

**In Gratitude** We are grateful for the tremendous support we received this past year

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|---|--|
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**Our Funders**

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|---|---|
| Ministry of Health and Long Term Care             | Department of Canadian Heritage   |
| Ontario Ministry of Community and Social Services | United Way of Burlington and Greater Hamilton   |
| Ontario Ministry of Children and Youth Services   | Ontario Trillium Foundation   |
| Ontario Ministry of the Attorney General          | Hamilton Community Foundation   |
| Hamilton Niagara Haldimand Brant LHIN             | City of Hamilton   |
| Diocese of Hamilton                               | Ministry of Education   |
| Early Years Challenge Fund                        | Homelessness Prevention Initiative Halton Region  |
| Department of the Solicitor General of Canada     | Halton Gatekeepers Program<br>Funded by the Halton Region  |



# Building Stronger Families

## Report to Our Community 2015 - 2016

### Highlights from Another Successful Year

**Individual and Family Program**

Individual, Couples, and Family Counselling, Walk-In Counselling Clinic  
Employee Assistance Program, Family Group Conferencing  
Mental Health First Aid training

*"We were very confused and found it hard to do things. They have helped us a lot so we can see that there is a way out of this."*



**Financial Fitness Program**

Credit Counselling, Walk-In Counselling Clinic  
Financial Coaching, Financial Literacy

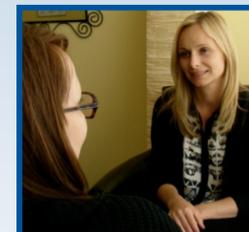
*"We feel confidence with the recommendations received and the best is that we trust in your advice. Our counsellor made us feel that our problem has a solution."*



**Seniors Programs**

Intensive Case Management for Seniors  
Gatekeepers Program, Senior Peer Volunteer Program

*"All is possible with the help and support we received from CFS."*



**Abuse & Violence Intervention and Prevention Program**

Woman Abuse Counselling Services, Children's Trauma Counselling  
Men's and Women's Anti-Violence & Abuse Program

*"You have changed my daughter's life! She started counseling after years of witnessing domestic violence. She has now evolved into being an open communicator and has found new inner strength."*



**Developmental Services Program**

Supporting Adults with Developmental Disabilities and their families

*"My son now has self-confidence, assertiveness, and respect for himself."*



**St. Martin's Manor Young Parent, Infant, and Children's Centre**

Young Parent Program, Infant & Toddler Development Program

*"Staff welcomed me with love and support ...without St. Martin's Manor, I would not be who I am today."*

## A Message from the Executive Director



As I prepare to retire on June 30th it was a perfect time for me to reflect on the last 14 years. The agency has seen a number of changes in government policy and increased oversight, competition in the sector for reduced funds to meet increased needs and the changes in the demographics and characteristics of the clients. I have been privileged and honored to be the leader of a group of people who were willing to dream. Through innovation, creativity and team work they have been able to achieve the vision and mission of the agency beyond all expectations while facing these extraordinary times of change.

When I came to the agency I met with employees and the Board to discuss their hopes and dreams for the future of Catholic Family Services. These discussions led to an organizational change that included rebranding of the agency, the development of core programs and a revised mission, vision and values. Together we were committed to "Helping make Life Better" not just for the clients but for the employees, volunteers and the community. As a committed group of people we accepted the challenges and turned them into opportunities. We never gave up hope that we would succeed.

We dreamed of rebuilding the Manor with a modern residence, a school and an infant and toddler development program. In 2009 we opened the doors to a building in which constant change would take us in an exciting new direction which we had never imagined. Through innovative change we became a leader in delivering services to pregnant and parenting youth and their children.

We dreamed of being a multiservice agency that provided services which were accessible and available. Where everyone was welcome and there were no barriers to service. This led to the Walk In Counselling Clinics that are now in place in family service agencies in the province. We developed and implemented financial literacy programs before they were the trend. We believed that to reduce domestic violence we had to develop programs that served both victims and perpetrators. The result was the creation of the Abuse and Violence Intervention and Prevention Program that crossed two sectors. We believed that individuals with developmental disabilities should have choice outside

the sector specific programs and found opportunities for our clients to be a part of the community at large.

We became the leaders serving seniors who are victims of elder abuse and developed a unique program called Gatekeepers to respond to the emerging issues of self neglect and hoarding.

We believed in growing and learning together. We believed in building partnerships, networks and collaborations. We built our dreams on hope and continued to believe in "Helping Make Life Better".

Linda Dayler

## A Message from the Chair



On behalf of Catholic Family Services of Hamilton's Board of Directors, I'm pleased to share our 2015/2016 Annual Report.

We are truly grateful for the support of our donors, community partners and volunteers who make a difference in the lives of so many vulnerable residents in Hamilton and beyond. Catholic Family Service of Hamilton continues to explore options to enhance our programs and services to meet the growing needs of our community.

2015/2016 has been a year of change for Catholic Family Services as we wished Linda Dayler a fond farewell after announcing her retirement as the Executive Director. Linda's many years of dedication and passion to clients, staff and volunteers will continue to serve CFS well into the future.

In March, we welcomed Cindy Kinnon as the new Executive Director of CFS. Cindy is an established not-for-profit leader with a wealth of community and capacity building skills and is well grounded in values based leadership which is so integral to our agency.

Thanks to the staff, volunteers and the Board of Directors for their dedication and passion for 'Helping Make Life Better' through our programs and services. We look forward to growing our collaborative partnerships and ensuring a strong future for Catholic Family Services of Hamilton in the years to come.

Christina Gallimore

## Helping Keep Seniors Safe at Home

### One of Our Many Successes from the Past Year

Mr. B is 62 years old. His only income is ODSP. He lives alone, has no family or any other support. He needed our help.

Due to periodic mental health issues he was hospitalized. The referral came to Catholic Family Service of Hamilton's *Gatekeeper's Program* when he was about to be discharged back to his home.

At our home visit we discovered that Mr. B's apartment exhibits extreme hoarding. He had no access to any of his rooms, including the kitchen, except to his bathroom. He slept on the concrete floor in the hallway by the front door. His residence had no running water, no working toilet, and no heat. Due to clutter he was unable to turn on the baseboard heaters. He showered and used toilet facilities at the local gym or at Tim Horton's.

We work in conjunction with health and social community partners to identify seniors living in severe self-neglect, known as "Diogenes Syndrome". We increase access to support services for vulnerable and at-risk seniors, and prevent the need for other expensive services, hospitalization, and long-term care.

Over a two year period, we worked alongside partners in the community like the Fire Department, Canadian Mental Health Association, his probation officer, the landlord, and his family physician. We were able to prevent his eviction and stabilize his housing. His entire apartment was cleaned and fully de-cluttered, his bathroom and kitchen became functional, and he was able to turn on the heat.

He's happy and safe, in his own home.



We are sad to announce that he has since passed away.

## Executive Director's Award

### Jill Traynor Senior's Team Case Coordinator

Jill started her career at CFS as a student for her McMaster university placement. She was bright, a fast learner, very mature, and had an instant skill to work with seniors.



She has grown into an accomplished, compassionate, caring team member, with an exceptional work ethic. She is a tireless advocate to improve life for seniors. She is well known in the community for her solid, reliable skills and her true sense of drive.

## Years of Service

We extend our thanks to our CFS team who have reached milestones of service

### 5 Years

Joanna Crashley  
Carmella Smith  
Sherri Brown  
Cassandra DeOliverira



### 10 Years

Evelyn Camargo  
Terry Bennett



### 15 Years

Sherrie Pottruff  
Sonya Petrella  
Melanie Labelle