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Getting to know Lisa Wallace, President of H-N REACH

Lisa Wallace bursts with passion when talking about Haldimand-Norfolk REACH.

"I love children", she says, when asked how she came to be involved with REACH. "I had taken part in the Early Years Centres with my own children and been impressed with the programs, but it was only when I decided to do something to help other children, that I found REACH... I've lived in this community for 34 years and couldn't believe all the programs that were there to help – who knew that there are so many programs? And not only do they help children, but adults and families."

Lisa Wallace is the Board President of REACH. She grew up in a family of five near Turkey Point and now lives in Courtland with her husband and three children, Ryan, Abby and Collin. She is also the Information Technology Coordinator at Tillsonburg District Memorial Hospital.

When asked what makes REACH innovative, Lisa reflects: "There is so much innovation at REACH. But the true innovation has come by drawing from the strengths of its partners and sharing its own resources... Over the past 28 years, REACH has grown and so has the trust and respect that we have for our partners."

Lisa also considers that the forward thinking of the board and staff will help prepare REACH for the years ahead. "With this economic climate, we are going to be expected to do so much more with less and we need to build on our partnerships, examine common goals, and work together."



"Lisa Wallace and her three children share a special moment."

REACH's Executive Director, Leo Massi adds, "Lisa is such a terrific example of what we are all about - so ready to listen to all points of view. She is a positive, energetic leader and a great ambassador for REACH. We will benefit greatly from her leadership."

Innovation in Autism Programming for Youth – Summer Camp and Youth Leadership Training

At REACH, we really listen. We rely on the feedback we receive to continuously improve our services. So when the Autism Advisory Committee and the Parent Support Group told us that their kids who have Autism Spectrum Disorder (ASD) wanted to enjoy summer camp just like everyone else, we made it happen.

By securing a one time grant, we were able to demonstrate just how successful a summer camp program can be for children and youth with ASD. In fact, it has led to annualized funding – which means REACH can offer it every year.

This summer, youth ages 13-17, experienced a week of fun, friendship and sports activities. They also

SEE **YOUTH LEADERSHIP** PG. 8

Executive Director's Message



During challenging economic times, community service organizations often experience increased demands for services while managing static or reduced levels of funding. Haldimand and Norfolk counties have been hard hit by the current economic downturn and our health and social services organizations are working to find new and creative ways to make the best use of their resources.

At REACH, the children, youth, individuals and families who seek our services and supports are reporting heightened levels of family stress. We listen to stories from people who, some for the very first time, have to deal with complex issues and significant challenges to meet very basic human needs. In response, REACH has sharpened its focus to help identify shifts in community needs and to work with new and existing partners to address emerging issues. Through these times, we have also been able to develop some innovative approaches that increase the capacity and effectiveness of our services to meet these changing needs.

In this issue of REACHING OUT, we feature stories about how the REACH Board of Directors, staff and volunteers have developed innovative solutions to better serve our clients. This spirit of innovation continues to take many forms. You will read about how staff are "Raising the Bar" on quality in local childcare services and how our Union House program has been redesigned to create more options for local youth. You will read about reduced waiting lists for counselling and how REACH has provided summer camp and leadership training for youth with Autism Spectrum Disorder. You will also read about how youth theatre is being used to reduce bullying and how our staff has developed tools and practices that have more than doubled our complement of Host Families in response to the growing demand for respite services. All of these new and innovative practices are tested against the standards of our Value Statements About Services that serve as constant and consistent guiding principles in all of our work.

This year I have been particularly proud of our staff and the way in which they have readily embraced this spirit of innovation and the change that ultimately accompanies it. Virtually every sector in which REACH works is in a state of transformation – from

Early Childhood Services to Children's Mental Health, from Violence Against Women programs to Developmental Services and from Youth Justice Services to Employee Assistance Programs that we provide for our corporate clients. As Executive Director, I want to acknowledge the incredible energy and strength that each staff member has demonstrated. You continue to find new and innovative ways to respond to government policy frameworks and increasing demand for services.

It is equally important to acknowledge the hundreds of financial and in-kind supporters of this organization. In this issue of REACHING OUT, you will read about the efforts of the Evert Kuiper and HN REACH Merit Award recipients, who exemplify this spirit of volunteerism at REACH. Collectively, our donors and volunteers provide hundreds of hours of direct service, drive thousands of kilometres and provide significant supports that help fill some of the gaps left open by our funded services. Your financial and in-kind donations continue to be used to help local families through many difficult times. We thank you for your contributions of time, talent

and funds that support children, families and communities.

Finally, our work at REACH would not be possible without the spirit of community in our two counties that allows for the leveraging of resources and synergies that often come from community groups working well together. One of the articles that you will read reports on our annual Continuous Quality Improvement process, in which our stakeholders frequently remind us that they value our willingness and ability to work with community partners. I strongly believe that through combining our talents and sharing resources with our partners that we provide more comprehensive services to those we serve.

Thank you for taking the time to read this newsletter. We hope these articles and stories will help you get to know more about REACH. I welcome you to contact me or any member of our staff team for more information.

Together, we continue to make a difference!

Leo Massi
Executive Director

Value Statements About Services

We respect children, families and communities.

We provide services that support human rights (such as health, safety and freedom from abuse) of children, families and communities.

We support children, youth, adults and families in exercising their rights as citizens.

Our services are flexible and based on individual needs and goals.

We will ensure that children, families and communities are partners in service planning.

Our programs work together to provide coordinated and responsive services.

We will enhance services by working in partnership with other community service providers.

Our services are based on best practices, professional ethics and standards, and ongoing quality improvement.

Host Families Doubled for Overnight Respite Program

When families have a child or adult living at home with a developmental disability, care is a full time occupation. Sometimes, it is hard for families to take a break from the around the clock care they lovingly provide and take the time that they need to care for themselves or other siblings. This respite is not possible without knowing that their family member is being well-cared for in a safe and welcoming environment.

For the past 20 years, REACH has been providing quality respite for families who have a child or adult living at home who has a developmental disability. One of these programs is known as the Host Family Respite program and benefits from the generosity of local families who take in children or adults and provide care for them. This care gives the primary caregiving family a chance to rest for as much as one weekend per month or in week long blocks. It means that respite may also be available when the primary caregiver is ill.

By using intensive advertising and a speaking tour REACH has dramatically increased the number of families who now act as host families and offer licensed overnight respite care through 22 providers. Staff has also taken the initiative to meet with other agencies that offer this type of program and gather best practices, recruitment strategies and guidelines.

Says Paul Found, Developmental Services Manager, "REACH is so pleased with the results that we are planning a Host Respite Providers' Appreciation Event for the fall of 2009. We are proud that our staff has been able to use innovative approaches which have resulted in a vibrant and healthy program, offering on-going year round support to more families, children and individuals throughout Haldimand and Norfolk".

If you are interested in becoming a Host Family, please call 519-287-2441.

Did You Know?

- Last year REACH respite services helped provide more than 67,000 hours of individualized respite support for children and adults who have developmental disabilities.
- All of the Developmental Services Worker students supervised by REACH over the past five years have found employment in their field.
- REACH is an associate member of Community Living Ontario.

28th Annual General Meeting

REACH's 28th Annual General Meeting was held on June 24th at the Greens at Renton in Simcoe. It was well attended by staff, volunteers, consumers, funders and community leaders. This gathering provided an opportunity to hear about the agency's

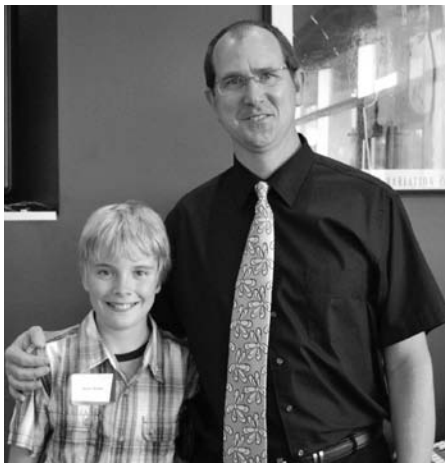
activities of the past year, priorities for the coming year and celebrate the exceptional efforts of both staff and volunteers.

Those in attendance were treated to a heart felt presentation from 11 year old

Jacob Wilson who spoke about his sister, Grace, a frequent visitor to REACH's Bramble Kids Retreat Program, and what it means to him to have a sister with special needs.

Also featured was an inspirational speaker and corporate trainer, Julie Hryniewicz-Hache, who held a workshop in the afternoon for community staff on work life balance and self care and delivered a speech in the evening focusing on inspiring hope and collaboration.

During the evening, two Haldimand-Norfolk REACH Merit Awards were presented to Susan Butcher and David Welch, who both have made a significant contribution to children and youth services in the Haldimand and Norfolk communities through work with their respective Youth Justice Committees. The Evert Kuiper Merit Award was presented to Ron and



Paul Found, Developmental Services with Jacob and Grace Wilson pictured while sharing their story at REACH's 28th Annual General Meeting



SEE AGM PG. 8

Innovations in Youth Programming result in more options for **Youth at Union House**

Union House is a residential program for youth who are at risk in their homes and community. While it has provided quality programming since 1985, REACH wanted to make sure it was responding to all the needs of higher risk youth. To accomplish this, Union House was closed for a brief period in the summer of 2007. An extensive planning process involving community stakeholders and youth was facilitated with extremely positive results.

On September 23, 2007, REACH proudly reopened the residence doors to an exciting new Union House program. While many of the program's original ideals remained intact, a new vision statement, innovative strength-based programming, and updated house expectations were combined to allow greater options for youth entering the program. With these changes, more youth could participate, an urgent care bed allowed for youth to be admitted within 24 hours, and a summer program was added.

The addition of the urgent care bed has received accolades from youth and fellow service providers. The program offers youth safety and stability on a short-term basis. During their stay, staff will work 1:1 with the youth to assess their strengths, needs, and desired outcomes in order to help them continue their education, employment and find affordable housing. This is the only urgent housing option for youth in Haldimand and Norfolk counties.

Innovations in summer programming resulted in a combination of fun and learning while youth seek and learn about career options. Instead of reading about job choices, youth now take part in outings where they can see careers in action and hear from people who are employed in many different fields, motivating them to work toward a long term goal. With a 100% voluntary participation rate last summer, staff achieved the level of success that they had hoped for and will be offering the program again.

Union House now boasts an "expect success" philosophy, and our staff strive to inspire each youth to grow towards success. The changes have enabled staff create a more rewarding experience for all involved.

Did You Know?

- Union House is staffed 24 hours a day, 7 days a week by a staff team of 16.
- Union House has provided safe accommodations and supportive programming to 32 youth since September 2007.
- Youth are able to call Union House "home" for a year, with the potential for extension based on a review of their strengths and desired outcomes.

Innovative Approach **Reduces Waiting Lists for Help**

Children in need have been well served for many years by REACH's Child Counselling Program and Intensive In-Home Service. The high demand for these services has often resulted in waiting periods. REACH wanted to be able to respond to families waiting for help and discovered that if a wider range of less intense options is available for the community, that children and youth (some with more moderate needs) can receive supports more quickly and be involved through shorter interventions, that they can visit as needed.

As a result, Child Clinical Services now offers a rich menu of services and supports for people that have varying needs. These services for the most part are brief in nature, and there is either no wait, or a very minimal wait for services to begin. Families can take part in these services, while waiting for more intensive programs, or as required.

- Child and Youth Crisis Service – 24/7 support **1-866-327-3224**

- Crisis Stabilization and Case Management Program – accessed through the Child and Youth Crisis Service
- Walk In Therapy Clinic – Every Tuesday at our Townsend site, noon to 8 p.m. (last appointments start at 6:30 p.m. – no appointment necessary)
- Group Services – Girl Talk (for girls 12-16), Temper Taming (for children 7-11 years and their parents), PEACE Camp (for children 7-11 years, operates for several days in the summer) – call Contact at **1-800-265-8087 or 519-587-2441**
- TAPP-C (The Arson Prevention Program for Children) – call REACH and ask for **TAPP-C 1-800-265-8087 or 519-587-2441**
- Psychiatric Consultation - This service is available to children and youth either face to face or via videoconference. Children and youth are most often

involved with a mental health clinician. call Contact at **1-800-265-8087 or 519-587-2441**

Did You Know?

- Child Clinical Services serves about 1000 children and their families per year.
- There are several programs offered by Child Clinical Services that have either no waiting period, or a very short waiting period.
- Child Clinical Services staff is involved in many initiatives in the community including, bullying prevention, suicide prevention, parenting education, facilitating workshops for community partners, and planning for children's and youth services.

Youth theatre used to reduce bullying

"Choices" - REACH's group program that helps youth learn and explore problem solving, decision making, assertiveness and communication has recently adapted a new approach called Forum Theatre.

Forum Theatre is an interactive theatre production in which the youth write, practice and put on their own productions about issues that are important to them. In this model, the audience not only acts as the "spectators" but also has the opportunity to influence the outcome of the play through sharing their ideas. All learn from the experience.

The first ever Forum Theatre production was held on April 8th at J.L. Mitchener Public School in Cayuga. Fifteen students in Grades 7 and 8 met for 12 weeks, and had the opportunity to learn and practice skills related to making positive choices. With this information, they developed a play about bullying. This was presented to the entire school population.

The feedback both from youth participants and the audience was very positive. The participants said: "I loved the acting", "I learned more about bullying," "I enjoyed using the masks to talk about bullying." The audience said: "We particularly enjoyed when the scenes were redone to show how they could have ended differently," "Lots of thumbs up for enjoyment of the play," "The "fight" scene reminded me of when my friends and I had a problem," "Intervention is possible at every stage," "Fantastic. Do it again."

The group has since put on one community performance and numerous performances for Haldimand elementary schools. Additionally, a community based program was held this summer in Townsend.

The Choices; Forum Theatre program is available to schools in Haldimand and Norfolk during the winter / spring of 2009/2010.

Did You Know?

- Youth Services provides counselling and supports for youth on Probation.
- Youth completing court ordered community service are available to help out local non-profit agencies.
- Youth Services provides pre and post charge Diversion programs for youth.... with a 92% rate of successful completion in 2008-2009.

Counselling for offenders helps to reduce the risk of violence

Services for the prevention of woman abuse and family violence are often provided directly to women. At REACH Family Services, we provide a program that is designed to help men understand the consequences of their behaviour and take responsibility for their actions.

The Partner Assault Program (PAR) works with men, convicted of a domestic assault, to take part in a 16-week psycho-educational group. This program uses innovative ways to engage 90 men each year, who are court-mandated offenders, in a change process.

Traditionally, this type of program was known as "anger management". PAR, however, is much more than learning how to manage anger. The program provides opportunities for men to change some of the underlying belief systems that can result in abusive behaviour.

One of the most innovative and effective exercises in the group program is a 1/2 hour interview. The men are asked 50 questions, revealing their abusive behaviour towards their partners and the impact of this behaviour. The twist is that the men do not answer the questions as themselves, but as the partner they assaulted. Most of the men are initially uncomfortable with the exercise and some of the men are extremely resistant to it. It is a difficult challenge to undertake, requiring the men to really examine their attitudes and behaviours with the goal of having greater empathy for their partners.

Satisfaction surveys completed by program participants are very positive. In anonymous questionnaires completed by all participants, 98% report being satisfied with the program and based on their self reports 100% stated that their participation in the program reduced their risk of re-offending. Consistently men report that the "interview" was one of the most significant learning experiences in the program. Many men who arrive feeling ashamed of their behaviour leave feeling more capable of being better husbands, boyfriends and fathers.

Did You Know?

- In the four years of offering the Partner Assault Program (PAR), we have served over 400 court-mandated offenders of domestic violence, with 98% satisfaction rate.
- Family Services provides individual, couple and family counselling, to almost 500 families each year in Haldimand and Norfolk.
- Through the assistance of the United Way, Family Services is able to provide subsidies for many individuals, couples and families who need counselling.

What's New at Contact HN: Student Support Leadership Initiative

Contact Haldimand Norfolk is pleased to be a partner in the Student Leadership Initiative. The initiative is a response to changes to the safe schools provisions of the Education Act that came into effect

work for child and youth mental health, which promotes enhanced collaboration and coordination across school boards and community agencies to support the healthy development of Ontario's children and youth.

understanding of each cluster member's services, improve joint decision making processes and to improve access to existing services/supports for students and their families.



February 1, 2008. For this initiative, school boards are being encouraged to form partnerships with community agencies to provide non-academic supports that promote positive student behaviour.

The Student Support Leadership initiative also aligns with Ontario's first policy frame-

The initiative is a three-year Province wide project supported by the Ministry of Education and the Ministry of Child and Youth Services, with 29 geographic clusters across the province. Our cluster includes Brant, Haldimand and Norfolk – community agencies and both Boards of Education. The goals are to improve

Did You Know?

Last year, Contact Haldimand-Norfolk assisted:

- 423 callers with information about community services,
- 931 callers with referrals to children's mental health and children's and adult developmental services in Haldimand-Norfolk

And Did you know?

With one call to Contact Haldimand-Norfolk, you can access referral to 65 children's mental health and children's and adult developmental services programs and services offered to residents of Haldimand and Norfolk.

Raising the Bar: A Quality Initiative in Haldimand and Norfolk

REACH's Child Care Unit has successfully participated in a process to raise quality standards in licensed child care settings. The unit obtained the Bronze level of achievement while working together to develop best practices in child care. This level of quality can be found in programs that focus on an Emergent based curriculum, child nutrition, and family participation – all supporting children, families and communities. An Emergent based curriculum is one where teachers offer activities

that arise from children's interests, actions or serendipitous events. They then respond by providing materials or guiding the children's discussions to include related activities that focus on literacy, mathematics, art and other creative play. Learning moments are documented and shared with the children and their parents.

Early Childhood Educators Awards

During the 2nd annual Early Childhood Educators awards banquet held on April 15, 2009, McKinnon Park Child Care staff members were recognized for their work. Early Literacy Specialist, Marg Calder received the Children's Champion Award. Mary Anne Whitford was nominated for the Professionalism Award and Lana General was awarded the Extra Mile Award, both acknowledging a strong and dedicated commitment to the field of Early Childhood Education.

1-2-3 Look at Me!

Screens for the Early Years



The 1-2-3 Look at Me Screens provide an opportunity for parents and caregivers to discuss concerns about their children, by ages and stages, with a qualified professional from REACH. These “screens” or meetings take place in 11 child friendly locations throughout Haldimand and Norfolk counties.

These screens help to ensure that children are meeting their developmental milestones, while parents gather information and resources and if necessary, get referrals for other community programs.

This has been a joint project of the Family Early Intervention Program, Infant and Child Development Program and the Ontario Early Years Centre. If you are interested in more information, or setting up an appointment for the 1-2-3 Look at Me Screens, please call the Ontario Early Years Centre – Haldimand & Norfolk at 1-866-463-2759.

Did You Know?

- 1,537 different caregivers were registered in 2008/09 with the Ontario Early Years Centre and visited the centre 8,324 times.
- REACH's Family Early Intervention Program supported 105 children last year.

Healthy Moms Eating Well for 2 at CAPC

For pregnant women living in rural areas without transportation, isolation can be overwhelming. Many women are unsure of how to seek help for themselves and their unborn child.

The Healthy Moms Eating Well for 2 (HMEWf2) program offers services to pregnant women in the comfort of their own homes. Home visiting has been found to be very effective as it enhances the participant's comfort level while providing opportunities for the visitor to tailor the support he, or she, provides.

The program offers prenatal education and support including consultation with a dietician, food vouchers for milk products, fruits and vegetables, prenatal vitamins, breastfeeding information and support and smoking cessation counselling.

These visitors, or outreach workers, play an important role in creating trusting relationships and advise on all aspects of pregnancy. This is evident in the positive feedback we receive:

"I enjoyed the visits, they were a nice break from being home alone all the time. The program is helpful, and you have someone who is easy to talk to if you have any questions, and you get a lot of information through it."

"Coming from a low income, I was unable to barely pay my rent and hydro, let alone get vitamins and food, so it made me feel really good that I knew I could feed myself and give myself the nourishment I needed in order to give birth to a healthy baby. It's priceless, I think every mother should be involved in this because there is always something you don't know, you are always questioning yourself on whether you are doing the right thing or not, and with being involved in the program you always got someone to rely on, and you can call and ask if you are doing the right thing. It's reassuring, very reassuring to have this in the community."

Did You Know?

- Healthy Moms Eating Well for2 is delivered prenatally and for six months following birth for pregnant teens and women over the age of 19. It is even offered in Low German in Norfolk County in partnership with Healthy Babies, Healthy Children.
- During pregnancy, your body's need for iron and calcium almost doubles. You don't need to eat twice as much, but you do need to eat twice as well.

Continuous Quality Improvement Results from 2008

Each year, REACH undertakes an extensive Continuous Quality Improvement process to gather feedback from service participants, our staff and community agencies that work with us. This feedback is used to plan new programs and improve existing services at REACH. The following summary provides 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:

- Across all programs, participants indicated a high level of satisfaction with the services they received
- People reported feeling respected, supported and listened to by our staff
- Feedback was consistent in identifying that staff were respectful, knowledgeable and professional
- Feedback indicated the importance of service coordination for children, youth and families who are involved with several services at a time.

In response to this feedback, REACH is committed to:

- Launching a new internal service coordination model, with a completion date of 2010, to ensure that services are effectively working together with the child/youth/individual/family toward established goals
- Reviewing systems within individual programs and developing strategies to increase the amount of feedback we receive from service participants to

ensure we are being as responsive as we can be.

What our community partners told us:

The majority of respondents indicated that REACH services are:

- Accessible
- Responsive and timely
- Respectful
- Well coordinated with people and community partners involved,
- Working well in partnership with the children, youth, individuals and families involved in our services
- Responsive to concerns and problems in a respectful and timely way
- Generally well known, however we need to increase our visibility with certain specific programs

In response to this feedback, REACH is committed to:

- Ongoing implementation of our marketing strategy to increase awareness of all the programs and services we offer
- Reviewing the frequency of community partner feedback collection to maximize response rates and ensure that this input is timely to our yearly planning processes.

Thanks to everyone who participated in providing us with feedback during this quality improvement process.

YOUTH LEADERSHIP Continued from PG. 1

received leadership training where they were taught to plan activities and implement their own ideas. One individual was offered the chance to be a paid Leader-in-Training and help younger children with ASD at other camps.

Joan Costigan, Autism Services Manager of REACH's Autism Program adds, "It is our hope that this training may help youth with ASD find employment in the future with local recreation programs, offered by the counties of Haldimand and Norfolk. We also hope that all children who take part in these ASD summer camps will be better prepared to enjoy mainstream programs that meet their individual interests. In the years to come, camp staff resources will be made available to make this happen."

Did You Know?

- Last year, REACH's Regional Autism Intervention Program provided 5181 hours of Intensive Behaviour Intervention (IBI) and conducted 158 home consults to families waiting for IBI.
- 27 children participated in activities designed for siblings of children with Autism Spectrum Disorder (Sib Workshops). These children participated in fun activities, learned about ASD and shared their feelings with new friends.

AGM Continued from PG. 3

Marilyn Hawkins in recognition of their many years of volunteer driver services at REACH.

A popular portion of each AGM is the recognition of REACH staff who celebrate their 5, 10, 15, 20 and 25 year anniversaries with the agency. Noteworthy in this year's event was the recognition of the 25 years of exemplary service provided by consulting psychologist, Terri Sheehan.

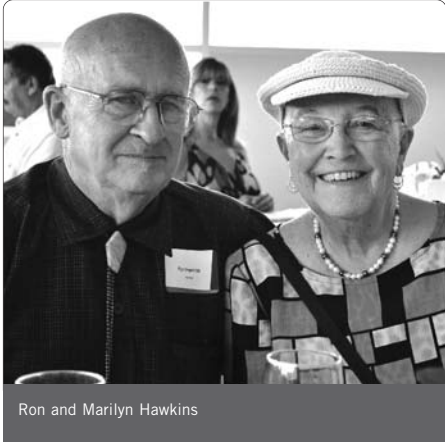


Terri Sheehan, Consulting Psychologist, is recognized for 25 years of service with REACH at the Annual General Meeting by Lisa Wallace, President (right).

Standing ovations were giving to thank retiring Board Members, Kevin Lacroix and Lillian Miller for their dedicated years of service to the Board.

Members for the 2009/2010 Board term, which include Sharon Dove, Ronelda Smith, Mark Sopit, Susan Renton, Paul Maletta, Rita Taylor, Lorna Oleniuk, were warmly welcomed by current President, Lisa Wallace.

Volunteering at REACH



Ron and Marilyn Hawkins

In 1992 the H-N REACH Merit Award was established to recognize members of our community who have made a significant contribution to children and youth in the counties of Haldimand and Norfolk. Each year, nominations are collected by the agency and the recipients are selected by the Board of Directors and recognized at the AGM. This year, Merit Awards were presented to Susan Butcher and David Welch.

Susan and David are volunteers with our Youth Justice Committee programs. As volunteers they actively participate in Restorative Justice Circles for Haldimand and Norfolk youth who are taking responsibility for illegal activity. As Youth Justice Committee volunteers, they aid in facilitating

a conversation between the youth and the person harmed, developing a plan to restore the harm done and providing the opportunity for the young person to complete restorative measure to the community.

In honour of Evert Kuiper's life, REACH also celebrates the contributions of dedicated volunteers each year who carry on his spirit of volunteerism. This year Ron and Marilyn Hawkins were recognized and



David Welch

presented with the Evert Kuiper Award at the Annual General Meeting.

Marilyn began volunteering in 1997 as a driver and has generously shared her gift of sewing. With the help of a few fellow volunteers over 100 therapy dolls were

made for use in counselling! Marilyn's willing hands and heart have touched many lives here at REACH. In 1998 Ron joined REACH as a volunteer driver. Ron's quiet strength radiates from him. Clients look forward to their rides and conversations with him. Dedicated and caring, Ron will help whenever he is needed.

Ron, Marilyn, Susan and David are just four of the many volunteers who work with staff at REACH to help children, youth and families. Volunteers are needed to be drivers, special event helpers, take families to appointments or share other talents on behalf of REACH.

If you are interested in sharing your talents and time, please contact our Volunteer Coordinator at 519-587-2441 ext. 252. You will make a difference!

Membership and Donation Form 2008 – 2009

- 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, Box 5054, 101 Nanticoke Creek Parkway, Townsend, Ontario, NOA 1S0
 A charitable receipt is provided for all donations of \$10 or more.

REACH Events

The Grand Erie District School Board, Haldimand-Norfolk REACH and the YWCA Child Care Centre are pleased to announce the opening of the Houghton Best Start Hub. The Hub is a joint venture to support families, made possible through Best Start funding.

Come and be a part of our 'Circle of Friends'!

You are cordially invited to the Grand Opening, including the YWCA Child Care Centre and the Ontario Early Years Centre – Haldimand and Norfolk, a unit of REACH.

DATE: Thursday, September 17, 2009

TIME: 5:30 – 7 pm

LOCATION: Houghton Public School, 505 Fairground Road, Langton, NOE 1G0

For more information, please call Mari at 519- 875-3205.

Let The Journey Begin

Be a Volunteer Driver

H-N REACH is in need of volunteer drivers

If you have a vehicle, driver's licence, spare time and enjoy driving,

Call today!

Jessica Martin
519-587-2441 ext 356
jmartin@hnreach.on.ca



Haldimand-Norfolk
REACH

supporting children, families, communities

T. 519-587-2441 1-800-265-8087

F. 519-587-4798

E. info@hnreach.on.ca

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H-N REACH Staff Directory – 09

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Foreman, Fran, Resource Consultant 231

TOWNSEND 519-587-2441

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Kinnear, Wanda, Resource Consultant 366

DUNNVILLE 905-701-9572

Drouin, Karen, Resource Consultant
Simmons, Marney, Resource Consultant

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(Townsend 519-587-2441)

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OFF SITE PROGRAMS

McKinnon Park Child Care Centre

905-765-1975

Carron, Wendy, Director of Services, Early Childhood
Forbes, Jackie, Child Care Supervisor

Ready, Set, School

Ontario Early Years Centre - Haldimand & Norfolk (OEYC) Dunnville
 Call REACH, Voice Message 411

Crooks, Angela, Program Leader, Call Voice Message 411

Ontario Early Years Centre

Haldimand & Norfolk (OEYC)
 1-866-463-2759

■ Simcoe 519-429-2875

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■ Caledonia 905-765-1661

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West, Tammy, Facilitator 223

■ Dunnville 905-701-9572

Crooks, Angela, Facilitator

■ Houghton 519-875-3205

Driedger, Mari, Facilitator

■ Union House 519-426-7604

Gammon, Kathy, Residence Manager

CRISIS LINE

1-866-32-REACH (1-866-327-3224)
 Crisis Pager Number: 905-540-2718

