

# HOPE AND COURAGE

## COMMUNITY REPORT 2022



# LEADERSHIP MESSAGE



Dr. John Colangeli



Mr. Richard Steinmann

The pandemic and its effects have impacted every aspect of life. It triggered a mental health crisis for children and youth, caused fewer employment opportunities as businesses laid off staff or closed, and made it more difficult to help youth and adults experiencing homelessness. In short, it touched every aspect of our work.

It is hard to be strong when faced with adversity, especially over such a long period of time. But hope and courage are often the best tools for moving forward.

This Community Report offers some great examples of people who did just that in their own life journey. Ethan, whose studies and apprenticeship opportunities were disrupted by the pandemic, graduated and got his apprenticeship. Angela, who despite a fulltime job and co-owning a home, found herself accessing the shelter system before landing an apartment to call home. Kyle, who was in our children's mental health program years ago, drew on lessons he learned with us to successfully open a restaurant. And Bill, whose years-long commitment to volunteering in his community, never wavered during the pandemic.

As an organization, we have done some reflecting and learning. We have come to understand that within marginalized communities there are voices we have not heard and people we have not served well. As a community agency we believe we should be accessible to everyone. So, we are striving to embed anti-racist and anti-oppressive perspectives and practices in our work.

We would like to thank all of those who supported our work in the community: Lutherwood's friends, funders, donors, and volunteers. And a special thanks to our staff members who despite the difficulties and hardships were always there to offer hope and courage to anyone needing help.

**Dr. John Colangeli**  
Chief Executive Officer

**Mr. Richard Steinmann**  
Chair, Board of Governors

# FOSTERING A SPACE OF BELONGING

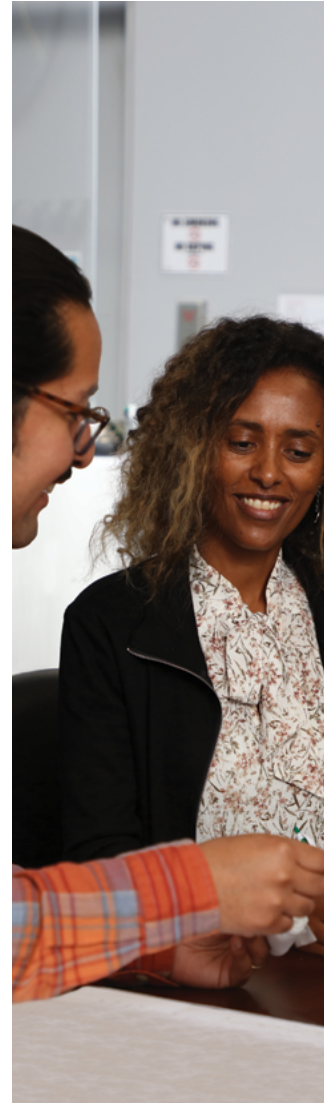
We thought our services were welcoming and accessible to everyone. A few years ago, the harsh reality struck us when we realized our services were not being accessed equitably by the Black, Indigenous and People of Colour (BIPOC), 2SLGBT+, and other marginalized communities.

More recently the pandemic highlighted this inequity in our children's mental health services. While some of our services experienced a more than doubling in demand, we did not see a corresponding increase in clients from marginalized communities despite the disproportionate impact the pandemic had on these communities.

As a community agency, we knew this must change if we are to achieve our vision of *Communities where all children, youth, adults and families experience mental wellness, financial stability and a safe place to live.*

After consultations within and across the community and some deep reflection, we acknowledged Canada's history of systemic racism and oppression and recognized the need for structural and institutional change. We made a commitment to imbed anti-racist, anti-oppressive perspectives and practices into the fabric of the organization. We hired an Equity Leader, established an Equity Leadership Council, created spaces for learning and training, begun more equitable recruitment, and prioritized the development and delivery of an equity strategy. The equity strategy provides the clear, measurable goals necessary for dismantling anti-Black racism, anti-Indigenous racism, and all forms of oppression at Lutherwood. It outlines 5 priority areas, along with 34 actions that aim to make Lutherwood an equitable place for all. The 34 actions included in this strategy are just the beginning, as this list is not comprehensive and will evolve further as we continue to grow and serve our community.

Since beginning our anti-racism, anti-oppression journey, we have learned and achieved a lot. While we have always worked hard to make Lutherwood a safe place to work and to access services, we have more to do. After all, this is what our work is really about: listening to the voices that have not been heard and serving those who have not previously been well-served.





## Partnership Leads to Strong Families



Lutherwood has contracted with the Strongest Families Institute in Nova Scotia to provide evidence-based bilingual mental health services to children, youth, and families. The Strongest Families Institute offers customized skill coaching virtual programs for anxiety and behaviour challenges. Participating children, youth, and families have access to weekly individual or group coaching calls to build skills to address specific issues. This service is a proactive strategy to address increasing service demands due to the pandemic and the local need for less intensive services, which will reduce waitlists for those more intensive services.

## Mixing Summer Fun with Treatment



Last year, Lutherwood offered a summer camp program for children under the age of 12 enrolled in or on a waitlist for our Day Treatment program. The camp ran for over 5 weeks, with the indoor and outdoor activities built around specific skills such as emotion regulation, teamwork, and mindfulness. It supported clients and families who are transitioning out of the day treatment program and returning to community school in September, as well as providing future clients with an introduction to our treatment programming before the start of the school year.

## Navigators for Newcomers



Lutherwood has hired 2 additional Newcomer Employment Navigators to help newcomers to Canada with their employment and training needs. Immigration, Refugees and Citizenship Canada (IRCC) funded these community-based positions to help clients access employment and income supports, provide translation at interviews and at work, and provide other support needed to help newcomers navigate the new-to-them systems. We also hired a Newcomer Education Navigator to help improve access to complex education systems and help newcomers access language training, high school, post-secondary education, or apprenticeship. The goal is to help newcomers with language or other barriers secure employment and move to better jobs that meet their needs and use their skills and abilities.

# CELEBRATING COMMUNITY IMPACT

## Just Say YESS



Through its Youth Employment Skills Strategy (YESS), Service Canada is funding a program that supports youth up to age 30 that face unusually high barriers who are looking for employment. Launched in March 2021, the 3-year program called “Getting Ahead” will help 100 high-barriered youth with support to work through housing instability, mental health concerns, financial assistance (for food, rent, and other personal expenses) as well as provide pre-employment skill training with paid placement opportunities while they are enrolled in the program.

## Working to End Homelessness



The Housing Division continues to diligently work towards ending homelessness in Waterloo Region, particularly chronic homelessness. We are doing this by working collaboratively with our local Housing Stability System partners including emergency shelters, day programs, drop-ins, and local housing providers. These providers offer community housing, supportive housing as well as market rent housing units for those in need. In fact, through the combined efforts of our Resource Centres, Prioritized Access to Housing Support Team (PATHS2Home), and Families in Transition (FIT) teams, 775 households were supported to either maintain their current housing to avoid the experience of homelessness or to end their experience of homelessness. Throughout this year FIT also continued to maintain functional zero across Waterloo Region for chronically homeless families. Functional zero represents 3 or fewer families experiencing chronic homelessness in our community at one time. These are particularly notable achievements given the increase in people seeking shelter, the reduction of affordable housing stock, and the complications of the COVID-19 pandemic.

## Steps for Kids 2022



This year’s Steps for Kids Fundraiser had a rainy start, but that did not stop any of our participants from getting out and taking their steps. We saw over 400 walkers from Brazil, Portugal, British Columbia, and Ontario put on their walking shoes to show support for children struggling with their mental health. Rising to the challenge, participants either rowed, biked, or walked 5, 10, or 20 km (26,000 steps) during Children’s Mental Health Week. Several participants shared that Steps for Kids is their kickoff to being more active every day after a long winter inside. These steps proved to be another success for children’s mental health and individual wellness. We are so grateful to our Lutherwood community for their support of another virtual event. Together we were able to raise over \$105,000!





# BUILDING CONFIDENCE



When the COVID-19 pandemic hit, Ethan's future was put on hold. Like so many educational institutions, Fanshawe College, where Ethan was studying to become a plumber, temporarily closed. When classes finally resumed, Ethan was thrilled to graduate and eager to secure an apprenticeship to get a hands-on learning experience. Unfortunately, the pandemic made it difficult to find apprenticeship opportunities too. Not knowing where to begin, Ethan felt like he was falling behind again.

His mom mentioned Lutherwood Employment Services and with her encouragement, Ethan contacted Lutherwood. Shortly afterward, Ethan started working with two Lutherwood staff who helped him find opportunities so he could secure an apprenticeship.

Melissa, his Employment Advisor, was able to help him with his resume and cover letter. She also gave him advice on how to respond to interview questions. Marguerite, his Employment Consultant, worked with potential employers

on his behalf. "My experience with them was amazing. They're both super nice people and extremely helpful! Any time I had a question about something or needed help with anything, they both helped in any way they could," Ethan shared.

Before starting the Employment Ontario Job Development Supports program, Ethan considered himself to be an introvert. However, with the encouragement from Lutherwood staff, he built the confidence he needed to pursue his dreams. Soon enough, all his hard work had paid off and Ethan secured his first apprenticeship. "Both Melissa and Marguerite are amazing people. I can't thank them and Lutherwood enough for helping me get this apprenticeship!"

Ethan's piece of advice for anyone looking for employment help is to know that "Lutherwood offers so many services to help people looking for employment. The staff is extremely resourceful and so nice. If you need help, don't hesitate to reach out!"

# SEEING VALUE OVER TIME



Sometimes, it isn't until you look back on something after years have passed that you see its value. That's how Stew, owner and founder of The Munch Box in Kitchener, Ontario, feels when looking back at his time spent at Lutherwood.

Kyle "Stew" Stewart was once enrolled in one of Lutherwood's children's mental health programs. These day treatment programs are therapeutic services for children and youth between 6-18 who are experiencing significant emotional and behavioural difficulties. "At the time, going through it was really hard," he said, adding it was difficult for him to follow the structure of the program because he was "rebellious."

Over time, Stew recognized how the program helped him in many ways and he still uses some of those skills today. In fact, he sees "mental health" as the inspiration for his career path. Opening The Munch Box in 2020, he found that having his own business aligned with his mental health cause both personally and for the community. Working as his own boss and running his own business makes the stress of the job

fun. "Business at the end of the day is fulfilling challenges. It's stressful but it's good stress rather than someone else's stress."

Stew uses his business to uplift and help the community. Having fallen on hard times himself, he "always looks for the opportunity to use the business for any sort of giving." Among his many acts of charity are supporting Bell Let's Talk Day, stocking community fridges, and most recently participating in the 519-community event providing food for those not able to make it to a soup kitchen. But it is those that struggle with mental health that have special meaning to him. Having donated over \$2,700 to the Lutherwood Foundation he has a goal to continue to grow his business and to donate 2% of all Munch Box sales toward enriching his community.

"Being able to give back to Lutherwood is so important. I didn't notice it at the time, but Lutherwood was an instrumental part of my development growing up."



## MAINTAINING A POSITIVE OUTLOOK



After working full-time for almost 34 years and co-owning a home, Angela was faced with life challenges that forced her out of her home. In urgent need of a safe place to stay and not knowing where to start, Angela accessed the shelter system in Cambridge. Even though entering the shelter was scary for Angela, she shared that “the staff there were wonderful and supportive.”

It was during her stay at the Cambridge shelter that Angela was encouraged to connect with Lutherwood Housing Services. While this was a new challenge for her, she knew that she needed to get her life back on track.

Angela met with a Service Navigator from the Prioritized Access to Housing Support Team (PATHS2Home) – which supports individuals experiencing homelessness in the Waterloo Region with a greater depth of need. She also worked with a Housing Liaison Worker who helped her search for apartments and accompanied her to viewings.

It did not take long before Angela was able to settle into a new apartment. In recalling her time with Lutherwood Housing Services she shared “I don’t think I’d have a place to call home right now if it was not for the support I received from Lutherwood’s PATHS2Home Program.”

“Angela is incredibly brave, resilient, determined, compassionate, and kind. She has an extremely positive outlook on things and her gratitude is contagious,” added her Housing Support Worker. During their time working together, Angela used her strengths to overcome many difficult situations and the Lutherwood team helped her connect with support services within the community.

“Since being housed, I have been able to work towards many of my goals, I have addressed my health concerns, and I have been able to strengthen many of my relationships,” Angela added.

Today, Angela wants to give back. She is seeking work in a field where she can help other vulnerable individuals in her community work towards positive change and brighter futures



# VOLUNTEERING THROUGH A PANDEMIC



This year, Bill celebrates five years of volunteering with Lutherwood.

Six months after retiring from a small firm in Waterloo, Bill reached out to Lutherwood. Like so many in retirement, his life had changed. While he was active in his church choir, as a backup organist, and helping young refugees and immigrants learn to speak and read English, he still wanted to do more in his community with his spare time.

Using his data entry skills, Bill began volunteering for the Lutherwood Child and Family Foundation. As his interest in its work grew, it wasn't long before Bill began helping with math during the school day at Lutherwood's Children's Mental Health Centre. Sadly, once the pandemic hit, his volunteer experience changed.

The school was temporarily closed and the work with the students stopped. His work at the Foundation went virtual instead of face-to-face meetings like before. "This change took some adjusting to, but the Foundation really made

me feel like I was one of their own, and this made the transition a lot easier," he added.

Lutherwood is deeply grateful for Bill's volunteering with the Foundation team. As Mary-Jo, Manager of Donor Development for Lutherwood Child and Family Foundation explains, "we are so fortunate to have Bill as a volunteer in the Foundation. He helps to ensure our data integrity through some of his weekly tasks."

During the pandemic, Bill keeps active by taking long walks and staying positive. He also sees his remote work with the Foundation as a very positive experience. "Not only am I learning new skills, but volunteering is giving me purpose during these challenging times," Bill shared. He is happy to help where he can and always does it with a smile on his face.

"While I'm happy to be making a difference from my home, I'm really looking forward to getting back into the office and interacting with people," he concluded.



*"Building opportunities for people to connect and thrive is my passion and being a part of the Foundation team allows me to do just that. It also allows me to be a part of a community whose mission and vision align with my own. Together we work as a team to help young people who are struggling heal and find brighter futures. Being able to find value in my work and feel valued while doing so has made the past two years at Lutherwood a true gift."*

– Kate Swift, Development Officer, Lutherwood Child and Family Foundation



*"I am so proud to be part of an agency that represents such integrity and excellence. I have provided service to my community as part of Lutherwood's Housing Department for over 13 years. It has been my privilege and pleasure to be part of Lutherwood's growth as we become more diverse and dynamic each year."*

– Denise Muill, Housing Advisor Team Lead



*"I feel so fortunate to have had the opportunity to learn and grow at Lutherwood. The clients I got to work with taught me a lot about resiliency and perseverance. The staff inspired me with their determination and passion. At Lutherwood, I was part of a community that embraced continual development and rose to meet every challenge."*

– Gabriela Sheinin, Psychology Resident

# STAFF PERSPECTIVES

*"I have worked at Lutherwood for almost 16 years as an Employment Consultant assisting job seekers in finding work. In the last 6 years, I have worked with the Youth Job Connection program helping barriered youth find employment where they can thrive and develop skills in the workplace. I am so thankful for being part of a great team in Guelph. I am inspired by the youth who come through the program through their courage and resilience to life challenges."*

– Eiry Evans, Employment Consultant



*"I am grateful to have the opportunity to work with so many dedicated, passionate, and talented individuals across our divisions during my career at Lutherwood. I am excited to continue to be a part of our evolution as an agency, ensuring we represent the community we serve and inspire hope by being a welcoming space of belonging for all."*

– Tonya Zuccala, Human Resources Manager



*"I'm proud to be part of an organization like Lutherwood that supports and helps the community. The staff that I work with are wonderful and give me the sense that I am home. It gives me immeasurable pride when anyone asks me where I work, and I can say that I am working at Lutherwood."*

– Amira Fouda, Payroll and Benefits Clerk





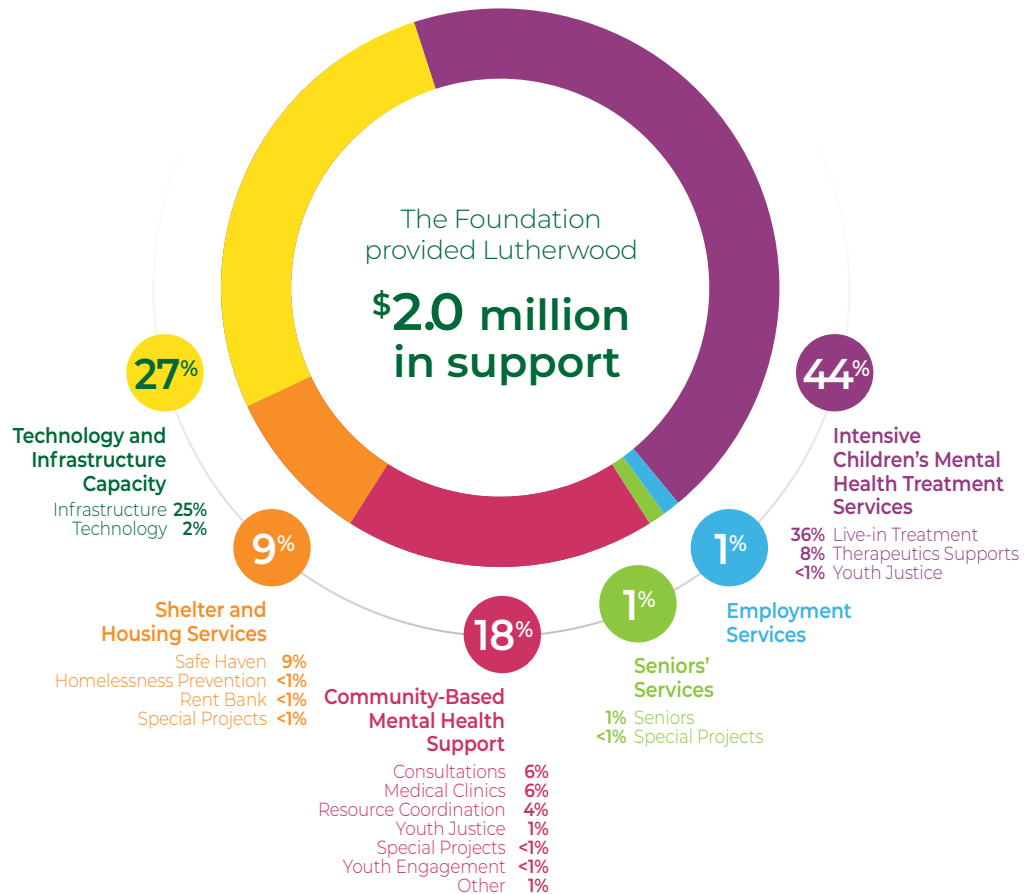
# OUR DONORS - PARTNERS IN HOPE AND HEALING

## We are deeply grateful for:

- 1,539 friends who donated 3,060 gifts
- 340 Steps for Kids participants and sponsors that helped us raise \$141,690 in 2021
- Friends who inspired social media donations including Facebook birthday fundraisers
- The Darcy Beskau Educational Fund providing \$7000 to help children and youth achieve educational success
- Nickolas Matthew Janisse Sensory Fund for providing sensory items and assessments to children and youth throughout the pandemic
- Friends who have included Lutherwood in their estate planning to help those in need well into the future
- Community-led events including the Westmount Oktoberfest Charity Pro-Am, and Hockey Helps the Homeless Tournaments that found safe ways to host events during a pandemic
- Lutherwood community members who made an impact with their gifts of shares and securities
- Gifts made in memory and honour of special friends
- Companies and community foundations that provided grants to support our work and continued COVID-19 expenses
- Companies and friends who generously gave non-cash donations worth over \$61,000
- Committed staff who give 110% to strengthen lives in our community

Lutherwood Child and Family Foundation thanks you, our donors and supporters for helping us build a community where everyone experiences mental wellness, financial stability, and a safe place to live.

## How Your Donations Help:



\*Note: percentages have been rounded off.

# BY THE NUMBERS

## Children's Mental Health

**2,625** Unique Clients Served

**3,640** Services Accessed

**1,140** Single Session Walk-ins and Consults

**724** Intensive Treatment Admissions



**17,087**  
People Served

**464**  
Employees

**75**  
Volunteers & Students

**\$36.3 million**  
Budget

**1,540**  
Donors

## Child and Parent Place (CAPP)

Families Served **92**

Supervised Visits and Exchanges **560**



## Safe Haven Youth Services

Unique Youth Served **151**

Admissions **530**

Life Launch Clients **8**



## Housing

Unique Individuals Served Through Resource Centres **5,690**

Households Accessed Rent Fund **775**

Households Supported to Become Housed from Homelessness **349**

Households Received Home-based Support **224**



## Employment

**2,435** People Assisted with their Employment Needs

**1316** Clients Found Employment Through our Programs

**3,598** Individuals Supported Through our Resource Centres



## Lead Agency

**26,000** Estimated Young People in Waterloo Region with a Mental Health Need

**5** Priority Areas

**8** Core Child and Youth Mental Health Service Providers in Waterloo Region



# FINANCIALS

## Lutherwood (2021/22)

### Revenues:

Ministry of Health, Children & Youth Mental Health	\$	7,836,544
Ministry of Children, Community & Social Services		2,140,528
Ministry of Seniors & Accessibility		
Ministry of Training, Colleges & Universities`		4,308,913
Service Canada		352,693
Regional Municipality of Waterloo		6,242,148
Ministry of Health & Long Term Care		1,346,298
Ministry of the Attorney General		337,755
Immigration, Refugees & Citizenship Canada		544,653
Seniors' Services		9,180,606
Lutherwood Child & Family Foundation		2,081,510
Fee for Service		1,683,865
Amortization of Deferred Contributions		127,997
Unrealized Gain		2,465
Miscellaneous		110,558

**Total Revenue** **\$ 36,296,533**

### Expenses:

Salaries & Benefits	\$	23,610,340
Cost of Goods/Services		531,511
Participant Costs		1,714,362
Travel		57,989
Staff Development		121,020
Building Occupancy		4,134,657
Purchased Services		1,737,357
Program Expenses		2,575,068
Professional Services		247,922
Advertising & Promotion		91,672
Office Expenses		766,390
COVID-19 Expenditures		346,955
Interest		2,587
Amortization of Capital Assets		316,732
Contribution Expense		124,847

**Total Expenses** **\$ 36,379,409**

**Net Operating Results 2021/22** **- \$ 82,876**

## Lutherwood Child & Family Foundation (2021) (includes Luther Village on the Park)

### Revenues:

Property Investment Revenue	\$	5,639,656
Seniors Operations Revenue		2,839,407
Donations & Special Events		1,519,096
Interest Income		421,686
Miscellaneous		461,283

**Total Revenue** **\$ 10,881,128**

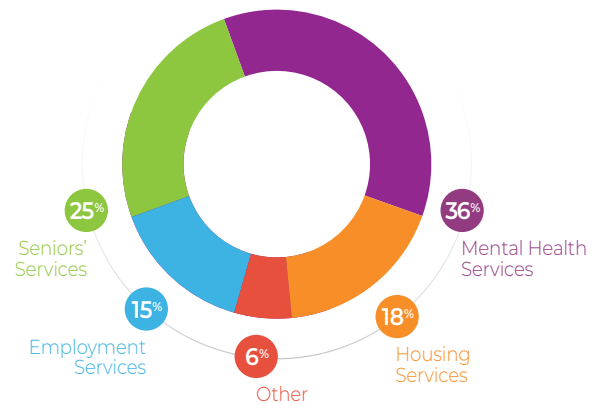
### Expenses:

Grants to Lutherwood	\$	2,437,438
Property Related Expenses		2,965,172
Salaries & Benefits		1,277,675
Purchased & Professional Services		990,674
Program Related Costs		50,454
Advertising & Public Relations		44,222
Other Expenses		82,976
Depreciation		921,093

**Total Expenses** **\$ 8,769,704**

**Net Operating Results December 2021** **\$ 2,111,424**

## Spending by Program



# OUR BOARDS & SENIOR LEADERSHIP

## Lutherwood Board of Governors

Richard Steinmann (Chair)  
Broker, RE/MAX Twin City Realty Inc. Brokerage,  
Waterloo

Ann Van Norman  
School Teacher (retired), Cambridge

James Chmiel  
Director, Distribution, Brokerlink Inc., Kitchener

Lonnie Colter  
Financial Services Executive (retired), Waterloo

Kevin Donovan  
President, Donovan Insurance Brokers, Waterloo

Sunny Field  
Senior Wealth Advisor, CIBC Wood Gundy, CIBC  
Private Wealth, Waterloo

Chris Hewitt  
Vice President & Chief Marketing Officer, CXO  
(Canada), Sunlife, Waterloo

Will Hunter  
Vice President, Broker, CBRE, Kitchener

Roshan James  
Strategic Initiatives Engagement Manager, Group  
Retirement Services, Sunlife Canada, Newton

Omar McLean  
Principal, Wagner, Livock & Associates Financial  
Services Inc., Kitchener

Jacinda Reitsma  
Vice President, Finance & Corporate Services,  
Conestoga College Institute of Technology &  
Advanced Learning, Kitchener

Trent Robinson  
Businessperson (retired), Kitchener

## Lutherwood Child & Family Foundation Board of Directors

Kevin Donovan (Chair)  
President, Donovan Insurance Brokers, Waterloo

Ian Cook  
President, Cook Homes, Waterloo

Trent Robinson  
Businessperson (retired), Kitchener

Dietmar Sommerfeld  
Senior Vice President, Broker, CBRE Limited  
Kitchener

Richard Steinmann  
Broker, RE/MAX Twin City Realty Inc. Brokerage,  
Waterloo

Scott Uffelman  
President, Ontario Seed Co. Limited, Waterloo

## Senior Leadership

John Colangeli, Chief Executive Officer

Heather Fedy, Senior Director of Mental Health  
Services & Lead Agency

Lisa Gill-Tamsco, Director of Housing Services  
Sherri McDermid, Director of Employment  
Services

Chris Sellers, Director of Communications &  
Development

Andrea Dunn, Director of Human Resources

Pamela Todd, Director of Finance

## Lutherwood Child and Family Foundation

Chris Sellers, Director of Communications &  
Development

## Luther Village on the Park

Margo Bayney, Executive Director

Jocelyn Vieth, Director of Operations



“Having worked at  
Lutherwood for 26  
years, it is incredibly  
heartwarming when  
I hear from former  
clients who reach out  
to share the success  
that they attribute to  
their work with us.”

– Lisa Gill, Director  
of Housing Services

# HERE WHEN YOU NEED US

## Home Office

### Children's Mental Health Centre

285 Benjamin Rd., Waterloo, N2J 3Z4

**519-884-1470**

## Lutherwood Child & Family Foundation

165 King St E., Kitchener, N2G 2K8

**519-743-2460**

## Front Door; Access to Child & Youth Mental Health Services

35 Dickson St., Cambridge, N1R 7A6

**519-622-1670**

## Employment Services

35 Dickson St., Cambridge, N1R 7A6

**519-623-9380**

165 King St E., Kitchener, N2G 2K8

**519-743-2460**

89 Wyndham St. N., 3rd floor, Guelph, N1H 4E9

**519-822-4141**

## Housing Services

35 Dickson St., Cambridge, N1R 7A6

**519-622-1670**

41 Weber St. W., Kitchener, N2H 3Z1

**519-749-2450**

## Safe Haven Youth Services

41 Weber St. W., Kitchener, N2H 3Z1

**519-749-1450**

## Luther Village on the Park

139 Father David Bauer Dr., Waterloo, N2L 6L1

**519-783-3710**



LutherwoodCMH (Children's Mental Health)  
LutherwoodJobs (Employment Services)  
LutherwoodHousing (Housing Services)



@Lutherwood



Lutherwood



@LutherwoodCanada



LutherwoodCanada



admin@lutherwood.ca

## Our Mission

We inspire hope and strengthen lives by offering high quality mental health, employment and housing services.

## Our Vision

Communities where all children, youth, adults and families experience mental wellness, financial stability and a safe place to live.

## Our Values

Respect for Others  
Compassion  
Working Together  
Excellence  
Growth

