INSPIRING HOPE & WELLNESS IN OUR COMMUNITY

2017/2018 COMMUNITY IMPACT REPORT

www.carizon.ca
We are Carizon. Many ask: what’s a “Carizon”? In fact, it’s an invented word that unites two words – “Care” (what we do) and “Horizon” (our vision of wellbeing). As we’ve journeyed through a strategic planning process this past year, I’ve come to recognize that the most important word that represents who we are and what we do is not “Carizon.” It’s actually a word within our formal corporate name. The word is “family.”

We are Family. For several months our Carizon team and senior thought leaders from the community shared their insights on our mission, our vision, our values, where we are going and ... and responsive system that enables us to respond to more children and support families in their homes and communities.

We are Family. We also know that we need to engage families in every step of their journey with us and gain and learn from their perspective in how we do business. We have been fortunate to work with the Ontario Centre of Excellence for Child and Youth Mental Health and Parents for Children’s Mental Health in several capacities, including undergoing family engagement training. And we have come to understand through this journey that family is defined uniquely by each of us; family is not necessarily inherited, but instead includes all those in our lives who provide us with a circle of care and support. We are Family. Inspired by our new direction, our Board approved a new mission that arose from our strategic planning process: “We help families thrive in their communities by strengthening their mental health and wellbeing.” We look forward to sharing our mission and deepening our commitment to family and all that this new direction means in how we deliver our services and programs.

We are Family. When I reflect on those words, I feel an overwhelming sense of gratitude for the many friends, partners, organizations and funders who have been Carizon’s circle of care and support. We are grateful to all the donors and funders who have enriched our capacity to strengthen families. We acknowledge the commitment of our Board members who gave even more of themselves this year while we invested in our strategic planning process. Their foundational work will ensure that Carizon responds in a deeply meaningful way to support the thousands of families we will work alongside in the coming years. As always, our people who work at Carizon, our students and our volunteers give so much of themselves each and every day; they are the wind beneath our wings! And finally, we salute the families we support who have trusted in us and exhibited such courage during challenging times. You are all part of our amazing Carizon family.

So yes, Sister Sledge, we listened. And, while we are proud to be Carizon, at the very core of who we are, “We are family.”

Tracy
Tracy Elop, CEO

VISION
Hope, Wellness, Community

MISSION
We help families thrive in their communities by strengthening their mental health and wellbeing.

PILLARS
Counselling
Children’s Mental Health Community Services

OUR PROGRAMS:
Individual, Couple & Family Counselling
Walk-in Counselling
Group Programs
Credit Counselling
Trauma Treatment Services
Workplace Programs
Refugees & Newcomers Groups and Counselling
Abuse, Assault & Domestic Violence Programs
Encompass Learning

Encompass Recreation
Polaris Program
The Fort
Temenos
Community Resource Program
Pathways to Education
Steps to Re-engagement
Front Door
Zero2Six & Partners Program
Mobile Crisis Response Program

THE CEO:
REPORT FROM OUR BOARD
Holly Harkins-Manning
President
Amy Butler
John Collins
D’Arcy Delamere
Susan Dusick
Lisa Lishman
Craig McNiven
Barney Strassburger Jr.
Derek Vollebregt

Intensive Support & Resource Coordination
Children & Parents Connecting (CAPC)
Growing Healthy Two-Gether
Community Development Program
Promise of Partnership
Families & School Together
Connectivity KW4
Emotional Freedom Technique
How Carizon MAKES A difference

12,679 Individuals Served Directly
... but our impact is even greater when we factor in the families & communities of the individuals supported.

70+
Locations throughout the Region of Waterloo where Carizon delivers services.

95%
of clients expressed satisfaction with the services they received at Carizon.

88%
of clients identified they are moving in a direction that improves their circumstances after receiving services at Carizon.

12,679 Individuals Served Directly

COMMUNITY SERVICES
Carizon reaches out to the community to bring specific services to groups of people who need them the most, in locations where support is essential to family well-being.

8,641 Individuals Served Directly

CHILDREN’S MENTAL HEALTH
Carizon helps children and youth struggling with social, emotional or behavioural concerns through family centred intensive treatment, trauma treatment services and early intervention and prevention programs.

3,722 Individuals Served Directly

COUNSELLING
All of us face difficult personal struggles at some point in our lives. Most often we can cope with these issues ourselves, but occasionally problems can be solved better and more quickly with professional help.

6,316 Individuals Served Directly

... but our impact is even greater when we factor in the families & communities of the individuals supported.
COUNSELLING SERVICES

Walk-in Counselling Highlights

Through a single counselling session, Carizon’s experienced counsellors help identify issues and equip individuals with tools and strategies to address their concerns.

The response we are hearing from clients about walk-in counselling is truly validating and we’ve been excited by what clients have to tell us. Comments like, ‘Excellent service…brought needed hope and light to my situation…never expected so much out of a single session…’ tell us that we are delivering the right tools and services to achieve positive outcomes.

Shannon Nicholson, Director of Counselling
MENTAL HEALTH

Introducing the Polaris Program

For many decades, Carizon’s residential program served countless children, ages 6 - 12, helping them to manage significant mental health challenges. Armed with the knowledge that we could achieve even better outcomes for both children and their families, in June 2017 we closed the residential program and launched Polaris - an in-home and community-based intensive treatment program tailored to the needs of families receiving service. Polaris has allowed our youngest children to receive the help they need while remaining in the care of their parents or caregivers. It also helps families make the changes needed to effectively support and parent their child in their own home and community.

Children and families in the Polaris Program have often experienced significant trauma and have multiple layers of complex challenges and mental health diagnosis. By focusing on the whole family, we are better able to address circumstances for the entire family and break the cycle of intergenerational trauma.

Families served in the Polaris Program in the first 9 months.

Our Front Door single session counselling consultation program, delivered in partnership with Lutherwood, provides families with a first access point to child and youth mental health services. In January 2017, we extended our reach beyond the urban centres of Kitchener and Cambridge and began offering scheduled Front Door appointments in the four rural townships at Interfaith Community Counselling Centre (New Hamburg), Woolwich Counselling Centre (Elmira), North Dumfries Community Health Centre - Langs (Ayr) and Wellesley Township Community Health Centre (Wellesley). Both families and community partners in the rural communities report that Front Door services are now much more accessible to them. Strong relationships have formed between rural community service partners, including primary care providers, allowing for increased support and seamless service delivery to families.

Despite a history of traumatic life events and suicidal thoughts, Brandon’s family never accessed mental health supports until Front Door arrived in their rural community.

Brandon would not have successfully accessed these supports if Front Door had not physically been in his community.

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COMMUNITY SERVICES

PROMISE OF PARTNERSHIP

- # of Newcomers attending mental health groups: 265
- # of newcomers attending drop-in/outreach: 18
- # of community service providers attending POP education & capacity building sessions: 126
- # of newcomers attending mental health & wellbeing groups: 127
- # of mental health & wellbeing groups delivered: 3
- # of wellbeing summer camps for youth and families: 6
- # of community fairs and events showcasing POP: 25

Provides mental health supports to government assisted and privately sponsored refugees.

A privately sponsored refugee from war-torn Syria, Mrs. S., was dealing with trauma and anxiety and, while wanting to participate in a POP program, was afraid to walk the few blocks from her home to get there. The group facilitator arranged for a sponsor to pick her up and drop her home each night of group. In the last day of group, when the facilitator asked about her ride home, with a big smile, she said: "I go home by myself."

Check out Promise of Partnership’s Know Your Neighbours Video: https://vimeo.com/281631215

COMMUNITY DEVELOPMENT

- Kids attending Kids Club: 64
- Youth attending Youth Club: 35
- Community Engagement Activities: 25
- Youth Engagement Activities: 19
- People access the community centre: 460

Fostering skills, knowledge and talents in the Erb West and Paulander neighbourhoods.

Avg # of girls attending Girls Group over 40 wks: 8
Avg # families per week accessing food distribution: 40
Participants in monthly community potlucks: 238

After moving to Canada with her 3 young children, Elsa was struggling with depression, isolation and confusion about how to cope in a new country and help her children through a difficult time. Her 2-year-old was up crying every night for his father who remained in their home country, unable to join his family. Her two older children were upset and missed their home. Even though she knew it was dangerous, Elsa wanted to return home to her husband. Elsa was referred to the CAPC Home Visiting program. CAPC staff listened and supported Elsa and her children. They scheduled visits to do activities with the children, helped Elsa register the children for school and connected her with resources, local programs, ESL classes and childcare. They also arranged counselling for the family to deal with their trauma. Today Elsa is feeling positive and less stressed. Her children are adjusting well at home, school and in their neighbourhood.

KW4

Health and social service agencies collaborate and address situations of elevated risk to immediately respond, reducing emergency room admissions, crimes and victimization.

- Partner representatives meet weekly to collaborate: 30
- Situations of Acute Risk brought to the Table: 93
- Additional situations mitigated through partnership: 66
- Guests visit from emerging tables to learn about KW4’s success: 44

Connectivity

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20% of children and teens suffer from anxiety. Julia, a grade 5 student, was one of those. She struggled with sadness and self-confidence and complained of headaches and a sick tummy at school several times a week. Julia began working with Linda using Emotional Freedom Technique. EFT is a form of emotional acupuncture where children and families learn to “Tap” to manage anxiety and improve self-esteem. Julia now looks forward to school and her Child Youth Worker reports Julia’s increased ability to cope with challenges.

Delivering mental health supports in 29 elementary schools across Waterloo Region.

Pathways helps youth in low-income communities graduate from high school and successfully transition to post-secondary education, trianing and/or meaningful employment.

Steps to Re-engagement
In partnership with Waterloo Region District School Board, our Steps to Re-engagement Program supports students who are 18+ and have disengaged from school and are at risk of not graduating.

Families and Schools Together
F&S'T is an evidenced-based program that strengthens bonds between families, schools and community, and helps families make connections to strengthen their own support network.

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Check out this year’s Pathways Thank-you Video: https://www.youtube.com/watch?v=Zw0x_hT3rw

Kitchener Pathways students had the honour of attending Canada 2020’s luncheon event featuring President Barack Obama at the Metro Toronto Convention Centre. The youth had a once in a lifetime opportunity when, following his talk on global citizenship, President Obama surprised Pathways students with an appearance and personal address on the important role they play in leading the conversation in their communities.
HEROES:

Carizon people are amazing. We see it every day at work. But, we also see their dedication to giving back to their community! Here’s a random sampling of how great they are!

Despite heavy rains and high winds, Board Member Craig McNiven, runs the Boston Marathon raising over $5400 for Carizon.

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Emotional Freedom Technique specialists Rachel Brnjas and Linda Stearns presented at the EFT Gathering Canada.

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Wksam Osman, Community Development Coordinator in Paulander shares information on building strong neighbourhoods at the Kitchener City Hall.

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Kristy Ball, Jamie Keyzer, Kathy Muratis, Melissa Strachan and Leanne Brown joined a Mud Girl team, facing mud, foam and 17 crazy obstacles over a 5 km course in support of Breast Cancer.

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9-year-old Jenna, made this cake to raise money for their family’s Ride for Refuge team to support her Mom’s work at Carizon.

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Kevin, Julio, Raas, Alex and Elizabeth are part of a group that regularly go as a team to the clinic to give blood!

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Wisam Osman, Community Development Coordinator in Paulander shares information on building strong neighbourhoods at the Kitchener City Hall.

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Counsellor Elysia Tieggs led the charge in the 2017 Ride for Refuge challenging her co-workers and her CEO to raise the bar; we more than doubled our fundraising goal.

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...collaborate and always look to improve circumstances for the people we serve.

Partners gather at Carizon to form Connectivity KW4, supporting community members who are facing acutely elevated risk.

...are good sports!

IT Manager Oliver Smith and Director of Operations Angela McNeill don “rock star” gear as the Carizon team celebrates its hard work in leading our IT transformation.

...advocate for others.

Tracy Ellop shares her face and message in local bus shelters and commercials as part of Immigration Partnership’s #HireImmigrantsWR campaign about the importance and benefits of having a diverse workforce.

...educate about services and programs.

Jonatan, Kathy, Nathaniel and Melanie sharing information about Carizon’s Promise of Partnership program at the Tri-Pride Festival in Victoria Park.

Who Funds Our Services?

Federal, Provincial and Municipal Government | $5,769,833
Pathways to Education Canada | $1,930,647
Grants | $856,914
Fees for Service | $572,606
Annual Donations | $330,775
United Way Waterloo Region Communities | $308,734
Other | $330,492
Total Revenues 2018 | $10,099,801

What Services Are Offered and How We Strengthen Families

Children’s Mental Health 53%

Community Services 34%

Counselling 13%

Breakdown of Community Services:

Pathways to Education 62%
Newcomers 29%
Outreach Services 9%
www.carizon.ca

Head Office
Carizon Family and Community Services
400 Queen Street South, Kitchener, ON
N2G 1W7
519-743-6333

Additional Offices
1855 Notre Dame, St. Agatha, ON N0B 2L0
1770 King Street E., Kitchener, ON N2G 2P1
645 Westmount Rd. E., Kitchener, ON N2E 3W3
Langs, 1145 Concession Rd., Cambridge, ON N3H 4L5