

OUR 20
ANNUAL REPORT 10



growth.

editors' notes

Masthead

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growth: the process of growing; full development; maturity; development from a lower or simpler to a higher or more complex form; evolution.

This little but strong word, defines the experience of many of us at East Metro. We all walk through these doors with some kind of issue upon us. And fortunately we found the support, help and advice needed to take progressive steps in life.

For the three of us personally, it was on the creative side that we needed a little bit of guidance. Through the Say Word Journalism Program and Studio2 Multimedia Program, we were able to express ourselves in creative ways including writing, photography and design.

As young adults whom are still trying to figure out their place within this hectic world, it is an honour to work on such a big project. Creating the 2010 Annual Report of a large organization like East Metro isn't the easiest thing. Between jobs, school and other occupations we set some time apart to deliver a quality product.

And we hope it reflects our commitment. The whole process was a beautiful journey, even though we encountered some roadblocks and challenges like coming up with concepts, scheduling and rescheduling photo shoots, setting interview dates, meetings... you get the idea. Determination is what helped us to make it through and we are proud of our work.

These past few weeks and next pages reflect our growth and that is exactly what we wanted to communicate. Whether it is about our struggles, experiences, encounters or anything else, we all have a story to tell. And because of these stories we know where we come from, where we stand and where we're going. This is true growth.



from the board

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We are pleased to share our 2009-2010 annual report with you. This year was particularly significant at EMYS as we completed the final stages of our 2006-2007 strategic implementation plan and once again embarked upon accreditation. All of these tasks were met with great success, bringing all of the goals in our strategic plan to fruition, and passing accreditation not once, but twice. In addition to Children's Mental Health Ontario's accreditation in April, we piloted their new youth engagement standards in June. Being the first pilot site for these new standards allowed us to put our many years of effort in creating youth engagement programs to the test, which we passed with a remarkable score of 100 percent.

We have also accomplished the final stages of our strategic plan, charting and concretizing new courses of action throughout the agency. As we have checked off various objectives throughout this course, we have also expanded the scope and breadth of our programs and services. One of the central efforts in this plan was to reach out to and support newcomer youth and their families that comprise EMYS' surrounding community. With support from Citizenship and Immigration Canada, we are now in our third year of our HOST and ISAP programs, which aim to meet the needs of newcomer youth dealing with the challenges of acculturation, some of which may be complicated by mental health issues.

We have also continued our Diversity In Action Scarborough program, a partnership among four Children's Mental Health Centres in the east and with the Psychology Foundation of Canada. An evaluation grant received from the Ministry of Children and Youth Services will allow us to measure and monitor the outcomes of this multi-year project in a more systemic way.

Our commitment to the adoption of evidence-based practices and outcome measurement, also a major focus in our strategic plan, has also allowed us to integrate and track new practices throughout the agency. For example, our implementation of Dialectical Behavioural Therapy (DBT) with youth in our Residential and Day Treatment programs has been met with very positive outcomes. Similarly, we have begun to integrate practices such as

Motivational Interviewing and Emotionally Focused Therapy within our Home Based Programs. Aggression Replacement Therapy and Stages of Change Theory are also being infused throughout our Violence Intervention Programs.

The expansion of our Violence Intervention Project programming was also one of the noted areas of effort for our Strategic Plan. After four years of working towards this effort, our VIP programs now include our Youth Outreach Worker Program, our Say Word Journalism Program offered in partnership with Ryerson University, our Service Canada PREP pre-employment program and our Studio 2 multi-media program. These collective efforts have resulted in the creation of our newly named "Level 3 Youth Investment Centre." With the commitment of funders such as United Way, the Youth Challenge Fund, Service Canada and the Ministry of Children and Youth Services, this centre has become a hub for young people to build a variety of skills while also impacting change in their communities.

Perhaps the greatest representation of the success of our Youth Investment Centre is this report itself, done by the youth in our Studio 2 multi-media and Say Word Journalism programs. From the photographs, to the writing to the design, this report embodies the true spirit of youth engagement.

We hope that this report provides you with an illustration of the commitment and skill of these youth along with insights about the positive changes made by the youth in our various EMYS programs. Such changes would not be possible without the dedication of our Board of Directors and staff team who have also been instrumental in the accomplishment of our strategic efforts.

As always, we welcome any feedback you may have about this report.

Sincerely,



Claire Fainer
Executive Director



Doug Millstone
EMYS Board Chair



our mission

At East Metro Youth Services, we continuously strive to engage youth in reaching their personal best through:

- Enhancing their mental health
- Active collaboration with our diverse families and communities
- Values-based partnerships

At East Metro Youth Services, we believe...

- The best interests of youth in our community are paramount.
- Youth and their families are treated with dignity and respect.
- The diversity, strength and potential of youth and their families are recognized and valued.
- In the value of our staff and volunteer and the importance of their contributions and commitments to the youth served, our communities and East Metro Youth Services.
- In a professional practice built around client strengths and cultural and evidence-based competencies.
- Flexibility, innovation and individualized approaches are key to providing responsive services.
- Collaboration that demonstrates achievement of outcomes for youth in an effective and efficient manner should be promoted.
- Excellence and quality are achieved through focused leadership, integrity and accountability.

our programs

At East Metro Youth Services, we offer the following programs:

- Counselling:
 - * Individual & Family Therapy
 - * Intensive Child & Family Services
 - * Priority Access for Child Welfare
 - * Transitional Support Services
 - * Whatever It Takes (W.I.T)
- Residential Treatment
- Diversity in Action Scarborough (DIAS)
- Day Treatment
- ADAPT Program
- Developmental Services
 - * AYCES
 - * GASP (Galloway After School Program)
 - * Time for the Taking
 - * Respite Care
- The Violence Intervention Project
 - * Community Volunteer Program
 - * Pre-Employment Program
 - * Respect In Schools Everywhere (RISE Program)
 - * Youth Outreach Worker Program (YOW Program)
 - * Say Word Journalism Program
 - * School-Based Diversion Program
 - * Studio2 Multimedia Program



christina's story

“Ever since I’ve come here, it’s been nothing but open doors”

Having her personal story featured in a magazine to being in a video on CTV, Christina shares her personal experience about the Violence Intervention Project: Pre-Employment Program and personal story.

Christina, now a graduate of the Pre-Employment Program, shares some of the things learnt on this six-month journey, “We learned how to develop and deliver workshops on bullying, conflict resolution, healthy relationships, etc.” A part of the curriculum was to develop an individual workshop of choice and Christina chose anti-homophobia. With the opportunity to go out into the community and deliver these workshops, she presented it to a group from Youthlink called YAAHA (Youth Advocating for Anti-Homophobia Awareness), which she now is a facilitator for. Having created such a powerful captivating workshop, Christina now sits in the leadership role of helping conduct the anti-homophobia workshop with East Metro.

“Ever since I’ve come here, it’s been nothing but open doors,” Christina recalls. I admired her confidence and her openness to share her experience of being a lesbian. “I’m a lesbian and when I came out, I lost a lot of family and friends due to my sexual orientation. I know what it’s like and I want people to know that it can happen, but no matter what happens, you got to keep pushing forward and living the life that you want to live. No one can tell you how to live your life.”

Having to deal with that wasn’t easy for the young teen. “It was a struggle, ‘cause it’s like a loss,” Christina shares. “You lose people who you thought would be there no matter what but then you realize you haven’t done anything wrong and if they can’t accept that they don’t deserve to be in my life.”

When asked what the message is she wants to send Christina replied, “When conducting my own workshop I want my audience to know that people out there are going to have their own reasons and opinions and we can’t say that it’s right or wrong. All we can do is embrace who we are. It’s ok to be ourselves. Live life for you.”

Christina begins post secondary school in September at Centennial College to pursue leisure recreation. Her message she leaves to the youth is short, simple and true. “To those struggling with their identity and are scared of the unknown, don’t be afraid to ask questions. Don’t be afraid to be who you really are.”



rupan's story

“Everyone here is willing to help you out...”

Born in a small village in Sri Lanka, Rupan Saravanapavanathan became accustomed to moving around regularly. Colombo, the largest city and former capital of Sri Lanka was his longest stay which lasted five years. So how did Rupan end up living in Canada? “I went to so many countries and ended up here in Toronto.” Having just turned 18, Rupan jumped on a plane and came to Canada, alone. “Moving to Canada was a hard choice for me but I had to choose; be alive, or stay with my family there and face all the consequences.”

Here in Canada he applied for refugee status. “In Sri Lanka, it wasn’t safe. They could keep you locked up for long periods of time and not have to prove anything, or any evidence you did a crime. They didn’t even have to give you a court hearing. I wanted a better life for myself. I feared my life there.” Rupan continues, “It was really hard leaving my family, a tough journey coming here. I didn’t know English. I could understand it but couldn’t have a conversation back.” For a good while, Rupan shared a room with a relative, as he worked to get on his feet. Some of the challenges Rupan faced were the language barrier and taking care of himself. Now in a new country with no family, he had to do everything. Going to school to register was difficult. “At school they wanted to put me in applied courses. I wanted academic. I knew the work already and I didn’t want to settle for less,” Rupan shares.

A big support that helped him on this journey was the Tamil Youth Organization. He volunteered

there helping put on events and that was where the opportunity to work with East Metro Youth Services (EMYS) formed. “A youth engagement worker for Youthlink had informed me about the job posting and so I applied. And I got it.” Rupan was hired as a youth hire for the Newcomer program at EMYS.

When asked about his experience working at East Metro, Rupan answered, “I get a lot of support from all the staff. I was introduced to a program called CITY Leaders, where I learned a lot. Everyone here is willing to help you out. I gained a lot of networks.”

Despite the challenging road that Rupan once walked on, he refused to let that hold him back. Accepted to post secondary education, Rupan looks forward to attending Ryerson University this fall to study Aerospace Engineering. Fascinated, from his childhood, with airplanes and the constant questions of how they were made, he will now have the opportunity to discover the world of aerospace. We wish you the best of luck on a new journey, full of opportunities, success and happiness Rupan! It’s been eight years since Rupan has seen his family and looks forward to the day they reunite.



jahneil's story

“Say Word was a great experience, & even more rewarding because of the staff”

When I first joined Say Word's video broadcast program I thought it was just some youth broadcast thing,” says Jahneil Blair-Coombs, a Say Word graduate. However, he soon discovered a whole other world. “One of the greatest things about this program was that I got to learn the Journalism aspect.”

Having experience with making neighbourhood documentaries in and around Toronto, he adjusted well into the program and seized the opportunity of what Say Word had to offer. “I learned to better edit my videos and this is something I will take with me for future reference.”

Say Word's video broadcast program provides youth, ages 16-24, resources to a video camera and the chance to learn new video skills as well as life skills. They got to go out into different communities and document issues important to them. “What I like is that they don't give you a topic, you get to choose your own. Whatever appeals to you,” says Jahneil.

He learned how to effectively put together a video that was both eye-catching and captured the target audience. The process of putting together a documentary was no easy walk in the park. “You gotta find out what people want to listen to, if you're interested enough to cover it, and how well you can do it.”

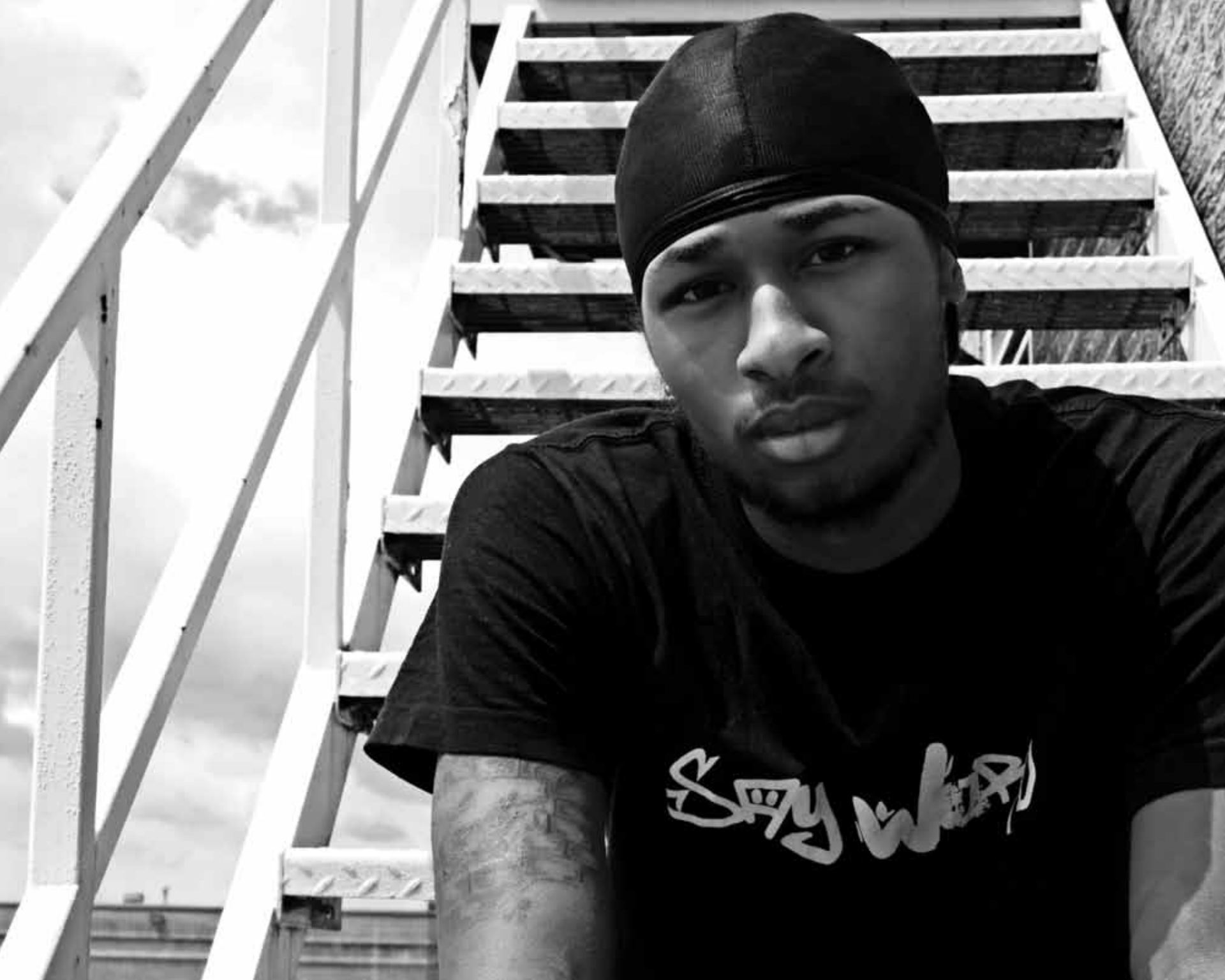
Part of the Say Word curriculum was to put together a video on an issue that has affected the generation

of youth. Jahneil's group focused on the situation in Jamaica with the extradition of Dudus and how it's affecting the island. When asked the reason for this topic he stated, “It hit home for a lot of us. There's a large Canadian-Jamaican percentage in Toronto so we thought it was interesting for people to understand the politics and effects around it.” Say Word is a stepping stone for youth to find their voice and speak their mind in a way that's positive and gives attention on a large scale to both adult and youth.

Jahneil then begins to talk about his most memorable moment in Say Word, experiencing the G-20 protest during the Ryerson camp at the end of the program. “The fact that I was with my group and we got to see a lot that you normally don't see in the city of Toronto was live. It was a bonding experience. Say Word offered a lot of opportunities that we don't have access to often.”

“Say Word was a great experience, and even more rewarding because of the staff, Priya. More like a sister figure, she would help you with personal problems and problems within the program if there was any. If it wasn't for Priya, I wouldn't have been as engaged.”

For Jahneil, like most youth who have gone through Say Word, this program was definitely a life changing experience. With many skills, tools, new knowledge and an added ally, Jahneil looks forward to making more documentaries and short videos.



raj's story

“I want to go to school and become an astronomer. That was my childhood dream.”

Fourteen year old Raj Panchal moved to Canada from India over a year ago and soon discovered the Newcomer Program which he still attends. He first heard about the program through a family support agency. The Newcomer program broke down many barriers that Raj and his family faced. Income for transportation as well as financial stability to enroll their son in after school activities were two of the biggest challenges. However, the newcomer program was free and provided bus fare and dinner.

In addition the newcomer program opened their eyes to different skills and talents around photography and computers. They had the pleasure of going to different places, sightseeing and discovering Toronto which was exciting for them, coming to a new Country. The staff helped with homework, goals both educational & personal as well as anything they needed help and support in. Many trips were involved in the program, like Wonderland, pumpkin-picking and the beaches.

The newcomer program runs three times a week. The sessions consist of sharing new ideas. Learning language skills and everyday life skills, guest speaker, sports activities and outings.

Involved in a program like this is really beneficial for Raj as well as other newcomers who face challenges coming to Canada. Coming here, Raj knew limited English and was very shy communicating with other people. After being involved with this program he is now confident in carrying conversations with others and making new friends. Raj goes on to speak about his future dreams. “I want to go to school and become an astronomer. That was my childhood dream.” No dream is too big for Raj. All the best!



tayesha's story

“I’m learning a lot about myself and how I interact with people.”

Tayesha Mackinnon is a current participant in the PREP Pre-Employment Program funded by HRSDC. She first heard about it through her older brother who had encouraged her to apply, telling her, “it will help you out a lot.”

“When I first heard about the program, to be honest it was all about OMG, they are going to pay me to do this, and I needed the money so I came through.” But as the staff started explaining exactly what it is they were going to be doing, Tayesha became genuinely interested in it because of her passion to help kids and youth. Going out into the community and working with youth, running workshops and promoting anti-violence was just some of the opportunities the youth in the PREP Pre-Employment Program participated in.

Child and youth work is where some of Tayesha’s passion lies, which is why she has excelled in a program like this. She displayed interest in going to college for a CYW program. After being in the PREP Pre-Employment Program she discovered another love. “Being here and doing some of the activities, I discovered that I’m a very good writer and I want to get into journalism.”

“This experience has been fun for me,” Tayesha continues. “Like a learning experience. I’m learning a lot about myself and how I interact with people.” One of Tayesha’s greatest achievements so far in the program is discovering how great of a writer she is. She has written

many articles and poems for the program.

Life wasn’t smooth sailing for Tayesha growing up. “I was born around the drug game. One of my close relatives used to be a drug dealer so I was raised around violence and guns, people kicking down our doors and trying to rob my mom, so the whole violence part of this program is where I come in.” With both knowledge and experience and with resilience, Tayesha has continued to strive and push forward creating a bright future for herself.

“It’s going to take a lot of strength but as long as you keep trying there’s nothing that can stop you. You have to always want something. If you don’t want it, nothing will come to you. You have to know that in order for anything to work out you have to work for it,” is the message Tayesha leaves for the young people.

Personal goals for this young promising teen are to finish high school, find a full time job and pursue college. With a strong-willed mind, and strength beyond her age, Tayesha will continue to achieve all she sets her mind to.



farewell leigh

“Believe &
you will
achieve.”

East Metro Youth Services has had the pleasure and honor of having Leigh Moore on board for 22 of the 35 years he has been in the social services field. Board members, ministry and community colleagues as well as participants and youth of EMYS packed the Level 3 space as we said a final “see ya later” to a man who has brought hard work and dedication to the services.

When asked about his favourite memory at EMYS he responded “the people.” Leigh has been in many positions at EMYS. He started as the Supervisor for the Support Services and made his way to the Manager of Intake. Moving from there he was the Manager of the Rapid Response Program and soon after the Manager of Developmental Programs. And last but not least, he was the Director of the Violence Intervention Project. He spearheaded many programs through his time here such as the TTC Youth Outreach Project, Markham Chinese Youth Program, the Afghan Youth Outreach Program and Youth Outreach Worker Program to name a few. “Youth engagement is now something that EMYS is recognized for,” says Leigh.

It’s always difficult to see someone go but we wish you all the luck and happiness in a new chapter in your life. The message Leigh leaves for the youth is this, “Continue to reach for your goals. Believe and you will achieve.”



financials

STATEMENT OF OPERATIONS: ENDING MARCH 2010

| REVENUE | 2010 | 2009 |
|---|--------------------|--------------------|
| Ministry of Children and Youth Services | \$5,379,773 | \$5,382,806 |
| Other program /Special Services Funding | \$1,525,934 | \$1,320,468 |
| Children's Aid Societies | \$1,496,551 | \$1,528,890 |
| Donations and Other Revenue | \$222,665 | \$205,103 |
| Amortization of Deferred Capital Contributions | \$22,522 | \$27,141 |
| Interest Income | \$2,057 | \$22,119 |
| | \$8,649,502 | \$8,486,527 |
| EXPENSES | | |
| Salaries and Benefits | \$6,936,174 | \$6,608,594 |
| Rent | \$384,453 | \$350,012 |
| Consulting and Professional Fees | \$319,699 | \$294,330 |
| Repairs, Maintenance and Equipment | \$180,230 | \$189,988 |
| Program Expenses | \$142,543 | \$208,120 |
| Supplies/Other | \$109,471 | \$140,217 |
| Travel | \$105,692 | \$110,758 |
| Food | \$103,193 | \$89,826 |
| Medical and Personal Needs | \$69,258 | \$73,313 |
| Communication | \$68,636 | \$72,848 |
| Training | \$49,275 | \$85,172 |
| Meetings and Promotion | \$36,806 | \$69,505 |
| Insurance | \$34,855 | \$31,935 |
| Utilities and Property Taxes | \$27,816 | \$29,721 |
| Mortgage Interest | \$18,162 | \$21,106 |
| Amortization | \$62,967 | \$63,669 |
| | \$8,649,230 | \$8,439,114 |
| EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR | \$272 | \$47,413 |



partners

East Metro Youth Services is honoured and grateful to receive funds from and be accountable to these essential funders:

- Citizenship and Immigration Canada
- City of Toronto
- Government of Canada
- Ministry of Children and Youth Services
- Ministry of Community and Social Services
- Ontario Trillium Foundation
- Service Canada
- Youth Challenge Fund

We appreciate your support.

To find out how you can contribute ,
call us at 416-438-3697;
e-mail us at emys@emys.on.ca;
or make an online donation
at www.canadahelps.org.

With your help, we can help others.

THANK YOU.

*The enhancement and sustainability
of many of East Metro Youth Services*

programs and services would not be possible without the generosity and valuable support of our sponsors.

To them, and to future sponsors we are indebted and grateful.





Without you, there would be no way.

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