

SUPPORT FOR THE FUTURE
COMMUNITY REPORT 2017



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Cover Image: Former NHL goalie Clint Malarchuk struggled with mental health issues that later contributed to much larger problems, including a suicide attempt. His wife Joanie's unshakable love forced him to get help. Lutherwood, Waterloo Region Suicide Prevention Council, and Carizon invited the couple to speak in Waterloo Region.

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Lutherwood is a not-for-profit health and social service organization that supports youth with mental health issues, individuals looking for employment, people at risk of being homeless and people in need of counselling. Its services are accessed by more than 13,100 clients annually in Waterloo Region and Wellington County.

SUPPORT FOR THE FUTURE

This spring, Lutherwood and two partner agencies invited former NHL goalie Clint Malarchuk and his wife Joanie (cover photo) to speak before a crowd of 350 people about living with a mental illness. By speaking out, celebrities like Clint and Joanie reduce the stigma of having a mental illness and encourage others to seek support. They inspire people like former Lutherwood student Alex (page 7), who is now a mental health advocate himself and delivers messages of hope and encouragement to local students struggling with their mental health.

Understanding the impact of reduced stigma is one of several factors that Lutherwood considered when it built its new strategic plan. *The Road to 2020* - highlights three strategic directions. The first, Improve Client Experiences and Outcomes, focuses directly on our clients. The second, Build an Integrated and Responsive Mental Health System, supports our lead agency work with community partners to improve the local child and youth mental health system. And the third direction, Enhance Organizational Capacity and Excellence, ensures we have the strength and stability to respond to future community needs. These directions will lead to some fundamental organizational changes, such as building a more diverse and inclusive workplace (page 15), that will help us better support the needs of our community.

Strategic planning is also an opportunity to reflect on how we have strengthened people's lives. People like Mary Beth (page 9), who despite a solid educational background and international work experience, struggled to find a job. And Rick (page 11), who turned his life around with the support of Safe Haven staff. And generous corporate citizens like MTD (page 13), that make these changes possible through their unwavering support.

We could not have been this successful if not for the incredible support we receive every year from our staff and friends. Thank you for helping us strengthen the lives of people living in our community and beyond.



Bill Allen



John Colangeli

Mr. Bill Allen
Chair, Board of Governors

Dr. John Colangeli
Chief Executive Officer



CELEBRATING COMMUNITY IMPACT

Igniting Mental Wellness



Lutherwood worked with KW Counselling and the Ontario Centre of Excellence for Child and Youth Mental Health to establish a local chapter of the New Mentality using a grant from KW Community Foundation. Locally known as Ignite, the youth group is eliminating the stigma of having a mental illness by improving awareness and understanding of mental health. Initially, the tight-knit six-member group set a goal of speaking at one school a month. However, in their first four months, their popularity soared as they spoke at 15 schools and reached 1000 students.

Helping Businesses Upskill Their Workforce



Businesses know that investing in workforce training can increase job quality, improve business performance, create advancement opportunities and create a more satisfied workforce. To make more training opportunities, the Federal and Provincial Governments have teamed up to offer the Canada-Ontario Job Grant (COJG) program which provides up to \$10,000 per trainee to help offset the costs of training new and existing staff. Last year, Lutherwood helped 70 businesses navigate the application process resulting in over 900 employees being trained for new or better positions, thereby opening up additional entry-level jobs for future employees.

Keeping Youth Off the Streets



Every youth deserves support and a safe place to sleep in a time of crisis. This year, Safe Haven Youth Shelter helped 434 local teens between 12 and 18 when they had nowhere else to go. Thanks to The Orange Door Project, a fundraising initiative by Home Depot Canada, over \$13,000 was raised at Home Depot's Kitchener-West and Waterloo locations to support Save Haven. This grant allows us to continue keeping youth off the streets and supporting their mental health. Home Depot's Orange Door Project, which seeks to raise awareness and help eliminate youth homelessness, has selected Safe Haven as its local charity partner for the past three years.





Easing the Transition for New Canadians



Lutherwood's Mentorship Program has been matching New Canadian professionals in Guelph-Wellington with volunteer mentors in their field. Funded by Citizenship and Immigration Canada, the program welcomed Danby as the first business to step forward and be an active source of mentors. With access to a larger pool of professional mentors, the Mentorship Program is supporting more New Canadians as they settle into their occupational field by helping them gain knowledge about their professions in Canada, grow their professional networks, and find and maintain employment in their fields.

Improving Service Access in Rural Communities



A recent Lead Agency Advisory Council study revealed a need to improve mental health service access in rural areas. So Lutherwood and Carizon hired two mental health professionals to support a service specifically designed for Waterloo Region townships. Front Door (a Carizon/Lutherwood partnership) now offers single consultation and counselling sessions at community partner locations in North Dumfries, Wellesley, Wilmot and Woolwich to help identify issues and equip families with strategies to address concerns such as behaviour, emotional state, self-harming activities and conflicts at home or school. The sessions also provide access to more comprehensive services when required.

Inspiring Hope through Lived Experience



Imagine the stress of being an NHL goalie, battling slap shots for your team on the ice while battling anxiety, depression and PTSD off the ice. Clint Malarchuk doesn't have to imagine it, he lived it. His undiagnosed mental health issues as a youth escalated into a long battle with his mental health and even his attempt to end his life. This spring, Lutherwood, Waterloo Region Suicide Prevention Council and Carizon invited him to share his extraordinary and heart-wrenching life story before a crowd of 350 people at Bingemans. His devoted wife Joanie joined him to share her perspective as his steadfast rock and caregiver through some long and difficult years. By speaking out, celebrities like Clint and Joanie reduce the stigma of having a mental illness, give people hope and encourage others to seek support.

CELEBRATING COMMUNITY IMPACT

Accurate Assessments Improve Results



Lutherwood recently adopted InterRAI ChYMH (International Resident Assessment Instrument - Child and Youth Mental Health) as a tool to assess the needs of new clients. It offers a streamlined process to collect consistent and thorough information on each client, develop evidence-informed treatment plans, match each client with the most appropriate program and gather data to improve the quality of our services. With a \$150,000 grant from RBC, Lutherwood is now helping other children's mental health service providers adopt InterRAI so that parents do not need to re-tell their situation each time they need service.

Returning to Work After an Injury



Returning to work after a prolonged absence can be challenging for workers who have received a serious workplace injury. In 2015, Lutherwood was contracted by the Workplace Safety Insurance Board to provide specialized services to WSIB clients facing multiple barriers to re-entering the workforce. For up to 14 weeks, clients participate in pre-employment preparation training, including an 8-week work placement to help re-build their stamina and confidence, enhancing their skills and broadening their employment-related network. With referrals to the program steadily increasing, more workers are receiving the support they need to return to the labour market.

Nutrition for Learning



When students eat a nutritious breakfast, their memory and focus in the classroom improves. As a result, two dedicated staff members at our Children's Mental Health Centre have made a personal commitment to create an appetizing and often hot breakfast for our Day Treatment youth each morning before their school day begins. Each day the Nutrition for Learning program feeds about 12 youth who come to school hungry. The program provides a healthy and nutritious breakfast in a welcoming atmosphere for youth who have not experienced school in a positive light and offers a safe place in which youth can check-in with staff and feel unconditionally supported.





CONQUERING THE CROWDS

For as long as he can remember, Alex has struggled with his mental health. In and out of counselling since he was five years old, he had lost faith in counsellors and didn't believe he was worthy.

"I was heavily bullied at school when I was young," said the likeable young man. "I couldn't handle the crowded classes. Eventually, I started to harm myself and even attempted to take my life. I hit rock bottom and something had to change."

Alex was surprised when he first met his Lutherwood counsellor. "She was different - she listened. We began to meet twice a week, sometimes we talked and sometimes we just sat quietly. Once I realized that she truly cared, I began to trust and open up to her."

At age 15, Alex enrolled at Lutherwood's STEPS program which offers youth who are experiencing significant emotional difficulties, therapy and life skills training in a supportive school environment. "I did not want to be there," recalls Alex of his first day. "But the staff were fantastic. I yelled and swore at them and they just calmed me down and worked with me." While at the school, Alex learned how to manage stress by listening to music, talking to his husky Neeley, and writing in his journal. Previously he only knew to call his grandma day or night when things felt overwhelming.

Eventually, his counsellor encouraged him to apply for a job at New York Fries. However, due to his social anxiety, the long customer lines felt overwhelming. With the help of his "wonderfully supportive manager," he learned to focus on one customer at a time. Even on Boxing Day, when he was very concerned the crowds would overwhelm him, he worked a shortened shift because he did not want to let his manager and team down. Today, two years into the job, Alex is the Assistant Manager and trains new employees.

In 2016, Alex joined a local chapter of the New Mentality (see page 3). He liked the idea of youth encouraging youth who are struggling with their mental health to reach out for support. Today, he speaks in front of school groups and even dyed his hair green (the colour representing mental health) to show support for mental health awareness.

Inspired by his counsellor, Alex sees a future for himself in social work. "I have always loved helping people. It is not just what I want to do; it is what I am determined to do."

"Students relate to others who have struggled and appreciate knowing that they are not alone. It helps them open up and ask for help support."

- Alex



DEMOLISH MOUNTAINS TO OPEN NEW PATHS

With a university degree, a post graduate certificate and a successful teaching experience in China and Japan, Mary Beth thought her future was on track. However, when she returned home, she was faced with challenges that made finding employment difficult.

She had always struggled with anxiety, but after returning from abroad, her anxiety and stress worsened. "It was to the point where I was afraid to leave my home because I feared I would have a panic attack," she recalled. Around that same time, she was diagnosed with fibromyalgia, a physical illness that made it extremely painful to stand for more than a short period of time.

After months of struggling, Mary Beth was eventually admitted to a three-month treatment program at a local hospital where she learned strategies to cope with her anxiety. She finally felt ready to look for employment again. She found work in a coffee shop, but only stayed a week due to the overwhelming pain she experienced from standing. After applying to many jobs on her own and barely receiving a response, she looked for additional help.

After previous experience using Lutherwood's Resource Centre, she decided to seek employment support at Lutherwood's Cambridge location. She met with an Employment Advisor who helped her update and improve her resume and cover letter, gave her valuable and up-to-date knowledge of the labour market, and offered advice on what employers look for when hiring. She was then paired with a Job Developer who helped connect her directly with employers. A short while afterward, Cambridge Mitsubishi interviewed her for an administrative role and she was the successful candidate.

For Mary Beth, seeking help was worth it. "The staff at Lutherwood are always in your corner to help you achieve your goals," she said. "Even if I had a bad week, my Employment Advisor would call to ask how I was doing and to make sure I wasn't getting discouraged in my job search. And it's comforting to know that they are still there for me and that I can touch base and help ensure my employment is stable and I am successful at my job." She is also grateful that Cambridge Mitsubishi is very understanding of her physical illness and allows her to work at a pace that is comfortable for her.

Mary Beth wants others in her situation to know that help is out there. "No matter how hopeless and alone we may be feeling, there are organizations like Lutherwood that want to help," she concluded. "It doesn't matter how severe the barrier you are facing is, there is always support to help you overcome it. Once you seek help, you can start achieving your goals."

"By looking for help,
you can demolish
mountains and open
up new paths."

- Mary Beth



TAKING THE GOOD AND RUNNING WITH IT

Rick summed up his childhood in one word, "trouble." He was just six when his parents split up. By age 12, he was heavily bullied at school and started to find himself hanging out with the wrong crowd. "Those were my formative years," he said "and they were pretty messed up."

At age 14, he was kicked out of the house and began "bouncing around" between group homes, friends' couches and even spent part of the winter in a closed park bathroom. "I moved this bar slightly and slid through the opening," Rick recalls. "There was no heat, lights or water, and I slept on a lawn chair in the cold. I was a homeless child and that is worse than just being homeless; anything can happen and anyone can get a hold of you. The street is brutal, lonely and no place to live. It felt like a dead stop to my future."

Eventually, Rick found Safe Haven Shelter. "I went to Safe Haven about 12 times over a year and a half, it was just a stepping stone" he shrugged. "I would stay for about 20 days and then leave because time was up and I wasn't good with rules. This one counsellor was really tough at making me follow the rules; going to school, sweeping, doing dishes, doing chores. But he cared, he was genuine. All the staff show composure and empathy even when you break the rules. Every one of us had our own story, and the staff would listen, be positive, and support us - they actually care. They gave us structure, a path and tools to help us move forward, even if I didn't realize it then."

Life is better now. For the past seven years, Rick has been living in Niagara Falls working in a factory using a CNC lathe to make brake parts. On the side, he buys and sells things on E-Bay and Kijiji, and tinkers with his car. He is very proud of his wife Katie who is finishing her Master's degree and has developed a website to help people with disabilities. When she finishes school, he plans to go back to school. "I remember my Safe Haven counsellor who told me how important it is to stay in school," he recalled. "I didn't listen then, but he was right."

"I love family life," he offered. "I don't go out drinking beers with buddies after work. I love coming home to Katie, my 2-year-old son and 4-year-old daughter. This year, my daughter made her very own Mother's Day card! I have a good relationship with my Dad and am working on healing the relationship with my mom. I just need to take the good and run with it; leave the bad behind."

"When I look back, I realize Safe Haven is just that, a safe place where you can stop, clear your head and figure things out."

"I don't know what a lot of kids would do if Safe Haven wasn't there."

- Rick



APPRECIATING THE VALUE OF COMMUNITY

With a goal to raise more than \$1 million each year, Lutherwood's Child and Family Foundation relies on the generous support of community partners like MTD Products.

Founded by Theo Moll in 1962 as Modern Tool and Die, MTD employs 110 people in its 19-acre complex in Kitchener. The Canadian subsidiary of Cleveland-based MTD Products Inc. - a worldwide leader in the engineering, manufacturing and distribution of lawn mowers, snow throwers, trimmers, chain saws and other tools - sees corporate values as more than words on a plaque. They form the foundation for its business. Integrity, Stewardship, Respect and Passion not only guide decisions in the family-controlled business, they have shaped its workplace culture and made a positive impact on the community.

"This is a very satisfying place to work and we have a lot of long-tenured employees," said MTD Canada President Bud Norman. "I have been here 22 years and it is not unusual to run into employees who have been here longer than me. Our depth and breadth enable employees to expand their careers within the organization, while our size and flat hierarchy allow us to have a true sense of community amongst our employees."

MTD's employees are at the heart of its philanthropy. "Our employees don't just work in our community, they live here," Bud responded when asked why the company invests in the community. "We all know someone who at one time or another has turned to local agencies for support. And when we review our charitable giving every few years, we ask our employees for their thoughts." This approach gives the company different perspectives and enables it to support a variety of causes. While many companies look to support exciting new projects and programs, MTD appreciates the financial pressures charities are under and allows a portion of their financial support to cover operating costs.

MTD also encourages employees to get involved in the community. For example, Bud joined Lutherwood's Board of Governors in June 2003, eventually becoming Treasurer and then Chair. While now retired from the Board, Bud continues to personally support Lutherwood and is part of a group of MTD employees who participate in its annual Steps for Kids fundraiser. He has also volunteered for other charities. But, he is quick to point out that he is just one of many employees who freely gives their time. "Giving back to the community goes beyond giving money," concluded Bud. "It is about a personal tie. It is about being involved in something that comes from your heart and creates a stronger community."

"The past we inherit.
The future we create."

- Theo Moll



COUNCIL VISION:

At Lutherwood, we embrace diversity and will create an inclusive environment where everyone feels valued, supported and respected.

We will achieve this by creating a workplace culture and set of services that meet the needs of our diverse communities.



STRENGTH THROUGH DIVERSITY

Imagine moving to another country where people look at you and treat you differently because you don't speak their language, know their culture or look and act like they do. Or starting work in an organization where your new peers dismiss your knowledge and experience, and show little interest in you. Or going to school each day pretending to be like other people because you desperately want to fit in.

"These are typical experiences for many of our clients and they demonstrate what a lack of appreciation for diversity looks like and a lack of inclusion feels like," said Lutherwood CEO John Colangeli when he first announced Lutherwood's initiative to improve diversity and build on the inclusive culture at the organization. "We are so fortunate to live in a community that is rich in diversity. As an organization, it is up to us to better recognize, appreciate and use these differences to improve our organization, our services and our support for Waterloo Region's diverse population."

In 2016, Lutherwood's Board of Governors established a Diversity and Inclusion Leadership Council. Its role is to guide the organization's efforts to create a workforce that more closely reflects community diversity and create an even more inclusive organizational culture where staff, clients and volunteers feel respected, valued and supported as they work together to enhance programs and support diverse needs.

As a first step, the Council created a vision of what Lutherwood would look like at its most diverse and inclusive state: *At Lutherwood, we embrace diversity and will create an inclusive environment where everyone feels valued, supported and respected. We will achieve this by creating a workplace culture and set of services that meet the needs of our diverse communities.*

To deliver on its vision, the Council has begun the process of building a benchmark of Lutherwood's current state. This involves a detailed census of its staff and discussions with community partners. Then it will identify and prioritize gaps and develop a three-year action plan with specific goals, actions and metrics for review and approval by its Board before moving forward.



"As the world changes, we must change with it. We need to embrace our differences so that everyone feels valued, needed and respected."

- Sunny Field, Council Chair



"It's rewarding to work for an organization that makes a difference in the lives of so many people. Lutherwood inspires important life skills - respect, reliability, team work and honesty - whilst really caring about the individuals who are facing many difficulties and challenges. I've had the opportunity to work at various Lutherwood sites and they are all filled with kind, client-centered staff, which makes me feel really proud about where I work. I appreciate the support and encouragement that I've experienced from co-workers and supervisors throughout my time at Lutherwood."

- Esther Cotterell, Administrative Assistant



"Our work is rewarding. To be able to witness my co-workers at Lutherwood strengthen lives all around us, every day is truly inspirational beyond what any words could describe. The values of Lutherwood are evident in all of us who work here and are exactly what it takes to be an instrument of support in our community. When I come to work each day, I am motivated to go above and beyond, to care, to support, to inspire as I am inspired through every story, every family, every client and every co-worker."

- Scott Van Trigt, Child and Youth Counsellor III



"I have seen many changes throughout my 15+ years working at Lutherwood. I started in the 2.5 person Human Resources department, then for a time in the CEO's Office - a chance to broaden my skills and knowledge. Similarly, I have seen many others accept opportunities to grow and develop within different service areas. Our workplace culture is unique. It supports our staff and has an impact on their work with our clients. I especially enjoy seeing the many familiar faces at events like our annual Steps for Kids."

- Susanne Kurt, Human Resources Assistant

STAFF PERSPECTIVES

"As an Employment Advisor in the Job Search Workshop Program for Newcomers, I am fortunate to meet people from all walks of life. Talented, hard-working people who offer valuable skills to our society. I relate to the experience of how hard beginning in a new country can be and securing meaningful employment is an essential factor in integration. I feel privileged to be part of this program at Lutherwood and I am grateful for the lessons of courage, resilience and hope that I learn from the stories shared."

- Yorlenis Proenza, Employment Advisor



"In the short time that I have worked for Lutherwood I feel that I have grown exponentially as a worker. I have the privilege of working with a team that challenges me to strive to do and be better every day. This growth would not be possible without Lutherwood's dedication to creating a supportive environment that results in the security for staff to take risks and be creative. I can't fully express how appreciative I am for this support and how integral it is to the work that I do."

- Dana Christian, Housing Liaison Worker



"As a Child and Youth Counsellor at Lutherwood, I feel like I am part of a strong community of people who genuinely care about improving the lives of others. I am truly inspired by the strength I see in the youth who come to us, and I feel honoured, proud, and amazed to work alongside these clients and my coworkers to make positive changes in their lives. I believe that the agency shows compassion toward its employees, empowering them to strive to provide the best services possible."

- Chantalle Turgott, Child and Youth Counsellor



OUR DONORS GENEROUS PARTNERS IN HOPE AND HEALING

We are grateful for:

- The 1,958 friends that gave almost \$1.2 million this year
- Our best ever Steps for Kids event raised over \$140,000
- Companies and community groups that invited us to talk about children's mental health
- Two incredible golf tournaments run by Strassburger Windows and Doors and Cowan Group
- Friends who brought clothes, quilts, food, gift cards and supplies that we gave directly to children and families in need
- New opportunities such as Ride for Refuge and Plug-In's Alley Art & Ale event
- Gifts made in memory and honour of special friends

The Lutherwood Child & Family Foundation raises funds and awareness to strengthen the lives of children and families served by Lutherwood.

How Donations Help:



BY THE NUMBERS

14,000
People Served



Children's Mental Health

2,210 People Helped with Mental Health Concerns
1,473 Children Helped with Mental Health Concerns
1,477 Youth & Families Served Through Front Door
734 Individuals & Families Served through Lutherwood Family Counselling Services



Child and Parent Place (CAPP)

Families Served at Child & Parent Place
143

Safe Haven Shelter

Youth Used Safe Haven Shelter
434



Housing

Visits to our Self-directed Resource Centres **7,400**
People Assisted with their Housing Needs **3,777**
People Accessed Housing Resources **1,351**
Individuals & Families Accessed Rent Fund **1,207**
Individuals & Families Found Suitable Housing **1,303**



382
Employees

89
Volunteers

\$33 million
Budget

1,958
Donors



Lead Agency

3

Priorities to increase access & support and reduce barriers to service
(Awareness, Access, Family Support)

8

Core Child and Youth Mental Health Service Providers in Waterloo Region



Employment

2,740 People assisted with their employment needs
1,247 Clients found employment through our programs
9,500 Visits to our self-directed resource centres

25,300

Estimated young people in Waterloo Region who struggle with a mental health need

FINANCIALS

Revenue:

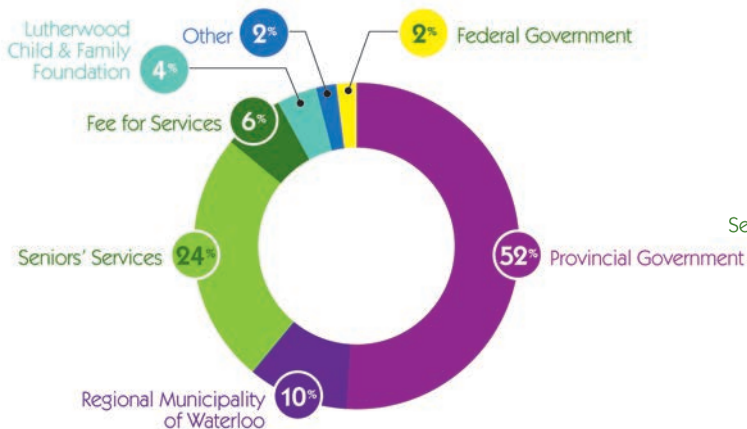
Ministry of Community & Social Services & Ministry of Children & Youth Services	\$ 5,812,817
Ministry of Children & Youth Services	2,086,912
Ministry of Advanced Education & Skills Development	6,126,004
Service Canada	135,042
Regional Municipality of Waterloo	2,939,412
Ministry of Health & Long Term Care	1,280,166
Ministry of the Attorney General	337,755
Seniors' Services	7,285,871
Lutherwood Child & Family Foundation	1,056,010
Fee for Service	1,687,346
Amortization of Deferred Contributions	489,283
Miscellaneous	568,644
	29,805,261
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Luther Village on the Park (managed by Lutherwood)	\$ 3,144,476*
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Total Revenue	\$ 32,949,737

Expenditures:

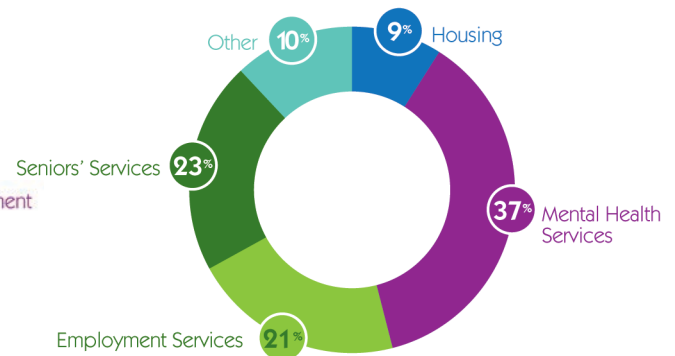
Salaries & Benefits	\$ 17,376,344
Cost of goods/services	492,668
Participant Costs	2,684,780
Travel	148,471
Staff Development	187,031
Building Occupancy	2,065,550
Purchased Services	1,990,940
Program Expenses	1,370,663
Professional Services	190,830
Advertising & Promotion	128,439
Office Expenses	798,601
Interest	831,003
Amortization of Capital Assets	1,279,109
	29,544,429
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Luther Village on the Park (managed by Lutherwood)	\$ 3,146,277*
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Total Expenses	\$ 32,690,706
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Net Operating Results 2016/17	\$ 259,031

*Balances for year-end December 31, 2016 including Capital Reserve Fund

Sources of Funding



Spending by Program



OUR BOARDS & SENIOR LEADERSHIP

Lutherwood Board of Governors

W.R.(Bill) Allen (Chair)

Deputy Minister of Tourism (retired), Guelph

Sunny Field

Investment Advisor, CIBC Wood Gundy, Waterloo

James Chmiel

President, Erb & Erb Insurance Brokers Ltd.,
Kitchener

Carolyn Graham

Principal, Clemens Mill Public School, Cambridge

Chris Hewitt

Associate Vice President: TD Bank, Cambridge

Omar McLean

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

Trent Robinson

Businessperson (retired), Kitchener

Richard Steinmann

Broker, RE/MAX Twin City Realty, Waterloo

Cynthia Sundberg

Vice President, Operations & Administration, Virtual
Causeway Waterloo; President, School of Rock,
Kitchener-Waterloo

Ann Van Norman

School Teacher (retired), Cambridge

Lutherwood Child & Family Foundation, Board of Directors

Ann Van Norman (Chair), School Teacher (retired),
Cambridge

Simon Chan, President, BAL Consulting, Kitchener

Ian Cook, President, Cook Homes, Waterloo

Kevin Donovan, President, Donovan Insurance
Brokers, Waterloo

Trent Robinson, Businessperson (retired), Kitchener

Dietmar Sommerfeld, Senior Vice President & Broker,
CBRE Limited, Kitchener

Scott Uffelman, President, Ontario Seed Co. Limited,
Waterloo

Senior Leadership

John Colangeli, Chief Executive Officer

Tricia Burbidge, Chief Administrative Officer

Heather Fedy, Director of Operations, Mental Health
Services

Sherri McDermid, Director, Employment & Housing

Kathy Payette, Director, Community Mental Health
Services

Randal Penney, Director, Lead Agency

Chris Sellers, Director, Communications, Marketing
& Strategy

Andrea Dunn, Human Resources Manager

Sherrie Hyde, Risk Manager

Lutherwood Child and Family Foundation

Donna Buchan, Executive Director

Luther Village on the Park

Rebecca Roy, Executive Director

Margo Blayney, Director of Operations



"While change is one constant in life, at Lutherwood another constant is our strong commitment to continually learning and growing. You can see that commitment in all our quality improvement systems and our passion for the people we serve."

- Sherrie Hyde, Risk Manager

HERE WHEN YOU NEED US

Home Office

Children's Mental Health Centre
Lutherwood Child & Family Foundation
285 Benjamin Rd., Waterloo, N2J 3Z4
519-884-1470

Front Door; Access to Child & Youth Mental Health Services

1770 King St. E., Kitchener, N2G 2P1
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, 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 Shelter

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



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
Care
Working Together
Accountable

