

PANDEMIC PERSEVERANCE

COMMUNITY REPORT 2021



LEADERSHIP MESSAGE



Mr. Richard Steinmann



Dr. John Colangeli

The pandemic has disrupted lives like no other event in our 50-year history. People lost their jobs, people experiencing homelessness became more vulnerable, and public health precautions have been particularly tough on everyone's mental health.

Lutherwood's services were impacted too. While keeping our clients and staff safe, we needed to adapt in order to continue serving the most vulnerable in our community. The resulting service changes are having a profound impact that will help us better serve our community in the future.

To fulfill our mission, many things came together. Our staff, with the hearts of servants, demonstrated that they are frontline heroes. Wearing Personal Protective Equipment, they continued face-to-face care of children and youth and of people experiencing or at risk of homelessness. We also found innovative ways of serving clients remotely wherever possible to keep everyone safe. And our dedicated behind-the-scenes staff continued their unwavering support. For their amazing courage and strength, we cannot thank our staff enough!

As a community, you showed us that we were not alone. Community organizations donated supplies to keep our staff and clients safe, donors continued their support, and our volunteer Board steadfastly guided our work throughout the pandemic. We are truly fortunate to have such a caring community and we offer our heartfelt thanks for responding with care, courage and compassion.

This Community Report offers stories of adaptation, innovation and perseverance. We encourage you to read about the client successes, agency achievements and the community support that came to our doors.

As the pandemic continues, it is important that we take care of each other and be kind to one another. As difficult as things are, they will get better, and by working together we will all be stronger for it.

Mr. Richard Steinmann

Chair, Board of Governors

Dr. John Colangeli

Chief Executive Officer

RE-ENVISIONING SERVICE IN A PANDEMIC

COVID-19 changed every aspect of our lives from how we live and work to how we buy goods and receive services. People lost jobs, people experiencing homelessness needed additional safe shelter spaces, and virtual schooling combined with working from home have strained family relationships and impacted everyone's mental health.

While the pandemic presents many challenges, it also offers a unique opportunity to re-envision our services. Drawing on our ongoing efforts to be innovative, resilient and diverse, we have made important service enhancements that will have a profound and lasting effect.

Service Enhancement Highlights

- Many client registration, intake and administrative processes are accessible online
- Job seekers can access employment resource centres, workshops, registration, webinars, virtual job fairs and additional supports online whenever and wherever they need them
- Families and youth in our live-in treatment mental health programs are receiving a combination of face-to-face and virtual services based on individual needs and circumstances
- Community Mental Health Services shifted to providing ongoing virtual support
- Safe Haven Youth Services offers youth support for online/virtual schooling as well as more onsite programming and recreation
- Children's mental health service access through Front Door has been expanded to include virtual services
- Front Door is now located in both Kitchener and Cambridge for more convenient access
- The Kitchener Housing Resource Centre remained open with enhanced precautions to provide drop-in services to those unable to access virtual options
- Housing Advisors enhanced and diversified service delivery by going into shelters and drop-in spaces to reduce barriers and better meet participant needs
- Housing Services PATHS2Home staff have extended their presence in emergency shelters to accelerate re-housing efforts for those experiencing homelessness

While we would like to forget many aspects of this pandemic, we will not forget the need for constant innovation to enhance services and for supporting the most vulnerable in our community. As difficult as things have been, they will get better, and we will be stronger for it.





Serving Our Diverse Community



We are committed to taking an active stand against racism. By offering an anti-racism training course for our staff and board, we are developing our anti-racist and anti-oppressive lens and strengthening racial literacy. We conducted an organizational assessment that yielded powerful insights that are helping us prioritize our anti-racism work. And our Equity Leader is helping us sustain our ongoing commitment in anti-racism, develop a policy that demonstrates zero tolerance for racist and micro-aggressive behaviour, and create an equity strategy to help us address biases and develop culturally inclusive programs for the specific needs of clients of our BIPOC and LGBTQ communities.

Serving Younger Children



Last fall, we launched a Day Treatment service for children under 12 at our Children's Mental Health Centre. After adding four classrooms and assembling a multidisciplinary team of teachers, Child and Youth Workers, a Psychologist, a Clinician, a Program Supervisor, an Intensive Family Support Worker and a Recreation Coordinator, we welcomed 16 children aged 6 to 11 on the first day of school. Adding this younger population broadens our mental health treatment services in our school to children from 6 to 18 years of age and means we now do more to help kids earlier in life.

Working to End Homelessness



Having worked with community partners to end chronic homelessness for families in Waterloo Region since 2014, our Families in Transition (FIT) team have successfully kept family homelessness numbers very low. This December, FIT housed the last family who had been in shelter for over 6 months. Since that time, the team has continued working to house families before their shelter stay reaches 6 months – an accomplishment that has drawn national attention. This year the team received the honour of earning the Sybil Frenette Award for Outstanding Housing Creator on National Housing Day. In addition, in 2020, our PATHS2Home team helped 184 individuals access permanent housing through partnerships with shelters, private and not-for-profit housing providers and supportive housing providers.

CELEBRATING COMMUNITY IMPACT

Youth Getting Ahead in the Workplace



In Kitchener, we have launched a new youth employment program called “Getting Ahead in the Workplace.” Funded by Service Canada through “Youth Employment Skills Strategy,” this program helps youth learn about the work environment, connects them with the supports, provides mental wellness strategies and provides job opportunities with local employers through paid placements. While focusing mainly on youth who are struggling with housing insecurity, any youth experiencing high barriers to employment are eligible for this program.

Launching Youth Into Life

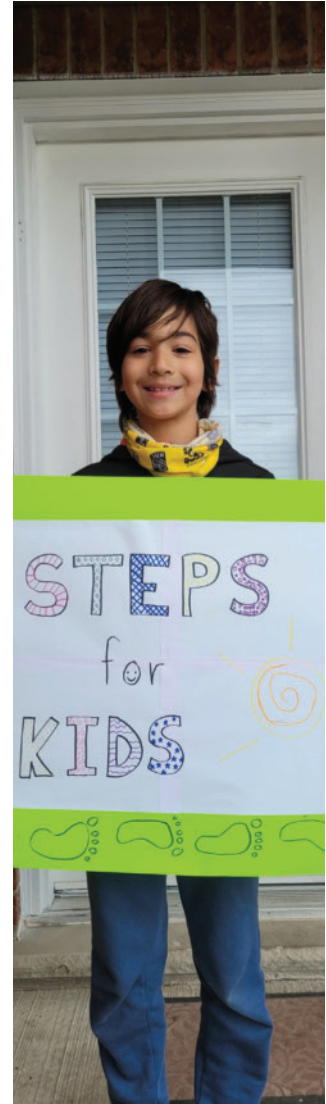


Life Launch is a donor-supported initiative for youth aging out of the youth shelter program but needing support as they transition into independent housing. Donations from several local organizations facilitated the creation of two independent living units in our Safe Haven Youth Services building. The program offers independent living skills, guidance in making appropriate life choices, and job and housing search supports. This year, staff helped seven youth successfully transition into independent housing in the community and a new chapter of their lives.

26,000 Steps for 26,000 Kids



We asked the community to take 26,000 steps for 26,000 kids. Why? There were approximately 26,000 kids in Waterloo Region who were struggling with their mental health prior to COVID-19. We know that the impact of the pandemic has drastically increased this number. With an in-person event not being possible, our transition to a virtual event included options of a 5, 10 or 20 km (26,000 steps) walk. T-shirts and lawn signs popped up throughout our community as people demonstrated their support of Lutherwood and children’s mental health. We are so grateful to our Lutherwood community for joining us for a soggy week of walking. Together we surpassed our \$100,000 goal.





DON'T BE AFRAID TO DREAM



In search of employment and a new place to live, Donna found herself in a difficult situation. "I was making unorganized and haphazard decisions while I was looking for jobs because I didn't have any career goals; the random jobs I took on out of desperation continually led nowhere," Donna recalled.

Her journey with Lutherwood started in Housing Services. Donna needed immediate help securing housing and when she mentioned her employment struggles, her housing advisor suggested Lutherwood's Employment Services. "I walked right over, not hoping for much as I thought it was a typical job agency, but fortunately that was not the case."

Initially enrolled in the Youth Job Connection program, a two-week series of workshops that helped her prepare to enter the workforce, she landed a job in customer service. But she knew this was not her forever job. After a year in the role and with more confidence in herself, Donna resigned to pursue her dream of becoming a registered nurse.

"I approached Lutherwood again and they welcomed me with open arms - no one judged me, they were ready to help." Donna felt she could open up about her challenges and future because she knew her employment advisor cared. Her advisor gave her the direction and emotional support she needed to work towards her personal and career goals. This time, she enrolled in Second Career – a retraining program that helps unemployed individuals enroll in academic institutions to be trained in high-demand, skilled occupations.

Today, having finished her first year in the Bachelor of Science - Nursing program at Conestoga College through the McMaster University stream, Donna concludes "Lutherwood is a dynamic place of growth and learning – it is impossible for you to leave with only a job. If you're worried about your career or future, you don't need to suffer in silence. I cannot think of a better place to get yourself back on your feet."

ALWAYS IN YOUR CORNER



In 1979, Andy was just fourteen when he began acting out. "I was terrified of high school, I don't really know why," Andy confided. "It didn't help that I wasn't the nicest kid on the block; I had a healthy temper!" When Andy enrolled in Lutherwood's Day Treatment program to learn better ways of coping, he had no idea that it would be a life-changing experience.

"Lutherwood was a different kind of school; we went camping, played hockey, learned things and got the tools we needed to make our lives better," Andy recalled. "The staff took the time to figure out what we liked and used it to give us something productive to focus on."

Andy recounted a time when he got into a fight with another student. Rather than punish him, his teacher Wilf Dippel, who also happened to be a five-time golden glove boxing champion, noticed Andy's potential for a positive anger outlet. Soon after, the Kitchener Police Association

sponsored Andy to attend their boxing club. Nervous to go by himself, he invited his best friend Lennox Lewis to go with him.

Andy and Lennox started training together, and Andy still brags about the time he beat Lennox in a boxing match, years before Lennox went on to become a professional world-champion boxer. "I even made an appearance in Lennox's documentary film and am mentioned in two of his books!" Andy said proudly. "I like to think I helped him get into boxing, and we still keep in touch, we're still friends today."

"Boxing was a big part of my life," Andy concluded appreciating Lutherwood's role in introducing him to the sport. "Lutherwood was there for me and helped me become a better person."

Andy's advice for youth enrolled at Lutherwood, "Be patient. Give the program an honest chance and it will work for you just like it worked for me."



A CHANCE FOR A BETTER FUTURE



Rahel and her husband had to make a very difficult decision. Do they stay in Ethiopia where there is a conflict devastating the country, or does Rahel flee with her youngest daughter to pursue a better future in Canada, leaving behind her husband and their three children? As a family, they decided Rahel and Britania would come to Canada, with hopes that the rest of her family would eventually be able to follow once things were more settled.

In December 2020, Rahel and Britania arrived in Ontario. They spent the first two weeks in quarantine at a friend's house in Kitchener, but after that they were on their own. "I had no idea where to start. I had no idea where to go or how to get things done," Rahel shared.

After making a couple of calls, Rahel was referred to Lutherwood's Families in Transition (FIT) program. FIT works with families in need of emergency shelter, who have dependents under 25 years of age and experiencing homelessness or at risk of homelessness within 7 days.

Rahel met with her FIT worker who did the intake process and had her placed in the YW Emergency Shelter.

Two weeks later, Rahel received the call that would change her life. Her worker had found an apartment for her and her daughter.

Having secured housing, Rahel still relied on Lutherwood for counsel and direction. "Any time I had questions my worker would always help me, even if it was to go over a hydro bill or to understand an e-mail, she always picked up my call."

In June, Rahel starts the Personal Support Worker course through Conestoga College, and she is looking forward to reuniting her family. "Now, I have less stress and more confidence. I would definitely recommend Lutherwood to anyone in my situation."

THE GIFT OF LEARNING



Raymond Beskau is passionate about helping children and youth reach their full potential through learning and education. "I taught students with special needs for a third of my career, back then we didn't have the resources to support them. I wanted to change that."

In 2007, Ray asked Donna Buchan, then Executive Director of Lutherwood Child and Family Foundation how he could help. "I had the great honour of helping Ray achieve his philanthropic goals," Donna shared. Together, they established the Darcy Fund, an endowment fund that would ensure that youth at Lutherwood had the tools and resources they needed to build a strong foundation for their future. The fund was named in honour of Ray's late brother, Darcy, who like Ray, valued the importance of education. It was a perfect way to keep his memory alive.

"The staff are always excited to see children and youth benefit from the fund," Donna shared. Over the years, the fund has helped approximately 100 children and youth at

Lutherwood access resources, such as tutoring programs, school supplies, play therapy, computer software and counselling services. 100% of the funds go directly toward enhancing their education, something that Ray is very proud of.

Aside from the Darcy Fund, Ray also gives back to his community by recognizing those who have shown him kindness. Whether it is a cashier, his postal carrier or a bank teller, he will often give to Lutherwood in their honour as his way of saying thank you. "Giving back to my community has been fulfilling and it has given me purpose," Ray added. Other things that bring him joy include gardening, writing letters and reading novels.

"Over the almost 20 years I have known Ray, I have watched his heart grow in kindness through his charitable giving," Donna concluded. "For me, Ray epitomizes the quote from Winston Churchill 'We make a living by what we get, but we make a life by what we give.'"



"I'm really excited to have joined Lutherwood at a time where conversations about how we can continue to create spaces of belonging for all, are happening across the agency. As the equity leader, I have really enjoyed engaging with staff throughout the organization and learning so much about the way in which we walk alongside our community. I look forward to contributing to the amazing work happening throughout the organization."

– Umi Mohammed, Equity Leader



"I've worked for Lutherwood for four years as an employment advisor and I have had the pleasure of supporting many job seekers. I am inspired by the strength, courage and resilience they have shown, and especially during this past year of crisis. I am blessed to work for an organization that allows me to bring my creativity and innovation while providing quality services."

– Alex Bonne, Employment Advisor



"I feel so grateful to work for an organization that cares so deeply about helping others. Over the past 3 years I've been able to witness the hard work and dedication to service that my colleagues exhibit on a daily basis. I've been able to learn so much from them, and for that, and the relationships we've built during this time, I will forever be thankful."

– Chantelle Cyr, Program Data Lead for Mental Health Services

STAFF PERSPECTIVES

“What can I say about working for Lutherwood. It has been my absolute pleasure to work for an agency that brings hope and opportunity to so many for almost nine years. My coworkers are my friends, and together we have kept our staff and community connected while so many people are separated during the pandemic.”

– Emily Meens, System Analyst



“It has been a great experience working at Lutherwood for the past two plus years. In a hospitable, caring, cooperative and strengthening environment, Lutherwood promotes the dignity and worth of its employees and the people we serve encouraging both to discover and thrive to their full potential. I have been a recipient of these values.”

– David McLean, Housing Support Worker



“I have been very fortunate in my career at Lutherwood to have had opportunities to work in different divisions and meet so many amazing staff. The people who work at Lutherwood truly believe in inspiring hope and strengthening lives by offering high quality services. We are so fortunate to have access to high quality infrastructure teams, which allows the operational teams to focus on supporting our community’s most vulnerable.”

– Mary-Jo Shearer, Manager of Donor Development





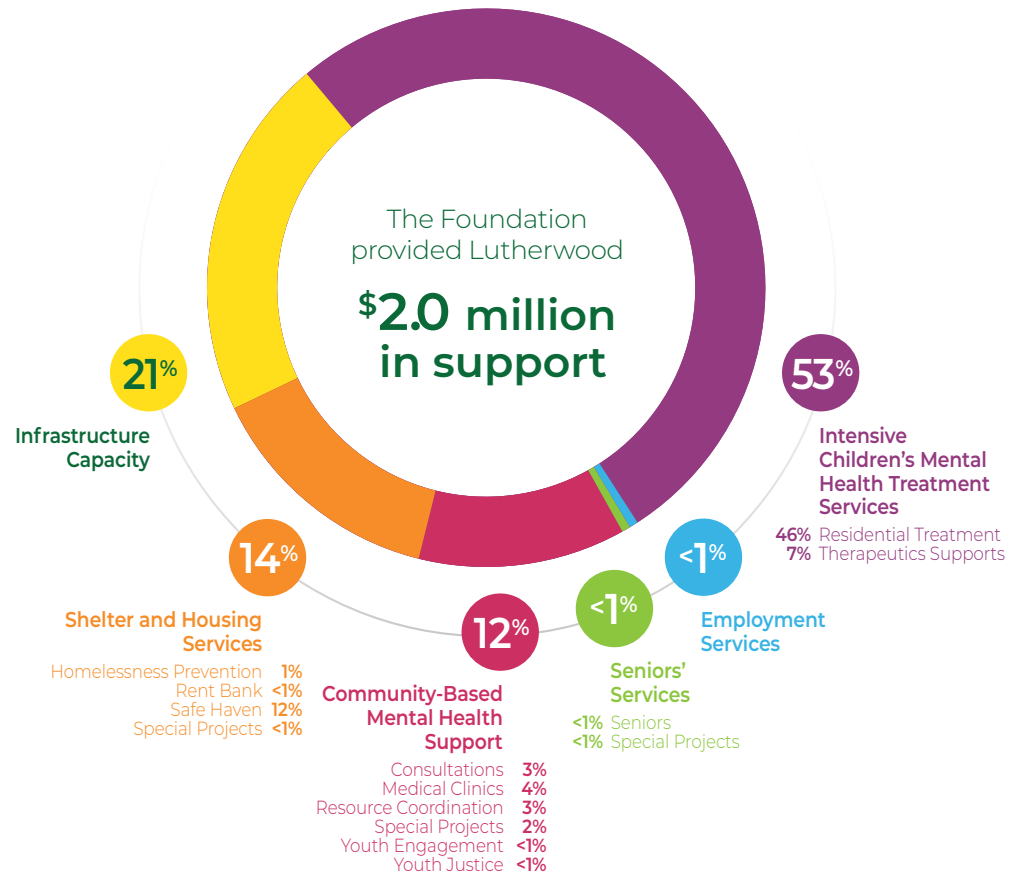
OUR DONORS - PARTNERS IN HOPE AND HEALING

We are deeply grateful for:

- 1,186 friends who donated 2,645 gifts
- Over 300 Steps for Kids participants and sponsors that raised more than \$100,000
- Social media driven donations including Facebook birthday fundraisers that raised over \$2,700
- The Darcy Beskau Educational Fund for \$6,500 to help children and youth achieve educational success
- Friends who have included Lutherwood in their estate planning to help those in need well into the future
- Community-led event committees including the Dennis Strassburger Memorial Golf Tournament, Westmount Oktoberfest Pro-Am, Home Depot Orange Door Project and Hockey Helps the Homeless who continued their support during a pandemic
- Community members who donated shares and securities
- Third party events hosted by friends of Lutherwood
- Gifts made in memory and honour of special friends
- Organizations that supported our work and COVID-19 expenses
- 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 to build a community where everyone experiences mental wellness, financial stability and a safe place to live.

How Your Donations Help:



*Note: percentages may not add up to 100 due to rounding.

BY THE NUMBERS

Children's Mental Health

2,362 Unique Clients Served

3,278 Services Accessed

1,050 Single Session Walk-ins and Consults

782 Intensive Treatment Admissions



13,025
People Served

456
Employees

54
Volunteers & Students

\$34.5 million
Budget

1,186
Donors

Child and Parent Place (CAPP)

Families Served **87**

Supervised Visits and Exchanges **501**



Safe Haven Youth Services

Unique Youth Served **92**

Admissions **215**

Life Launch Clients **7**



Housing

Unique Individuals Served Through Resource Centres **5,783**

Households Accessed Rent Fund **513**

Households Supported to Become Housed from Homelessness **185**

Households Received Home-based Support **281**



Employment

1,762 People Assisted with their Employment Needs

903 Clients Found Employment Through our Programs

3,411 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 (2020/21)

Revenues:

Ministry of Health, Children & Youth Mental Health	\$	7,126,949
Ministry of Children, Community & Social Services		2,903,523
Ministry of Seniors & Accessibility		308,012
Ministry of Training, Colleges & Universities`		4,040,742
Service Canada		63,032
Regional Municipality of Waterloo		5,265,984
Ministry of Health & Long Term Care		1,346,298
Ministry of the Attorney General		402,235
Seniors' Services		8,724,002
Lutherwood Child & Family Foundation		2,013,242
Fee for Service		1,772,199
Amortization of Deferred Contributions		70,651
Miscellaneous		496,905

Total Revenue \$ 34,533,774

Expenses:

Salaries & Benefits	\$	22,259,533
Cost of Goods/Services		515,902
Participant Costs		1,218,580
Travel		42,082
Staff Development		156,683
Building Occupancy		4,025,922
Purchased Services		1,404,105
Program Expenses		2,149,942
Professional Services		219,840
Advertising & Promotion		69,691
Office Expenses		546,253
COVID-19 Expenditures		1,556,136
Interest		11,852
Amortization of Capital Assets		248,903

Total Expenses \$ 34,425,424

Net Operating Results 2020/21 \$ 108,350

Lutherwood Child & Family Foundation (2020) (includes Luther Village on the Park)

Revenues:

Property Investment Revenue	\$	4,626,484
Seniors Operations Revenue		2,756,050
Donations & Special Events		844,066
Interest Income		164,159
Miscellaneous		374,214

Total Revenue \$ 8,764,973

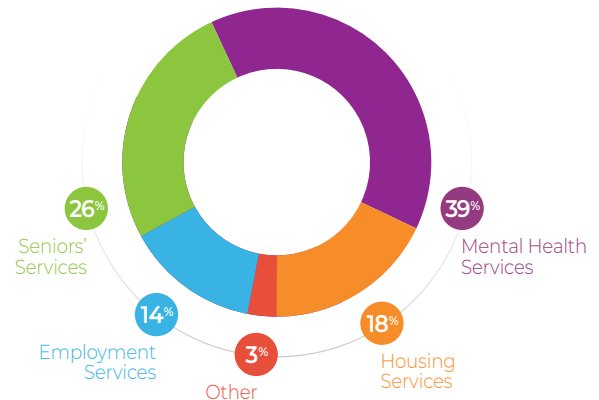
Expenses:

Grants to Lutherwood	\$	1,967,939
Property Related Expenses		2,865,792
Salaries & Benefits		1,413,554
Purchased & Professional Services		927,802
Program Related Costs		127,216
Advertising & Public Relations		54,161
Other Expenses		83,473
Depreciation		729,137

Total Expenses \$ 8,169,074

Net Operating Results December 2020 \$ 595,899

Spending by Program



OUR BOARDS & SENIOR LEADERSHIP

Lutherwood Board of Governors

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

James Chmiel
Chief Operating Officer, Erb & Erb Insurance
Brokers Ltd./ Lackner McLennan Insurance Ltd.,
Kitchener

Kevin Donovan
President, Donovan Insurance Brokers, Waterloo

Sunny Field
Investment Advisor, CIBC Wood Gundy, Waterloo

Chris Hewitt
Chief Marketing Officer, Sunlife, Cambridge/
Waterloo

Will Hunter
Associate Vice President, Broker, CBRE Limited,
Kitchener

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

Ann Van Norman
School Teacher (retired), Cambridge

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, Waterloo

Scott Uffelman
President, Ontario Seed Co. Limited, Waterloo

Senior Leadership

John Colangeli, Chief Executive Officer

Tricia Burbidge, Chief Administrative Officer

Andrea Dunn, Director of Human Resources

Heather Fedy, Director of Mental Health Services
& Lead Agency

Lisa Gill, Director of Housing Services

Sherri McDermid, Director of Employment
Services

Rebecca Roy, Executive Director, Luther Village
on the Park

Chris Sellers, Director of Communications &
Development, Lutherwood, Lutherwood Child
& Family Foundation



“I am excited about
the years ahead as
we continue to work
together to build a
culture of belonging
where individuals can
be their true selves.”

– *Andrea Dunn, Director
of Human Resources*

HERE WHEN YOU NEED US

Home Office

Children's Mental Health Centre

285 Benjamin Rd., Waterloo, N2J 3Z4
519-884-1470

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

Lutherwood Child & Family Foundation

165 King St E., Kitchener, N2G 2K8
519-743-2460



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

