our relationships with our key funders, local mayors and community leaders by inviting them to Board meetings and other functions. We have also spent some time reviewing and revising our governance policies to better reflect the size and scope of Haldimand-Norfolk REACH. It has been another year of valuable work from a wonderful group of volunteers!

This year, we have said goodbye to three Board members. These members have moved out of Haldimand or Norfolk and can no longer serve on the Board. I would like to welcome the two new Board members who have joined in the past few

months: Ronelda Smith and Lorna Oleniuk bring new talents and skills to the Board table. We have a very competent and energetic group of people who are ready to take on another exciting year!

In 2006, the Board redeveloped the positions of Community Members as a part of its governance structure. These introductory positions provide us with quality people who are positioned to become regular Board members when a vacancy occurs. This model allows the Board to remain in permanent recruiting mode, ensuring that Board member succession is planned and accommodated on an ongoing basis. If you or anyone you know is interested in becoming a Community Member and/or Board Member, please feel free to provide his or her name to our Executive Director, Leo Massi, or the nominating committee of the Board, and we will make sure to welcome them through the application process.

My thanks to the Board of Directors for their hard work and dedication in the past year. We have some new faces on the Board and we will say goodbye to others, but our commitment to the agency and to the children and families of Haldimand and Norfolk remains the same.

Kevin Lacroix
President, Board of Directors

Team Fund Raising

This year, staff at Haldimand-Norfolk REACH were once again involved in raising funds for Big Brothers and Big Sisters of Haldimand-Norfolk. Five teams traveled to the "Wild, Wild, West" to participate in Big Brothers and Big Sisters' Annual Bowl for Kids' Sake Norfolk and Haldimand. A little bit of healthy competition got things underway. Haldimand-Norfolk REACH and Children's Aid Society of Haldimand & Norfolk challenged each other to see which agency could raise the most funds. The Haldimand-Norfolk REACH team proudly became number 5 in the top 10 fundraising teams overall, raising a total of \$1,920!

The response and willingness to support Big Brothers and Big Sisters agency wide was overwhelming. During March, staff took the initiative to form teams and worked hard to raise valuable funds. Bowling team members volunteered their time on the weekend

to participate in the Bowling Challenge, and some even involved their friends and families in the festivities. It was very rewarding experience and an opportunity to work together as a team while having fun at the same time, yes that is possible! The time and energy spent is priceless because you have all shared in the lives of children in our community who are in need of a mentor.

As a staff member at Haldimand-Norfolk REACH and a volunteer in our community, I am extremely proud to extend a BIG THANKS for your efforts. I can assure you they will not be forgotten.

Jenica Leigh
Family Support Coordinator

Executive Director's Message

Welcome to the redesigned REACHing Out newsletter. As you'll notice, our newsletter has a fresh new look that features Haldimand-Norfolk REACH's new logo and slogan. You'll be seeing a lot of this new design in the coming months, as we roll out the agency's new brand identity in celebration of our 26th year of providing community-based services to children, youth, adults and families in our area.



Haldimand-Norfolk
REACH

supporting children, families, communities

Our new brand identity has been a long time coming. Through the years, as the agency grew to address the emerging needs of our communities, Haldimand-Norfolk REACH was transformed into a multi-service organization serving people of all ages across our two counties. This growth in size and scope led us to re-examine our brand image and related communication materials.

In the spring, we engaged the services of Bruce Gillespie to help us review our needs, consult with our stakeholders and develop materials to help communicate our mission and message in a clear, consistent way to the communities we serve. With Bruce's leadership, we consulted with our staff, families and partners to gather their ideas of what Haldimand-Norfolk REACH means to them and our communities. These ideas were then provided to our graphic designer, Jeff Wies, of Red Barn Design, who developed several options from which the Board of Directors chose the one you see today.

We unveiled our new logo and slogan ("supporting children, families, communities") at our 26th Annual General Meeting on June 13th, where it was met with overwhelming support. We think our new brand identity will help update the look of our communication materials as well as make Haldimand-Norfolk REACH more recognizable in our communities and look forward to rolling it out in the months ahead.

FAREWELL TO CAROL GRANT

After 25 years of dedicated service to this organization, Carol Grant retired from her position of Office Manager at Haldimand-Norfolk REACH on June 29, 2007. Carol began at Children's Mental Health Service of Haldimand-Norfolk as a secretary in September 1982. She was promoted to the position of Clerical Supervisor in 1988, which was later reworked to the position of Office Manager. This title change recognized the many added responsibilities Carol has assumed through the years for the efficient operation and maintenance of the Townsend site. Carol's history and talents have become so integrated with Haldimand-Norfolk REACH's operations that it is difficult to contemplate all of the implications of her departure. She will certainly be missed by all of us.



As we say goodbye and extend our best wishes for a long and healthy retirement to our good friend and colleague, we look forward to carrying on the good and important work of Haldimand-Norfolk REACH. Carol's 25-year legacy of dedicated service to this agency will serve as a long-standing example of how each of us makes our own unique contribution to the mission of this organization.

Leo Massi
Executive Director

Contact Information

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F. 519-587-4798
E. lmassi@hnreach.on.ca

101 Nanticoke Creek Parkway
Townsend, ON N0A 1S0
www.hnreach.on.ca

Haldimand-Norfolk REACH joins partnership to bring *Your Guide* to Haldimand and Norfolk

Your Guide is a calendar of programs and services for families in Haldimand, Norfolk and Brant. More than 20,000 copies of *Your Guide* have been printed through a unique partnership between service providers in the three counties along with Six Nations of the Grand River.

Haldimand-Norfolk REACH -- which includes the Ontario Early Years Centre Haldimand & Norfolk, Contact Haldimand and Norfolk and CAPC -- along with Contact Brant for Children's and Developmental Services and the Ontario Early Years Centre Brant provided leadership to the project. Both the Haldimand-Norfolk Health Unit and the Brant County Health Unit contributed funds to make the guide possible.

Your Guide is based on The Community Education Service program (www.communityed.ca) of McMaster Children's Hospital, which provides tools and resources for educating parents and young people about common childhood problems. It is a user-friendly, online database that allows service providers to enter their information and provides the content for *Your Guide*.

Your Guide is a listing of workshops, courses, groups and programs for families, children and teens to age 18. This is an opportunity for Haldimand-Norfolk REACH to work together in partnership with the community to bring children's services together. *Your Guide* will assist families in knowing what types of programs are available.

The Ontario Early Years Centre and Contact are places for families to gain information about things like services, programs and workshops for families. Haldimand-Norfolk REACH agreed to coordinate the project in Haldimand and Norfolk. The Brant Haldimand Norfolk Catholic District School Board and the Grand Erie District School Board agreed to distribute *Your Guide* through children in their schools.

Families should have received a copy of *Your Guide* through their children's school or day care or they can pick up a copy at their local Ontario Early Years Centre.

Haldimand-Norfolk REACH Value Statements About Services

1. Haldimand-Norfolk REACH will provide **quality services** that focus on personal outcomes through the use of **individualized** supports/services.
2. All Haldimand-Norfolk REACH services will **demonstrate respect** to children, families and adults who use our services.
3. People who receive more than one service at Haldimand-Norfolk REACH are **entitled** to a coordinated service package that is responsive to their needs.
4. Haldimand-Norfolk REACH staff work in **partnership** with other community providers to ensure services are coordinated and responsive.
5. All Haldimand-Norfolk REACH services need to be **family centered/person centered**, jointly planned and use a holistic approach (to minimize the effects of silos).
6. Individuals, families and caregivers are **equal partners** in the service planning process.
7. All consumers are **entitled** to services that support the individual's/family's right to the following basic assurances: health, free from abuse and neglect, safety, exercising rights, continuity and security.
8. Haldimand-Norfolk REACH is committed to providing services/supports that are informed by best/promising practices and subject to **ongoing evaluation**.
9. All staff at Haldimand-Norfolk REACH demonstrate **leadership** by supporting and ensuring the above statements are reflected in day-to-day work, planning efforts and messaging to the community.

Child Care Services

The Community Action Program for Children (CAPC)

The Community Action Program for Children (CAPC) impacts the health of residents of Haldimand and Norfolk by: helping ensure healthy birth weights, preventing FASD, promoting good parenting and mental health, increasing school readiness, reducing obesity through breastfeeding, decreasing smoking and increasing food security.



CAPC is funded by the Public Health Agency of Canada and has delivered programs for children from pre-birth to six and their families since 1995. Services include:

- a prenatal nutrition program for low income women
- a program for pregnant and parenting teens
- a variety of groups including Right From the Start, The Toddler Years, Making The Connection, COPE, Beyond the Basics, Dinner for Two, Mom's Talk, Let's Get Together and Father Involvement Initiative-Building Our Children's Character
- children's learning readiness program School's Cool and licensed child care program Ready, Set, School

Program Updates

School's Cool will once again be offered this summer at St. Stephen's School in Cayuga, West Lynn Public School in Simcoe and Delhi Public School in Delhi. Research has proven that children entering school unready are more likely to repeat a grade, require special education services, drop out before graduation, have higher crime rates in adulthood, be unemployed and less healthy.

The School's Cool curriculum helps children develop self-help skills, gain self confidence and become familiar with a kindergarten setting. Parents have identified improved number, story and letter recognition, greater awareness of healthy lifestyle and food choices, improved ability to express feelings while showing consideration of others and greater independence. This learning readiness course helps children ages 3 to 5 prepare for junior and senior kindergarten.

CAPC welcomes the new School's Cool team including Angela Crooks, Brandy Bacher, Michelle Rodgers, Emily Sutcliffe, Shannon Elfner and Haley Smith. If you would like more information on any of our programs please contact CAPC at 519-587-2441 or 1-800-265-8087.

Child Nutrition Network

More than \$6,000 was raised at the 3rd Annual Child Nutrition Network Spaghetti Dinner held February 28th in Simcoe. As a result of generous donations from local businesses, all the food costs were covered, so all profits from ticket sales went directly to student nutrition programs at Lynndale Heights Public School, Doverwood Public School, Elgin Avenue Public School, St. Bernard Separate School and West Lynn Public School. Scotiabank Team Scotia Program generously matched the profits for our first dinner sitting with a donation of \$3,650. Many thanks to everyone who supported this event; we hope you enjoyed the meal!

The Child Nutrition Network's 2nd Annual Amazing Pace 2007 will take place September 15th in Dunnville. Twenty-five teams will race around downtown participating in different challenges. The money raised will be used to support student nutrition programs at Anna Melick Public School, Fairview Avenue Public School, Grandview Central Public School, St. Michael's Separate School, Thompson Creek Elementary School and Dunnville Central Public School.

Website provides up-to-date information

The Ontario Early Years Centre Haldimand & Norfolk web site provides information on a wide range of community services for young children and their families. The database is an online directory featuring up-to-date information about community programs and services that support the children from birth to 6 years of age.

Listings are available for: health and social services, recreation, libraries, parenting programs, child care, schools, drop-in programs and much more!

Families and service providers will find this database a great source of information and referral tool. It will assist with accessing the various early years services in our community. The database has been made possible through a partnership with Haldimand Norfolk Information Centre, The Ontario Early Years Centre Haldimand & Norfolk and the Haldimand-Norfolk Health Unit.

Find it all through the Haldimand Norfolk Early Years Online database available 24 hours a day, 7 days a week at www.hney.ca. Each listing is highly detailed, including basic contact information, as well as descriptions of services provided and links to organizational websites.

In 3 easy steps you will be ready to see what's available in your community.

Step 1: Enter www.hney.ca into the address bar of your web browser. This is the Haldimand Norfolk Early Years website.

Step 2: Click on the yellow button to access the online database.

Step 3: Proceed with your search! Remember when you are doing a new search that you must click on the "clear forms" button to erase all prior results.

Multi-Service Volunteer Program

Spring is a time for revitalization and renewal. The Multi-Service Volunteer Program (MVP) wishes all members of our community good health, happiness and personal growth. In the spirit of growth, MVP has been active in recruitment for the Special Friends Program. It is well underway and we are hopeful that the program will blossom in the near future. We are also excited about our new partnership with the Youth Justice Program in recruiting and screening its volunteers.

If you or someone you know would like to make a difference in the life of a young person in any of our programs, please contact the MVP office for more information 519-428-4838 ext. 24 or 1-800-265-8087 ext. 252.

Several students have come and gone on their work placements through many of our programs at Haldimand-Norfolk REACH. We are happy to report that we have retained some of them on a volunteer basis. Congratulations to our hard working students -- we value their fresh ideas and dedication to our services!

Diane Corbett

*Coordinator of Volunteer Services
Multi-Service Volunteer Program (MVP)*

Our Family Services Team

For individual, couple and family therapy call 519-587-2441 or 1-800-265-8087 ext. 239.



Jackie Bootsma



Diane Corbett



Tony Daly



Melanie Ferdinand



Judy Hutchinson



Boyd Leeson



Chris Lobsinger



Tanya Pelland



Susan Wells



Judith Wiley

Support Groups

FASD Caregiver Support Group of Haldimand-Norfolk

The Fetal Alcohol Spectrum Disorder (FSAD) Support Group meets the first Tuesday of each month between September and June. Meetings are held from 7 pm to 9 pm at Haldimand-Norfolk REACH, 101 Nanticoke Creek Parkway in Townsend.

The group's goals are to establish a safe environment to discuss experiences of living with an individual with FASD and reduce isolation by facilitating caregiver connections. The group assists members in becoming good advocates, developing skills to assist in understanding and managing the needs of an individual with FSAD and providing a forum for resource sharing and discussion.

For more information, contact Tina Pinkett at 519-429-2875 or 1-866-463-2759, ext. 231, or at tpinkett@hnreach.on.ca.

PDD Support Group

The Pervasive Developmental Disorder (PDD) Family Support & Resource Group meets the first Tuesday of each month between September and June. Meetings are held from 7 pm to 9 pm at Haldimand-Norfolk REACH, 101 Nanticoke Creek Parkway in Townsend.

The group is an excellent place for parents to share experiences, provide mutual support, discuss topics of common interest, host guest speakers and begin new friendships.

For more information, contact Kelly Loro, Parent Facilitator, at 905-765-1758; or Lois Wingfield or Lana Anderson, of Haldimand-Norfolk REACH, at 519-587-2441 or 1-800-265-8087.

ELI

The Encompassing Life Issues (ELI) Group meets the second Tuesday of each month between September and June. Meetings are held from 7 pm to 9 pm at Haldimand-Norfolk REACH, 101 Nanticoke Creek Parkway in Townsend.

The purpose of this group is for parents or caregivers of children with a disability to talk, learn and share in a relaxed environment. This support group believes that when parents and caregivers are informed, supported and connected to other families "who have been there, too," they will be better able to define and meet the needs of their children.

For more information, contact Heather Nunn, Parent Facilitator, at 519-428-2267; or Lisa Hill, of Haldimand-Norfolk REACH, at 519-587-2441 or 1-800-265-8087 ext. 255.

What's New

Youth Justice Committees

Haldimand-Norfolk REACH is pleased to announce the arrival of Youth Justice Committees in Norfolk County. Youth Justice Committees involve victims and communities in finding ways to help young people who have committed minor offences be accountable for their actions. A Youth Justice Committee meeting brings together a young person between the ages of 12 and 17 who is alleged to have committed a low risk offence, his or her parent(s) or guardian(s), the victim and trained members of the community. Together, they negotiate an appropriate way for the young person to make amends for his or her actions.

Youth Justice Committees are in place or in development in 46 communities throughout Ontario. This program is funded by Ontario's Ministry of the Attorney General.

How a Youth Justice Committee (YJC) Works

The Youth Justice Committee program is an alternative to formal court proceedings. The committee, together with the young offender, his or her parents, and the victim

if he or she wants to participate, works out an appropriate way for the offender to make amends for his or her actions.

Committees are made up of community volunteers who work in partnership with participants in the criminal justice system, including Crown attorneys, police, victims' services and probation officers.

Police may refer an offender to a committee before a charge is laid, or the Crown may refer an offender after a charge is laid.

In order for offenders to be referred to the committee, the offender must be prepared to be accountable for his or her actions, be willing to participate in the program and be aware of his or her options and rights. Offenders who do not agree or comply with the measures are returned to the formal court system.

How can you be involved? Haldimand-Norfolk REACH is currently recruiting committee members. If you are interested in volunteering in this new venture, please contact **Diane Corbett at 519-428-4838 Ext. 252**. For more information call **Doug Thorne, Youth Justice Committee Coordinator at Haldimand-Norfolk REACH, at 519-587-2441 or 1-800-265-8087 ext. 393**.

News from Contact Haldimand-Norfolk

Contact continues to work with our community partners on the transformation of developmental services in Haldimand and Norfolk. As year two of the five-year plan draws to a close, we are beginning to look at planning for year three. In this vein, Contact has been participating with other Contact agencies in the Hamilton Niagara area and Twin Lakes staff in the development of a protocol with Twin Lakes Clinical Services. We are also finalizing a review of our Transitional Aged Youth Protocol with local Boards of Education and the Children's Aid Society of Haldimand and Norfolk, which will now include information on the Passport initiative.

We are looking forward to the release of the Children's Mental Health Policy Framework in the near future. Contact is pleased to welcome two new staff members in June. Tina Pinkett and Irene Bessette will be joining Contact as Resource Coordinators. Irene will be covering the parental leave of Amy Marlatt.

Membership and Donation Form 2007- 2008

- YES**, I would like to become a member of Haldimand-Norfolk REACH for **\$5**
- YES**, I would like to support the work of Haldimand-Norfolk REACH by making a donation of **\$10 \$25 \$50 \$_____**

Name: _____

Address: _____

Postal Code: _____

Cheques made payable to:

Haldimand-Norfolk REACH, 101 Nanticoke Creek Parkway, Townsend, Ontario, NOA 1S0

A charitable receipt is provided for all donations of \$10 or more.

REPORT ON

Continuous Quality Improvement – 2006

Haldimand-Norfolk REACH has undertaken a new and comprehensive quality assurance process that allows for all programs and services to receive important feedback about the quality of services we offer. We are always striving to ensure that we provide accessible and meaningful services to the children, youth, families, individuals and communities we serve. The following summary will provide you with highlights about what we learned from the people we serve and our community partners over the last year, and what we are doing to make our services better.

What people who have used our services told us:

- overall, there was a high level of satisfaction reported across all programs.
- people reported feeling respected, supported and listened to by our staff.
- comments were made about being provided with good information and resources.
- some concerns expressed with lack of awareness of some programs.
- some concerns expressed about the structure of some programs including hours of service, length of service, etc.

What are we doing over the next year in response to this feedback?

- Haldimand-Norfolk REACH is undertaking an extensive new marketing strategy that will focus on educating the community about who we are and what services we offer.
- strategies are being developed in individual programs to ensure that communication is clear and responsive.
- Haldimand-Norfolk REACH will continue to nurture and develop partnership opportunities with other services in our area with a focus on coordination of services to best meet the needs of people in our community.
- individual programs are reviewing systems to improve the amount of feedback we receive from service recipients to ensure we are hearing all that we need to be responsive to concerns.

What our community partners told us:

- some of our services are well known to the community and some (newer programs) are not.
- there seems to be a good awareness of our core values about services.
- our values are reflected in the way we provide services and by the staff who provide services.

- there is a good degree of satisfaction in our services.
- there is very high degree of satisfaction with our partnerships with other agencies, although a few concerns were expressed about communication amongst staff members of agencies regarding service coordination.
- there are some barriers to services that are associated with lengthy waiting times for a few programs.
- some concerns about phone system being too cumbersome.

What are we doing over the next year in response to this feedback?

- implementing an extensive marketing strategy to increase awareness of all the programs and services we offer.
- our value statements about service are now posted on the Haldimand-Norfolk REACH web site.
- we will be defining more clearly “service coordination” and training staff to undertake this service model both within Haldimand-Norfolk REACH and with our service partners.
- we will be undergoing ongoing planning with regard to increasing accessibility and minimizing barriers to service.

Thanks to everyone who participated in providing us with feedback during this quality improvement process. We have appreciated the opportunity to receive excellent information from you that provides us with focus in our ongoing commitment to offering quality services.

REACH Staff Directory – 07

Massi, Leo, Executive Director 251
Butt, Denise, Executive Administrative Assistant 287

CONTACT

Dickhout, Karen, Contact Manager 232
Bessette, Irene, Resource Associate 379
Beveridge, Carolyn, Resource Coordinator 295
Culp, Terri, Resource Coordinator 242
Jauniaux, Bob, Resource Coordinator 244
LaLonde, Barb, Administrative Assistant 254
Marlatt, Amy, Resource Coordinator 364
Pinkett, Tina, Resource Coordinator 233
Taylor, Tracey, Resource Coordinator 250

CHILD CLINICAL

Young, Deb, Director of Services Child, Family and Adult intervention 284
Clark,Carolynn, Supervisor Child Clinical Services 243
Cooper, Scot, Supervisor Child Clinical Services/ Brief Services 263
Samuel, Barb, Supervisor Child & Youth Crisis Service/In Home Intervention 317
Shekalo, Sylvia, Supervisor Child & Youth Crisis Service/In Home Intervention 330
Berta, Brooke, In Home Intervention/ Child & Youth Crisis Worker 377
Carbone, Michael J., Clinical Therapist 241
Chapin, Kim, Home Intervention/ Child & Youth Crisis Worker 273
Dunn, Tammy, Clinical Therapist 321
Harvey, Constance, Group Program Coordinator 368
Homeniuk, Amber, Clinical Therapist 283
James, Sandi, Crisis Stabilization/Case Coordinator 340
Jarrett-Sterczer, Pat, Administrative Assistant 246
Johnston, Lois, In Home Intervention/Child & Youth Crisis Worker 268
Kononiuk, Janet, Administrative Assistant 231
Lefebvre, Renee, Home Intervention/ Child & Youth Crisis Worker 367
Levine, Andrew, Clinical Therapist 378
Montgomery, Shelley, Administrative Assistant 265
Pender, Danielle, Intake Worker 353
Richer, Jennifer, Home Intervention/ Child & Youth Crisis Worker 272
Shaw, Kelly, In Home Intervention/ Child & Youth Crisis Worker 339
Sheehan, Terri, Consulting Psychologist 245
Stemmler, Juli, Clinical Therapist 336

DEVELOPMENTAL SERVICES

Cavers, Debbie, Developmental Services Manager 361
Found, Paul, Supervisor Respite Services 270
Anderson, Lana, Family Support Coordinator 253
Arsenault, Debi, Autism Spectrum Disorder Behaviour Therapist 354
Bedford, Gwen, A.P.S.W. 281
Childs, Judy, Family Support Coordinator 257
Cleland, Tresa, Administrative Assistant 237
Coombe, Anne, Behaviour Support Therapist 240
Davis, Jennifer, Family Support Coordinator 359

DeWaele, Leon, Behaviour Support Therapist 249
Huffman, Kim, Family Support Coordinator 267
Leigh, Jenica, Family Support Coordinator 236
Shewburg, Tara, Administrative Assistant 288
Swindall, Dianne, Family Support Coordinator 303
Thorne, Peggy, Infant & Child Development Worker 358
Wingfield, Lois, Infant & Child Development Worker 304
Wingrove, Michelle, Child and Youth Worker 285
Wright, Tracy, Infant & Child Development Worker 387

AUTISM

Cavers, Debbie, Developmental Services Manager 361
Costigan, Joan, Supervisor/Sr. Therapist 271
Arsenault, Debi, Wait List and Transition Coord. 354
Dol, Jennifer, Instructor Therapist 309
Gibbons, Sonia, Instructor Therapist 380
Hoppe, Jennifer, Sr. Therapist 386
Korten, Linda, Instructor Therapist 355
Martin, Jessica, Instructor Therapist 356
Pehlke, Tracy, Instructor Therapist 375
Phillips, Erin, Instructor Therapist 311
Simmons, Marney, Lead Instructor Therapist 381
Stenclik, Shondra, Instructor Therapist 376

FINANCE

Shepherd, Pat, Director of Resources 248
Montoux, Helen, Business Services Supervisor 349
Helder, Harold, Information Technology Coord. 290
Serbee, Rita, Payroll Administrator 261
Shewburg, Tara, Bookkeeper Assistant 288
Sims, Holly, Administrative Assistant 287
Splatt, Brenda, Bookkeeper 262
Wallis, Carol, Accounting Coordinator 289
Witham, Cheri, Bookkeeper 258

HUMAN RESOURCES

Smye-Shipway, Donna, Human Resources Manager 351
VandenBussche, Lisa, Human Resources Coordinator 282

YOUTH SERVICES

Young, Deb, Director of Services, Child, Family and Adult Intervention 284
Connor, Michelle, Supervisor Youth Services 312
Chapman, Lisa, Lifeskills Aide 305
Kent, Nadine, Youth Services Worker 294
Meidema, Halima, Lifeskills Aide 389
Murtland, Bruce, Lifeskills Aide 388
Norval, Graham, Extrajudicial Sanctions Coordinator 352
Pinnance, Michelle, Mental Health Intervention Worker 332
Schweyer, Sandra, Lifeskills Aide 277
Shier, Rick, Community Service Order Coord 331
Thorne, Doug, Youth Justice Committee Coord 393

FAMILY SERVICES

Wells, Susan, Family Services Manager 238
Bootsma, Jackie, Clinical Therapist 296
Corbett, Diane, Volunteer Coordinator 252

Daly, Anthony, Credit Counsellor 372
Ferdinand, Melanie, Clinical Therapist 383
Hutchinson, Judy, Administrative Assistant 239
Lobsinger, Chris, Clinical Therapist 385
Long, Robert, Clinical Therapist 292
Pelland, Tanya, Clinical Therapist 235
Wiley, Judith, Clinical Therapist 344

FAMILY EARLY INTERVENTION

Mitchell, Barb, Manager (call OEYC 519-429-2875 Ext. 223)
Drouin, Karen, Resource Consultant 300
Hill, Lisa, Resource Consultant 255
Pinkett, Tina, Resource Consultant 231
Saldanha, Leueen, Resource Consultant 235

CAPC

Carron, Wendy, Director of Services, Early Childhood 401
Woodcroft, Nil, Supervisor 404
Everets, Arlene, Regional Coordinator Student Nutrition Program 408
Giancola, Laurie, Teen Resource Outreach Worker 403
Henzy, Kim, Program Assistant 402
Ransome, Theresa, Healthy Moms Eating Well for 2 Outreach Worker 407
Smyth, Sharon, Child Nutrition Network Community Facilitator Assistant 286
Sutcliffe, Barbara, Parent Program Facilitator 405

ONTARIO EARLY YEARS CENTRE 1-866-463-2759

SIMCOE 519-429-2875
Mitchell, Barb, Early Years Manager 223
Pedley, Tamara, Supervisor 226
Calder, Margarete, Literacy Specialist 230
Holmes, Kay, Community Educator 224
Neil, Karla, Administrative Assistant 323
Schooley, Jennifer, Mobile Outreach Consultant 240
Sheridan, Lyn, Facilitator 250
Wardell, Kathy, Facilitator 225

CALEDONIA 905-765-1661

Ouweland, Lisa, Parent-Child Information Assistant 226
VanEvery, Elizabeth, Facilitator 224
West, Tammy, Facilitator 223

DUNNVILLE 905-541-0682

Crooks, Angela, Facilitator

MCKINNON PARK CHILD CARE CENTRE 905-765-1975

Forbes, Jackie, Supervisor

UNION HOUSE

519-426-7604
Gammon, Kathy, Interim Manager

