



APPROPOS

BATSHAW YOUTH AND FAMILY CENTRES



SPECIAL DOUBLE EDITION

MESSAGE FROM THE EXECUTIVE DIRECTOR

Margaret Douek

The Holiday Season

The season of festivities and good cheer is just behind us but the warmth of these events stay with us throughout the winter months. It is a season that brings out the generosity and the passion of our staff to provide for our clients. I found this year particularly overwhelming in the efforts that were put forth by so many to make sure that as many of the wishes of our clients could be fulfilled. From the Archive room, Frank Campanile collected 700 gifts which were painstakingly prepared for distribution to grant the wishes expressed in letters to Santa. Resources, under the leadership of Cathy Carroll prepared close to 100 food baskets for families in need. The residential programs created in each unit and group home a festive environment and a distribution of gifts to clients and visitors who were present when Santa dropped in with his bag of goodies. These are just examples of the generosity of our staff and the community at large.

Whatever the events the contribution of so many staff who wanted to help and participate created a wonderful sense of caring for others. I want to thank you all for making these events so special for our clients. Without this leadership from the ranks it would not be possible to achieve a fraction of what gets done.

Highlights of the New Year

The year 2013 is promising to be a very productive year. We are launching the Accreditation process once again which will galvanize our efforts for the next 12 months. It is a project that calls on the participation of all staff, parents and youth, foster families and institutional and community partners. The value of this process has been proven twice before. As we embark on this third recertification, it is an opportunity to review some of our challenges, measure the impact of changes which we have had to assume, and mobilize the organization around a new improvement plan which will be our beacon for the next four years.

The budget compressions will continue to be at the forefront of strategic decisions which will be made in the new fiscal year while taking into consideration quality and performance objectives.

Our commitment to quality will continue to drive the review of some of our practices and program development. Improving service delivery is paramount in our vision of continued development. This promises to be an exhilarating year which will bring us one step closer to achieving our ideal in terms of service delivery.

Our vision is our strength. The collaborative team effort is the only way we will be able to actualize that vision.

I want to wish you once again the very best for 2013 and thank you all for your enormous contribution throughout the year.

THE RUTH AND AMMY BATSHAW AWARDS OF EXCELLENCE 2012

Claire Roy, Manager, Communications and Public Relations

The Ruth and Manny Batshaw Awards of Excellence presentation took place on November 21st during the Youth Centres Week.

The Selection Committee was composed of Mr. Jacques Monfette, a Batshaw Centres Board member, of Mrs. Christine Harkness, a Batshaw Centres Foundation member, and Mrs. Barbara McDonald, a foster parent and a member of the MRMC Committee, familiar with our mandates and functioning.

The recipients of the Ruth and Manny Batshaw Awards of Excellence 2012 are:

The following texts are drawn from the words of those who nominated the recipients.

Clinical Excellence – Psychosocial

Karen Chawkin, Human Relations Agent, AM, DCFS

Karen was assigned to work with Sam (*name has been changed*) in January 2012. He grew up in abusive home from his birth. He recalls riding his bike at the young age of 13 delivering drugs in order to buy food. Unfortunately the worse was to come. Sam was diagnosed with cancer on his leg when he was 15 and had to have surgery and a numerous doses of chemotherapy while living in one of our group homes. In January he was diagnosed with cancer in his lungs and while he tried to heal from this surgery at his grandmother's place his father put a knife to his throat over "too much orange juice missing".

Sam's mother who has not cared for him since he was 4 is trying to establish some kind of relationship with him but he bears too much anger towards her for abandoning him. Karen is also supporting and working closely with Sam's mother in trying to repair the void in their relationship.

Karen has been there for Sam every step of the way. Karen attempts to answer all his questions about what things are like after this life without imposing any specific religious beliefs. She listens attentively to what he hopes life after death will be like... he wishes mostly for a good family there.

Karen has driven him to his chemotherapy and radiation sessions and has spent hours at night and on weekends by his bedside. Although Sam has been the most resilient patient with cancer, Karen is making arrangements for palliative care. Karen is also in the process of writing with him his funeral plans. Sam wants his rap music at his service, she will do her best.

Karen has given Sam everything she can to help ease all the emotional pain he suffers. She has more than exceeded what anyone would expect a worker to do for her client as a clinical professional. She has worked with him all these months maintaining a high level of integrity, dignity, respect and class.

Sam passed away on Friday, January 11th, 2013. Sharing the news, Karen said he did so bravely and with courage. She added his journey is over and that he had move to a much better place. Sam didn't suffer and the medical team made sure he was at all times as comfortable as possible. His one last breath was peaceful. Sam will be missed. He touched so many persons in so many ways. May he rest in peace.

Clinical Excellence – Residential

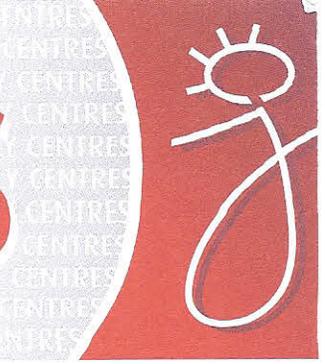
Sandu Strunga, Educator, Dorval Campus, DRTSA

When animators lacked in Application of Measures (AM), Sandu agreed to do Family TIES group for the AM West Island clientele for one session. Six years later she



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SPECIAL DOUBLE EDITION (cont'd)

continues to animate 3 times a year. ART diminishes over the summer, Sandu decided that family groups was necessary and took it upon herself to set this up and has run the summer Family TIES for 5 years now. Sandu creates an ambiance where our parents feel wanted, competent and essential to successful work with their children. She believes in the saying "Food is love!" With a meager budget she bakes homemade cookies for the youth groups and healthy Crockpot meals for the youths and their parents coming straight from work to Family TIES.

There are many things Sandu has done over the years to help enrich our clients' lives. For example,

- She volunteers to help any way needed by the Ways and Means committee even though she is not a member;
- Sandu runs around Easter Eve being the Easter bunny and hiding eggs for the kids to find in the morning;
- She becomes "mom" at a moments notice when a child needs someone with them at an "invite your family event" and their mom can't make it.

Administrative and Support Excellence

Louise Leonard-Smith, *Administrative Agent, Class 2, AM, DCFS*

Louise is the perfect demonstration of the words "administrative and support excellence". She sits at her desk, troubleshooting any issues, and dealing with a motley crew of workers all vying for her attention and time.

Often Louise smiles or tells a funny anecdote to help bring some levity to a difficult situation. She is able to share her experience and knowledge in welcome and non-judgmental ways.

Louise's attention to detail is annoyingly good. A picture of her should appear in the dictionary next to the definition of multitasking. To say that she keeps us on the toes of the workers is an understatement. Louise's organizational skills, efficiency, and pride in everything she does actually make each person on her team a better worker.

Louise makes everything look easy even though everyone knows that it is not. Working with any team at Batshaw Centres might, at times, seem like herding cats but Louise does it with ease and grace. The mere mention of Louise's name can illicit stories of how wonderful she is to work with and how strong her dedication.

In addition to Louise's unquestionable skills, there is her heart. Louise cares about her work, her team, and the clients and it shows in her kindness, her humor, and her smile.

The recipients of the Certificates of Meritorious Achievement are:

Clinical Excellence – Psychosocial

Lynn Dion, *Human Resources Agent, Clinical Support Services, DPS*

Lynn has developed numerous creative, effective, ingenious and widely applicable intervention programs linked to youth sexuality. She also provides training and support to staff in regards to youth sexuality issues.

The R.A.B.B.I.T. (Respecting Appropriate Behaviors and Boundaries involves Trust) Program is a recent innovation created by Lynn. This is a program for children with sexual

behavior problems that is done in workshop format at residential units with the help of animators from clinical support services and staff from the units.

Lynn's work has prevented disease and unwanted pregnancy and helped children and teens who have been exploited to establish safe boundaries and make informed choices.

Clinical Excellence – Residential

Daina Girard, *Educator, Prévost Campus, DRTSA*

Daina got involved with the *Route sans fin*, a yearly provincial event uniting all 16 youth centres in a therapeutic activity with positive media involvement. She has been heading the initiative of getting our youths involved to prepare for a day of biking with the *Route sans fin*. In Circle of Courage terms, a sense of belonging was created as well a way to give back through generosity.

Daina has also been one of the main animators of the "Northwaters" expedition. Every year a group of youths in care go on a wilderness experience, canoe camping with a survival component.

Daina has contributed to help many youths push beyond their own limit and grow into more mature people.

Administrative and Support Excellence

Pamela Berry, *Cook-Housekeeper, Couvrette Group Home, DRTSA*

Pam is an integral part of the Couvrette Group Home team and program. Through Pam's daily efforts, she has taught us how powerful the position of a cook-housekeeper can be in a life of a youngster. Her kindness and caring creates feelings of security, belonging, nurturance and has supported youths to feel that they are individuals even in a group of nine. She will do this by creating lists of food preferences, requests and requirements and by including youths in menu planning.

Pam has taken it upon herself to understand, appreciate and embrace our mission at Couvrette; she shares her opinions freely and looks for ways to create a clean, comfortable, pleasant and warm environment.

Healthy Enterprise

SURVEY SAYS!

Claire Roy, *Manager, Communications and Public Relations*

Now is the time to complete the survey!

To make things easier for you, the surveys that must be completed as part of the *Entreprise en santé* certification program and the renewal of our accreditation process were merged into one and can now be taken on line.

All answers will be kept confidential as will any opinions you may wish to express!

If you have not already done so, go to <http://tinyurl.com/a4u52p7> to complete the survey!

BATSHAW CENTRES CALENDAR

Black History Month

February 14: Conference

February 21: Extravaganza

February 28: Lunch

Information: Pina Cassata, ext: 1192

Batshaw Foundation Fundraising Activity: April 24th