

THE PEOPLE WHO INSPIRE US

COMMUNITY REPORT 2024



LEADERSHIP MESSAGE



Dr. John Colangeli



Mr. Richard Steinmann

Inspiration – the driving force that helps us overcome obstacles and pursue our goals. It motivates us, empowers us, and gives us the confidence we need to overcome life's toughest challenges.

Inspiration is a shared experience. We often hear from our clients that they are inspired by us; and yet, so often it is the other way around!

We are inspired by people like **Eliza** who uses her newfound passion for songwriting to help cope with emotional challenges and encourages others to embrace their creativity (page 6), and **Viktoriia**, who was welcomed by Canada during the war in Ukraine and immediately started giving back as a gesture of gratitude (page 8), and **Timothy**, who endured freezing temperatures living in a tent and yet never lost hope (page 10), and **Rob and Michele** who tirelessly campaign to raise funds and awareness to end homelessness in our community and across Canada (page 12). This the power of inspiration!

At Starling Community Services (formerly Lutherwood), we are inspired by our staff, donors, funders, volunteers, community partners, friends, and most of all our clients. The inspiration we draw from others, serves as a catalyst for providing hope, making a difference, and building a community where people feel they are supported, valued, and belong.

Dr. John Colangeli
Chief Executive Officer

Mr. Richard Steinmann
Chair, Board of Governors



ACCREDITATION
AGRÉMENT
CANADA

Lutherwood Children's Mental Health Services has met the requirements of the Qmentum accreditation program as administered through Accreditation Canada, a leader in Canadian health care accreditation.

A NEW NAME TAKES FLIGHT

This Spring, Lutherwood announced an exciting milestone in our organization's history; we are changing our name to Starling Community Services.

Why Change Our Name?

Lutherwood has grown. We started 54 years ago as a Lutheran Church of Canada vision to support 10 “troubled” youth at a time when the term “children’s mental health” did not really exist. Today, we have grown into an independent, multi-service agency that annually supports about 18,000 people with diverse backgrounds and identities.

While we remain proud of our heritage, in our conversations with grass roots organizations, community leaders and staff, we realized that we needed a new name that builds on this foundation of success and also reflects our welcoming, equitable, and accessible services.



Why Starling Community Services?

‘Starling’ was chosen as the birds work together for protection, warmth, food, and shelter, and they are adaptable and resilient. The root word ‘star’ represents guidance (stars) and quality (gold star). And ‘community services’ was added to provide a more descriptive aspect to the name.



Still “Caring People. Strengthening Lives.”

During the renaming process, we heard from many who asked us to keep our tagline as it is a powerful statement that represents us well. Even some clients have pointed to it as representative of who we are and what we do. It also forms a connection to our history... so we kept it.

Our Staff are Our Brand

While the visual elements of our brand (name, logo, and colour scheme) represent a refreshing change, the essence of our brand – our client-focus, service, and values – remain the same. Our staff are the reason people continue to come to us for support. And they will help our new name take flight as they continue their great work in the community.



Adding Beds at Life Launch



After years of planning and determination, Safe Haven Youth Services' Life Launch program has expanded. In 2019, Lutherwood piloted a two-bed program in response to an increase in 16-18 year-old youth coming into our crisis shelter services. These youth are extremely vulnerable and at high risk of becoming street involved, dropping out of school, and aging into adult homelessness. Life Launch prepares youth for independent living by helping them develop life skills, manage their health needs, attend school, explore employment opportunities, and find safe affordable housing options. As a result of successful pilot outcomes and a long wait list, two generous donors came forward to offer sufficient funds to renovate the space and expand Life Launch to six beds. Today, we have a warm and inviting space and additional staff to welcome and support these youth.

Front Door Adapts to Community Need



As the community navigates the long-term effects of the pandemic, the pressure on Front Door's assessment and referral service continues to grow. Last fall, there were nearly 200 children, youth and families waiting for an assessment to identify the local mental health services that would best meet their needs. On average, the wait time for an assessment was an unacceptable six months. After a dedicated campaign by the Front Door team, the number of children, youth and families waiting had decreased to approximately 100 by December with an average wait time of four months. Lutherwood is now working with community partners to identify alternate pathways into less intensive community-based services with unique referral streams outside of Front Door where appropriate to ensure children, youth and families connect with services more efficiently.

Partnership with the Canadian Arab Women's Association



In October, our Employment Services team partnered with the Canadian Arab Women's Association to host two large job fairs. Over 500 individuals attended the Kitchener and Guelph job fairs to meet over 20 employers with active job opportunities in the fields of information technology, education, warehousing, and trades. The two agencies collaborated to organize, recruit employers, promote and facilitate the in-person events which were open to all job seekers. This is an exciting partnership that we hope to grow over time.

CELEBRATING COMMUNITY IMPACT

Creating a Sense of Belonging



Lutherwood is continuing to focus on the implementation of our equity strategy. Our Equity Leadership Council continues to help foster a culture of diversity and belonging as they drive initiatives aimed at promoting anti-racism and anti-oppression. In the past year, Lutherwood has developed equity resources including a comprehensive diversity calendar to highlight important cultural events and observances, updated job descriptions to incorporate new language that reflects our commitment to diversity, equity and inclusion, and established a more equitable recruitment process that attracts a broader pool of candidates. We have also engaged external facilitators to provide staff with opportunities to engage in open and honest conversations about anti-racism and anti-oppression, and taken additional steps to facilitate meaningful dialogue and reflection on equity issues amongst staff.

Expanding Child and Parent Place



Separation and divorce are hard on everyone, particularly kids. Lutherwood's Child and Parent Place program helps separated/divorced parents and non-custodial parties maintain relationships with their children in a safe, child-focused and neutral environment. The Canadian Family Justice Fund is making a significant investment over a four-year period to modify and expand our supervised parenting services to help us add staff and increase the number of visitation spots available to high conflict families who require supervised access across Waterloo Region. We have also added virtual visitation options and purchased additional equipment to minimize the sanitation time required between in-person visits, thereby increasing the total number of visits that can be supported each day.

Helping Youth Find Employment



Last year, Employment Service's specialized youth program, Getting Ahead in the Workplace, helped 57 youth take steps towards their employment and training goals. This program, funded through Service Canada, provided group-based and individual employment counselling to support youth in their journey towards employment. The flexible and tailored approach also allowed us to support the mental wellness of youth in addition to ensuring adequate food supplies, clothing, housing, and other basic needs. This unique combination of wrap-around supports, blended with employment counselling and direct connections to employers, provided stabilization as well as momentum forward into the workforce.





ELIZA'S STORY: FINDING SELF-EXPRESSION THROUGH MUSIC THERAPY

"Music therapy helped me express my feelings, and the highlight for me was songwriting." These were the words Eliza shared when looking back on the time she spent at Lutherwood Children's Mental Health live-in treatment program. "When I first arrived at Lutherwood I was 16, anxious and scared – I did not want to be there."

Eliza soon found comfort and a chance to express her emotions through music therapy – one of Lutherwood's longstanding therapeutic programs for children and youth. "Music therapy was something I could get excited about. It was my time to be creative and have fun – while also working through some emotional challenges." She continued, "music therapy got me through the week."

In music therapy, tools such as songwriting, singing, playing instruments, or analyzing lyrics help youth cope with their mental health and express big emotions. For Eliza, songwriting was the tool that allowed her to open up in a way she had never done before.

Through the caring guidance of Lutherwood's Music Therapist Brian McBay, Eliza discovered not only a safe space to express herself, but also a creative outlet to do so. "I was nervous at first, but Brian made it a comfortable atmosphere. As he got to know me, I became more comfortable opening up." With a laugh, she remembered the first time she put pen to paper and wrote a song. "I had three whole pages of lyrics!"

For Eliza, writing came naturally. "I've always been a writer. There was a lot I could say in an expressive way where I felt a little less vulnerable." As the weeks progressed, Eliza and Brian created songs that helped Eliza heal. She continued, "I never saw myself doing anything with music. Now, all of a sudden, I have written songs and talked about my experiences through lyrics."

The songwriting skills she learned in music therapy helped her tap into a newfound passion. Today, Eliza continues to write poetry and has a collection of 20 poems. "Poetry is therapeutic to me – this is something I wasn't interested in until doing music therapy."

Looking back at her time at Lutherwood, Eliza shared a deep gratitude for the things she accomplished. "Music therapy helped me open up and get more comfortable with things like talk therapy. It's one of the most powerful tools that I didn't know was out there."

To youth new to Lutherwood, Eliza advises "trust the process and be creative with music therapy. It's a great way to get your foot in the door to express yourself."

"Music therapy
got me through
the week."

Eliza



VIKTORIIA'S STORY: THE POWER OF COMPASSION

Viktoriia was abruptly awakened by her daughter's panicked voice. "Mom, wake up! The war has started!" Trying to calm her daughter, she reassured her that this couldn't be true. However, her attempts at consolation were cut short when the wailing sirens outside began to fill the air, confirming their worst fears.

Viktoriia and her daughter were among the thousands of Ukrainians forced to flee their homeland, leaving everything behind. After three months in the grips of war, they found safety and refuge in Canada, offering them hope and a fresh start.

Arriving in Canada felt surreal, as if they had entered an alternate reality. "We were happy, terrified, lost, and confused," she recalled. One day, while strolling through downtown Kitchener, they discovered a door filled with job advertisements. As they paused to look, a friendly woman swung open the door, offering her assistance. Little did Viktoriia know that this encounter would become a turning point in her life.

Welcomed into Lutherwood's Kitchener location, Viktoriia and her daughter were introduced to an Employment Advisor. The advisor listened to their harrowing journey with genuine care, empathizing with the feelings they were experiencing. "After a long and heartfelt conversation, we left the office with a renewed sense of hope in our hearts," Viktoriia reminisced.

Viktoriia's remarkable determination, resilience, and strong desire to contribute to her new community left a lasting impression on Lutherwood's Employment Advisor and without wasting any time, she helped Viktoriia swiftly secure a full-time position in a local factory's HR department, where she took charge of screening and hiring new employees. Viktoriia's daughter was also enrolled in Lutherwood's youth program, providing support for resume preparation and career guidance.

As Viktoriia settled into her HR role, she reached back out to her Employment Advisor, expressing her desire to give back by offering support and employment opportunities to Lutherwood clients seeking factory work.

When her contract concluded, she sought Lutherwood's guidance again. Recognizing her potential and passion for helping others, her advisor mentioned an available position as an Employment Specialist at Lutherwood.

Viktoriia embraced the opportunity and was offered the position—a position within the very organization that had embraced her during the most challenging time of her life.

Grateful for her journey, Viktoriia now guides others, empowering those who have faced hardships like she did. And while the memories of war's terror remain, the compassion she has encountered in Canada fuels her hope for a bright and positive future.

*"We left the office
with a renewed
sense of hope in
our hearts."*

Viktoriia



TIMOTHY'S STORY: FROM TENT TO COMMUNITY

Life has a way of throwing curveballs at us when we least expect it. For Timothy, September 2021, marked a turning point in his life when unforeseen circumstances pushed him to make the difficult decision to spontaneously pack his belongings and leave his family home. Nothing was planned. It was sudden, but necessary.

Venturing into the unknown, Timothy set up his tent in a local wooded area. Despite his experience as an avid camper, his age of nearly 68 and underlying health concerns added an extra layer of difficulty. The harsh Canadian autumn also proved unforgiving as relentless rain and even snow made his tent life damp and miserable. Returning one day, he discovered his tent vandalized and destroyed, yet undeterred Timothy purchased a smaller tent and adopted a routine of setting up and taking down his temporary shelter to avoid attracting attention.

As November approached and winter's icy grip tightened, Timothy realized his current living situation was simply not sustainable. Worried about his health and well-being, he gathered the courage to reach out for help, which became a game-changing decision.

With the support of dedicated individuals at a local shelter, Timothy's immediate needs were met, and he was quickly transferred to a motel, finding respite from the harsh outdoors.

Still unsure about his future, he was introduced to Lutherwood's Housing Services, who met with him at the motel and assisted in exploring affordable housing options. Together, they viewed a senior housing unit in Galt. As soon as Timothy walked through the door, he knew he had finally found a place to call home. The transition was seamless, and for the first time, he found himself embraced by a supportive community. "I absolutely LOVE my new home," Timothy reflects. "I feel that I belong here."

Lutherwood's Housing Stability Workers continued to stand by Timothy's side, addressing not only his housing concerns but also helping him restore order and stability to his life. And to this day, they maintain regular visits, providing assistance with his banking needs, ensuring he has access to nourishing meals, and even accompanying him to job fairs as he takes courageous steps toward reentering the workforce. "Without their assistance, I would be lost," he claims. "I have so much to be thankful for."

Being forced to walk away from everything was not easy for Timothy, but his patience, optimism, and steady determination helped him move forward. Among the choices he made, one decision stands out—the decision to reach out for help when he needed it most—a decision he is forever grateful for and will never regret.

**"I absolutely LOVE
my new home. I feel
that I belong here."**

Timothy



FAMILY, HOCKEY, AND GIVING BACK: MICHELE & ROB'S MISSION TO END HOMELESSNESS

Whether they're organizing the Hockey Helps the Homeless Game Day event or exploring innovative ways to raise funds and awareness, Michele and Rob Way are dedicated to ending homelessness, ensuring that everyone in our community has a safe place to call home and the necessary support to thrive.

The annual event provides participants with an engaging hockey experience, playing alongside NHL alumni and Olympians, all while raising awareness for a crucial cause and offering a way to support local charity partners in the emergency shelter network, including Lutherwood's Safe Haven Youth Services.

With a deep love for hockey and both Rob and their two sons having grown up playing the sport, joining the Hockey Helps the Homeless committee was a natural progression for Michele and Rob. Their involvement has become a cherished family tradition over the past decade.

Rob, who is now the National Board Chair for Hockey Helps the Homeless, has been serving as the local committee chair for 9 years. He takes the lead in guiding the event, while Michele works tirelessly to ensure its smooth operation. Their sons also actively take part by playing in the tournament and raising funds. Last year, the event donated over \$300,000 to six shelters in the Waterloo Region and since its inception ten years ago, a total of \$2,203,000 has been donated to the cause.

"The involvement of our local charity partners, including Lutherwood, is what inspires us and reminds us of the impact we're making. It's a significant reason why we return year after year," Michele shared.

In addition to their efforts in fundraising and raising awareness for homelessness, Michele and Rob are avid supporters of various charitable causes and community projects. They strongly believe in giving back to their community.

"My dad was deeply involved in the community, and he instilled this value in me. I feel a responsibility to give back," says Rob. They have passed down these values to their own sons, who now organize their own fundraising events and continue to participate in Hockey Helps the Homeless each year.

Beyond the event, Michele and Rob continue to support Lutherwood in any way they can. Recently, Rob, who is also the CEO of Swiftspace, generously assisted us in acquiring new office furniture to accommodate our organization's growth. Offering their current office furniture at a significant discount, Rob also made a generous donation to help offset the purchase.

"We're just so grateful to be able to give back and to be part of this amazing community," Rob concludes.

Their passion and dedication to giving back has undeniably made a positive impact in Waterloo Region and with their growing family, Rob and Michele's inspiring example will continue to motivate future generations to embrace the value of community support.

"We're just so grateful to be able to give back and to be part of this amazing community."

Rob



"After just one year at Lutherwood, I'm filled with pride and inspiration. I am fortunate to work alongside a compassionate team, who pour their hearts into their work. What moves me most is bearing witness to the incredible transformations our clients undergo. By fostering an environment of dignity and respect, we help them rediscover their inherent worth and potential. I'll never forget the moments when their eyes light up with newfound hope and self-belief. I'm honoured to play a role in these life-changing journeys, reminding each beautiful soul that a brighter future awaits."

Kailey Melnychuk, Child and Youth Counsellor III at Safe Haven Youth Services
1 Year of Service



"My dream came true 15 years ago when I joined the Lutherwood family as an employment advisor, a career I developed later in life, but one that is truly my passion. I am fortunate to work with a supportive, dedicated, and diverse team that strives daily to provide quality services to those seeking employment. I'm grateful for the knowledge and skills that Lutherwood has imparted upon me, enabling me to guide clients through challenging times. This is a rewarding career and Lutherwood is an organization that I am proud to be a part of."

David Miotto, Employment Advisor, Employment Services
15 Years of Service



"Working with families facing mental health and social challenges, I have witnessed the importance of providing compassionate support and practical solutions to those in need. This has instilled in me an unwavering dedication to understanding the unique struggles faced by our community members, to make a tangible difference in their lives. Empathizing and listening to individuals from diverse backgrounds and experiences has taught me that each person's story is essential and that every voice should be heard and respected in the pursuit of meaningful change."

Sana Adeel, Resource and Information Coordinator, Mental Health Services
2 Years of Service

STAFF PERSPECTIVES

"It's been such a blessing to work with so many wonderful staff members and community partners. It has been a privilege to walk alongside the people we support and to have them share their lives with me. I have met some of the most incredible, resilient, strong, unique people that I likely would have never met if not working for Lutherwood. I have learned so much from the people I've supported, and it's been an honour that I get to do this job."

Jeré Kools, Housing Support Worker, Housing Services
14 Years of Service



"Lutherwood may be very different from when I started 40+ years ago, but the heart of the organization has stayed the same. Over the years, I've learned that 1) Every staff member cares deeply about the clients they serve; 2) Change is inevitable and constant so always be ready for whatever is coming; and 3) Staff are allowed and encouraged to grow and develop in ways they never thought possible – take a chance on those opportunities! It has truly been a blessing to work for an organization that desires to strengthen lives of those in our community and beyond."

Wendy Winger, General Accountant, Finance
40 Years of Service



"Since joining Lutherwood in 2022, I have been privileged to support an environment where every individual can achieve mental wellness and feel a profound sense of belonging. My role allows me to empower our staff with the technological tools they need to excel in providing employment opportunities, mental health support, and housing services. I take pride in knowing that through my work, I contribute to Lutherwood's mission of strengthening lives. It is inspiring to be part of an organization that deeply values respect, compassion, and collaboration, and I am committed to furthering our shared vision of a community where everyone thrives."

Melles Tassew, Help Desk Technician, IT
2 Years of Service





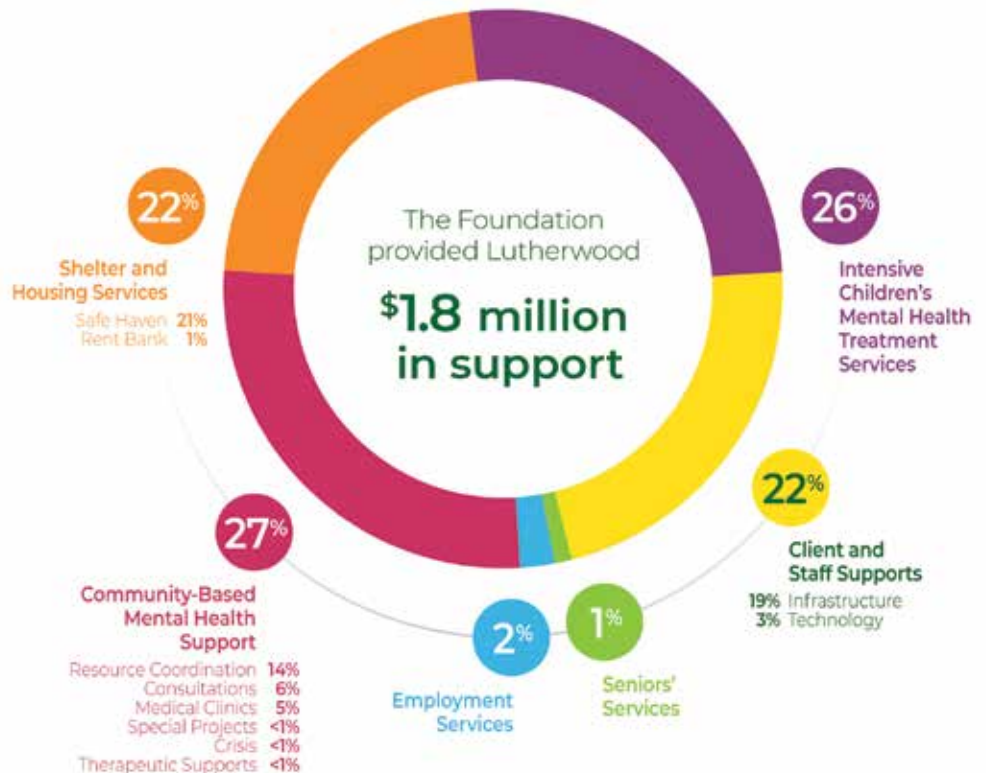
OUR DONORS - PARTNERS IN HOPE AND HEALING

We are deeply grateful for:

- 1,180 friends who donated 2,931 gifts
- 388 Steps for Kids participants and sponsors who raised over \$100,000
- Friends who have included Lutherwood in their estate planning to help those in need well into the future
- Companies, clubs and foundations for providing grants to support our work
- Community led events including the Westmount Oktoberfest Charity Pro-Am and Hockey Helps the Homeless Tournaments
- The Darcy Beskau Educational Fund for helping children and youth achieve educational success
- Nickolas Matthew Jannisse Sensory fund for providing sensory items and assessments to children and youth
- Friends who made an impact through their gifts of shares and securities
- Caring staff who 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, opportunities for employment, a place to call home, and a sense of belonging.

How Your Donations Help:



**Note: percentages have been rounded off.*

BY THE NUMBERS

Children's Mental Health

1,881 Unique Clients Served

2,921 Services Accessed

1,714 Calls to First Point of Contact

734 Intensive Treatment Admissions



Employment

2,525 Registered Individuals Assisted with their Employment Needs

1,907 Number of Unregistered Individuals Assisted with their Employment Needs



Lead Agency

28,045 Estimated Young People in Waterloo Region with a Mental Health Need

6 Priority Areas

7 Core Child and Youth Mental Health Service Providers in Waterloo Region



18,129
People Served

494
Employees

133
Volunteers, Students & Mentors

\$41.3 million
Budget

1,180
Donors

Housing

Contacts Served Through Housing Resource Centres **11,628**



Households Supported Through Rent Fund **970**

Households Housed out of Homelessness Across Waterloo Region **479**

Referrals to the Families in Transition Program **534**

Families out of Homelessness to Permanent Housing Through the Families in Transition Program **90**

Safe Haven Youth Services

Unique Youth Served **83**



Total Bed Nights **2,999**

Youth Accessed our Life Launch Program **6**

Calls for Support **188**

Child and Parent Place (CAPP)

Families Served **105**

Supervised Visits and Exchanges **384**



FINANCIALS

Lutherwood (2023/24)

Revenues:

Ministry of Health, Children & Youth Mental Health	\$	7,636,458
Ministry of Children, Community & Social Services		3,939,001
Ministry of Labour, Training & Skills Development		1,022,064
Service Canada		474,364
Regional Municipality of Waterloo		9,041,293
Ministry of Health & Long-Term Care		1,346,298
Serco		3,087,022
Immigration, Refugees & Citizenship Canada		1,157,037
Seniors' Services		10,091,498
Lutherwood Child & Family Foundation		1,866,871
Fee for Service		1,480,944
Amortization of Deferred Contributions		161,367
Unrealized Gain (Loss)		80,221
Miscellaneous		385,010

Total Revenue	\$	41,769,448
----------------------	-----------	-------------------

Expenses:

Salaries & Benefits	\$	25,944,562
Cost of Goods/Services		646,303
Participant Costs		1,529,609
Travel		114,276
Staff Development		184,987
Building Occupancy		4,225,991
Purchased Services		3,544,156
Program Expenses		3,424,250
Professional Services		331,171
Advertising & Promotion		59,499
Office Expenses		971,878
Interest		20,772
Amortization of Capital Assets		251,760
Loss on Disposal of Asset		3,473

Total Expenses	\$	41,252,687
-----------------------	-----------	-------------------

Net Operating Results 2023/24	\$	516,761
--------------------------------------	-----------	----------------

Lutherwood Child & Family Foundation (2023) (includes Luther Village on the Park)

Revenues:

Property Investment Revenue	\$	8,565,299
Seniors Operations Revenue		3,258,093
Donations & Special Events		6,880,368
Interest Income		777,813
Miscellaneous		472,486

Total Revenue	\$	19,954,059
----------------------	-----------	-------------------

Expenses:

Grants to Lutherwood	\$	3,531,739
Grants to Community Partners		13,700
Property Related Expenses		3,925,643
Salaries & Benefits		1,249,314
Purchased & Professional Services		1,321,169
Program Related Costs		46,852
Advertising & Public Relations		72,459
Other Expenses		214,074
Depreciation		895,337

Total Expenses	\$	11,270,287
-----------------------	-----------	-------------------

Net Operating Results December 2023	\$	8,683,772
--	-----------	------------------

Capital Campaign	5,631,500
Capital Reserves	2,794,671

Net Results December 2023	\$	257,601
----------------------------------	-----------	----------------

Spending by Program



OUR BOARDS & SENIOR LEADERSHIP

Lutherwood Board of Governors

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

Roshan James
Artist, Poet, Musician & Business Leader, Newton

Jacinda Reitsma
Vice President, Administration & Finance,
University of Waterloo, Waterloo

Lonnie Colter
Financial Services Executive (retired), Waterloo

Kevin Donovan
President, Donovan Insurance Brokers, Waterloo

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

Will Hunter
Vice President, Broker, CBRE, Kitchener

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

Lutherwood Child & Family Foundation Board of Directors

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

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

David Fitzpatrick
Insurance Executive (retired), Waterloo

Trent Robinson
Businessperson (retired), 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 & Facilities

Andrea Dunn
Director of Human Resources

Lisa Gill
Director of Housing Services

Sherri McDermid
Director of Employment Services

Pamela Todd
Director of Finance

Chris Sellers
Director of Communications, Development & IT

Alison Willetts
Director of Operations, Mental Health Service

Luther Village on the Park

Margo Blaney, Executive Director



“Over the past 18 years, I’ve had the privilege of working with exceptional, caring, passionate people. The amazing stories of clients we’ve supported over the years inspires me to serve our community with pride every day.”

*Alison Willetts,
Director of Operations,
Mental Health Services*

HERE WHEN YOU NEED US

Starling Community Services (formerly Lutherwood) is a progressive, not-for-profit that annually provides children's mental health, employment, and housing services to more than 18,000 people of diverse identities within Waterloo Region and Wellington County.

Home Office

Children's Mental Health Centre

285 Benjamin Rd., Waterloo, N2J 3Z4

519-884-1470

Starling 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

519-749-2932

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



StarlingMentalHealth (Children's Mental Health)
StarlingEmployment (Employment Services)
StarlingHousing (Housing Services)



@StarlingCanada



StarlingCS



@StarlingCanada

Our Mission

We deliver community services to strengthen lives.

Our Vision

Communities where everyone experiences mental wellness, opportunities for employment, a place to call home, and a sense of belonging.

Our Values

Respect for All, Compassion, Working Together, Making a Difference, and Growth.

