

HELPING IN A CHANGING WORLD
COMMUNITY REPORT 2018



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Cover Image: Our Employment Centres offer job seekers free resources that support self-directed job searches in a warm and friendly environment.

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HELPING IN A CHANGING WORLD

For nearly five decades, Lutherwood has proudly served its community using a combination of proven practices and new approaches. Innovating, understanding client needs and learning from others are all keys to providing the best services possible. So this year, we approached some new partners in the technology sector to learn how in a rapidly evolving environment they develop products that meet customer needs. They taught us the Design Thinking approach to identify actual client needs and develop effective solutions to address those needs. We are already using these new-found skills to enhance our employment service delivery at our Cambridge office and streamline our intake processes at our Front Door children's mental health service access point.

Improving services means being more effective for people like Adel (page 10) who struggled to get suitable housing and work to support his family while seeking refuge in Canada. And Rajive (page 8), an internationally-trained professional with Canadian experience, who is looking for fulfilling work to support his new life in Waterloo. And Michaela (page 6) who struggled with her mental health and today lives a happier life. Of course, we could not be this effective without the support of community partners like Kevin Donovan and Donovan Insurance (page 12). And our innovative Lead Agency Advisory Council (page 14) is making great strides at improving the children's mental health system in Waterloo Region.

Our world is changing and having the right tools to find new approaches and innovative solutions is important. Equally important is having so many wonderful community partners, funders, donors, volunteers and staff who work tirelessly to help us build our vision of *Communities where all children, youth, adults and families enjoy mental wellness, financial stability and a safe place to live.*



Sunny Field



John Colangeli

Ms. Sunny Field
Chair, Board of Governors

Dr. John Colangeli
Chief Executive Officer



CELEBRATING COMMUNITY IMPACT

Working to End Homelessness



The Region of Waterloo selected Lutherwood to lead the delivery of PATHS2Home, a newly redesigned housing service aimed at ending chronic homelessness. PATHS2Home has two primary services. The Prioritized Access to Housing Support (PATHS) team offers centralized access that coordinates and prioritizes housing support based on individual needs and circumstances. Home Based Support (HBS) teams then help people stay housed by developing a support plan, connecting individuals with longer term community supports (e.g. mental health, addiction, developmental, or health care) and encouraging individuals to become involved in community activities to increase their sense of inclusion and belonging.

Innovation Improves Classroom Program Delivery



In September, the clinical and teaching staff at Lutherwood's Children's Mental Health Centre launched a new day treatment program model that enhances the intensive day treatment program for 12-18 year olds with complex mental health issues. Classrooms are now organized based on each student's literacy, learning and developmental abilities. Supported by one-time funding from Cowan Foundation, the resulting model shortens wait times, increases capacity, better accommodates mid-term student enrollment, and better prepares students for re-integration into their community schools.

Improving Access to Guelph's Employment Services



It is important to have a space that everyone can access, regardless of ability and having three floors that could only be reached by stairs was a barrier for clients and staff at our former Guelph Employment Centre location. Our brand new Employment Centre (pictured left) in Guelph's downtown core, opened to the public in July, is on one floor that can be conveniently accessed by elevator and has wider entranceways and spacious training rooms. By eliminating barriers to accessibility, we can now welcome everyone into our space.





Helping New Canadians Find Meaningful Work



One of the largest barriers newcomers to Canada face when it comes to finding work in their new country is a limited network of support. In March, Lutherwood's Guelph Employment Centre hosted its annual Bridging the Gap conference, bringing 40 New Canadian professionals together to discuss job search strategies, grow their professional networks and meet with local employers. For many participants, this was their first face-to-face interaction with Canadian employers and their first chance to network in their new country. As a result, they were able to build confidence and become motivated about finding meaningful work in their fields.

10 Years of Steps for Kids



Lutherwood Child & Family Foundation celebrated 10 years of bringing the community together to raise funds and show support for children and families facing mental health challenges. What started in 2008, as a short 2 kilometre walk for about 50 people at Luther Village on the Park, attracted 700 participants this year (pictured right) and raised more than \$149,000 to support children's mental health programs. In total, Steps for Kids has raised over \$748,000 thanks to corporate sponsorship and strong support from the community.

Physical Activity Benefits Mental Health



During the winter months, getting enough physical activity can be challenging and can impact mental health. In an effort to help families get active, Lutherwood and the Waterloo Region Suicide Prevention Council partnered to host a free community family skate at the Woolwich Memorial Centre in Elmira. More than 200 community members attended and enjoyed free hot chocolate and the opportunity to skate with the Elmira Sugar Kings hockey team. Participants benefited from physical activity and enjoyed the opportunity to get to know others in their community.

CELEBRATING COMMUNITY IMPACT

Mentorship Alliance Connects Newcomers and Employers



Highly-skilled professionals with valuable international experience come to Canada as immigrants or refugees looking for a better life. While Canada needs their skills and knowledge to continue to grow, too many of these professionals end up working in an unrelated field. Finding work can be very challenging as newcomers must adapt to a different culture, language, work standard and job market. The Lutherwood Mentorship Alliance connects newcomers with local professionals to help them find relevant work and local companies tap into the internationally trained professional pool to fill employment gaps.

Finding Strength in Diversity



Anyone walking through our doors must feel welcome and receive service in a way that feels inclusive and meets their unique needs. That is the goal to Lutherwood's comprehensive strategy to create and enhance our inclusive culture and improve our services. Our Diversity and Inclusion Leadership Council is currently working to enhance diversity and inclusion in our workplace culture, become part of a collaborative network to help with best practice knowledge, improve accessibility and expand services to better support underserved populations, and update policies, processes and practices to enhance diversity and inclusion.

Engaging Families



Lutherwood's Lead Agency Advisory Committee, Centre of Excellence for Child and Youth Mental Health and Parent's for Children's Mental Health have partnered to embed family engagement principles into the planning and delivery of children's mental health services. This spring we hosted a Family Engagement Literacy Workshop for local service providers to develop a shared definition of family engagement and begin developing a strategy to embed family engagement practices into individual agencies and the broader system.





LEARNING TO ADVOCATE FOR YOURSELF

As a child, Michaela could not understand why she did not fit in. She struggled with social interactions and her behaviours were often misunderstood.

In her early teens, Michaela was diagnosed as being on the autism spectrum. "I was different," she recalled. "I find implied rules hard to read so I did things unless I was told not to. People thought I was being difficult on purpose, but I wasn't." Bullied at school, her mental health deteriorated. Her parents felt that local school and community supports could not help her, so they took her to a residential centre that specializes in the treatment of eating disorders and mental health. She progressed well and when she was discharged, she came to Lutherwood to continue her treatment and ease her transition back home.

For nine months, Michaela stayed at Lutherwood's Children's Mental Health Centre. "The staff helped me adjust. They were so friendly, caring and welcoming," she smiled. "They were my family away from home." She attended Lutherwood's school during the day, stayed in residence at night, and went home on weekends. "I continued to use my DBT (Dialectical Behaviour Therapy) skills to help me manage situations and my emotions," she remembered. "The program is so family-oriented – the staff included my parents and helped them understand how to support me. One time I really missed my dog Ellie, so my parents arranged for her to come and visit me. She's my unofficial service dog – she licks my face when I cry and lies on the floor with me when I feel alone."

Michaela sees a difference in herself. "I learned to advocate for myself. I learned that it is okay to ask for help. When someone asks how I am, we are socialized to say 'great,' but I learned that it is okay to say that I am not feeling well or having a bad day. I used to struggle with depression and skip school; I don't think I have missed school once since going to Lutherwood."

Four years later, Michaela still stays in touch. Each year she comes to Lutherwood's Steps for Kids event and reconnects with staff. In fact, she sought the advice of her former clinician along with others when she was deciding on her career path. "I love the idea of working with young kids, so I decided to study ECE (Early Childhood Education) in college. And because of my background, I can really relate to those who are struggling," she concluded.

"When I came to Lutherwood, I didn't want to stay. When it was time to go home, I didn't want to leave."

– Michaela



FINDING WORK WITH MEANING

When Rajive migrated from India to Canada more than 30 years ago, he started work literally sweeping the floors. Over his career, he worked his way up to senior management doing database marketing at a large multinational communications company in Toronto. His career path mirrors his philosophical approach to life – "be patient, work hard and work effectively to prove yourself."

Getting started in Canada was not easy. He could not get due credit for his graduate and post-graduate studies in India. However, he could draw on his education beyond academics. "I am fortunate that my parents taught me through books and travels. I have lived in India, Australia and Europe, and have learned from different people that though culturally different, the basic strong value of fair play is in everyone."

Two years ago, Rajive moved to Waterloo Region for a fresh start. "I went to several employment agencies before I found Lutherwood," he recalled. "I saw their sign and walked in. They listened to me, worked with my strengths and encouraged me all the way. I had to be willing to be flexible and consider different possibilities, but they pointed me in the right direction and that is where I needed the help. All I had to do was take the next steps."

Twice Rajive worked with Lutherwood to find work, but both times he unexpectedly had to leave to support his ailing parents in India. Now, with everything settled in India, his life is more stable and he has returned to Lutherwood's Employment Ontario program for support in his job search.

"I love the culture in the employment centres – compassion, understanding and support," Rajive considered. "It does not matter who you go to, they will work to understand your needs and situation. It can be a challenge working with people – I know because I have been on the other side of the desk. But sometimes you need to motivate people to get them working for you and themselves. I have seen some people come into the employment centre 'down on their luck' and they leave so much more positive, which is extremely important."

Rajive is looking for a job that will give him satisfaction. "I am sixty and very fortunate that I will be able to live a fulfilling life with a part time job and spend the rest of my time volunteering; I just want to give back," Rajive concluded. "I want work that at the end of the day will allow me to go home and feel good. So I turned to Lutherwood for help one more time."

"They listened to me, pointed me in the right direction and that is where I needed the help."

– Rajive



HOUSING BRINGS A SENSE OF STABILITY

Adel was born and raised in Saudi Arabia. As his parents are Eritrean, the government viewed him as a "temporary resident." When he was old enough to pursue a university education, he had to leave the country and go to Malaysia where he obtained his Bachelor of Information Technology. While he was there, he also learned English so he would do well in the business world. Returning to Saudi Arabia, he put his new found computer and English skills to work as an executive assistant for an investment banking company.

In 2015, Adel married a Yemeni named Huda and a year later they welcomed a son Abdulrahman. But living on a temporary resident visa meant that Adel was at risk of being forced to leave and go to Eritrea. However, Eritrea has a poor human rights record and requires 18 months military service for all residents. And he could not move to Yemen where a civil war limits the humanitarian aid needed to lessen poverty, famine and cholera. "If it was just me, I might have moved and would try to survive," Adel reflected. "But when you are responsible for a wife and one-year-old son, it really changes things." So he and his family fled and became refugees.

The growth, prosperity and appeal of large technology companies attracted Adel to Waterloo Region. As a refugee claimant awaiting his hearing, Adel had very little money so he and his family had to stay in a shelter. He turned to Lutherwood desperate for help to find more suitable housing. "My Housing Counsellor helped me understand the process, find vacant units and meet with landlords to see apartments," he said. "But landlords want a Canadian credit and rental history, and I don't have one because I am new here." After months of searching and rejection, Adel found a guarantor and an apartment landlord willing to work with him.

After he moved in, his wife suddenly got sick and his son needed milk. "I was broke," Adel confessed. "Without Canadian work experience, I was struggling to get a job to settle and feed my family. So Lutherwood helped me get a food allowance to help with the extra food costs, and recommended their Employment Services office for help finding work."

"But I found a job on my own that helps me pay my bills. Now I am waiting for my refugee hearing. And after that, I hope to finally be a permanent resident and call Canada home."

"When you are responsible for a wife and one-year-old son, it really changes things."

– Adel



HELPING DREAMS STAY ALIVE

Kevin Donovan loves to help people. Whether helping his customers take care of what is important to them, or working with others to improve life in Waterloo Region, Kevin sees the value of investing his time and energy in people.

When a longtime friend first introduced Kevin to Lutherwood, he saw a fit between its children's mental health services and his personal values. "I focus on children and youth because they don't have the experience to cope with life's challenges that the rest of us do," Kevin reflected. "They are our future and I think it is important that we support them to keep their hopes and dreams alive."

As a board member of the Lutherwood Child and Family Foundation, Kevin has helped the organization take advantage of grant opportunities, raised its profile in the community, made personal donations and generally leant his business acumen to the board. On top of this commitment, he is a long-time supporter of Camp McGovern, has served Scouts Canada for more than 25 years, has chaired numerous high profile events in the community and has received awards and high praise for his community-centred support.

As President of Donovan Insurance, Kevin looks for community-oriented values in those he hires. As such, his 30 staff at Donovan Insurance are also engaged in their community. They support new Canadians, people living in poverty, cancer research and patients, community sports teams, hockey and golf tournaments, and each year they enter a team at Lutherwood's annual Steps for Kids event to help raise funds and awareness of children's mental health.

There is a connection between community-building and the insurance business. "Our goal is to do the best we can for people," Kevin noted adding that they are guided by their motto: *Big enough to know, small enough to know you.* "We pride ourselves on understanding each customer's insurance needs, explaining their insurance options and ensuring they have proper protection in place at the best possible rate. And, if something does go wrong, they can count on us to handle their claims quickly and advocate for them." As Donovan Insurance approaches 50 years of service, Kevin credits its longevity and growth to its focus on the individual and excellent customer service.

Lutherwood's Child and Family Foundation annually raises more than \$1 million each year thanks to the generous support of community partners like Kevin Donovan and Donovan Insurance Brokers.

"I think it is so important to keep kids positive and optimistic for the future."

– Kevin



COUNCIL VISION:

Children, youth and families get compassionate, quality mental health supports when and where they need them.

LEAD AGENCY MOVES ON MENTAL HEALTH

Transforming the children's mental health system is a huge undertaking. It involves a system-wide perspective, an understanding of pressures and resources, the collaboration of multiple agencies, a collective vision, and the dedication to complete the work. When the Ministry of Children and Youth Services selected Lutherwood as Lead Agency, Lutherwood formed a Council of decision-makers from local service partners to be responsible for the planning of, access to and quality of child and youth mental health services in Waterloo Region. The Lead Agency Advisory Council (LAAC) works through Lutherwood to make recommendations to the Ministry on how to maintain and develop the local system.

These are just a few of the many projects the LAAC has moved on to improve the system:

- **Setting the Stage for System Transformation** - The LAAC hired Taylor Newberry Consulting to provide a better understanding of Waterloo Region's extensive children's mental health services. The resulting report identifies strengths, gaps and opportunities that are now guiding the LAAC's plans and efforts.
- **Implementing Standardized Assessment** - Families get frustrated by the need to repeatedly describe their situation each time they move to another program or agency. Lutherwood, Carizon, Langs and other agencies are implementing an assessment tool which allows local service providers to share information with family consent and improve their intake experience.
- **Easing the Transition to Adult Services** - Youth using Ontario's mental health and addiction supports often struggle with the transition into adult services. In Waterloo Region, Lutherwood, CMHA-WW and other community partners have developed a protocol that is supporting a more seamless transition.
- **Alternatives to Residential Services for Younger Children** - Last year, Carizon closed its residential program and worked with LAAC, community agencies, youth and families to develop a family-centred, home and community-based approach to mental health service delivery for children under 12 years of age.
- **Cambridge-based Support Group** - Parents for Children's Mental Health (PCMH) worked with Langs to launch its third support group within Waterloo Region.
- **Increased Access to Services for Syrian Refugees** - An Arabic speaking therapist was hired at KW Counselling Services to increase access to individual and family counselling, parenting education, and walk-in counselling services for Syrian refugees.
- **Convenient Online Access** - LAAC supported the Children and Youth Planning Table and Developmental Services Resource Centre's development of FamilyCompassWR.ca to provide families and youth with online access to local activities, programs and specialized services.

See *Lutherwood's website* for more updates on the Lead Agency Advisory Council's progress.



"It is exciting to see our local child and youth mental health system improving as a result of community partners, government, parents and youth working together."

– Heather Fedy, Director of Operations, Mental Health Services



"I have the pleasure of working with numerous caring, strong, resilient and unbelievably creative clients who despite the difficult hands they have been dealt, get up each day and share their strengths and passion with me. I am motivated by the smallest of gains our youth attain and celebrate those remarkable 'lightbulb' moments when they make a connection and recognize their gains. Lutherwood is an inspiring, multidisciplinary team that works tirelessly and creatively to help service providers and families understand our clients and provide the best care possible. I am proud to be a part of such an amazing organization."

– Emily Caron, Child and Youth Counsellor II



"As someone that has worked for several organizations in Brazil and in Canada, Lutherwood was the only one where the mission and values were meaningful to me. This is really important for me, especially considering what we do, helping job seekers to find employment opportunities. There is nothing more rewarding than seeing someone who has international training and is struggling, get the job they were hoping for. I feel very comfortable in saying that I am working in the right place."

– Carlos Martins, Employment Consultant



"I have worked at Lutherwood in the Finance department for over 20 years. I am proud to work for this organization because I love that our services are really helpful to the children, youth, adults and families who are in need. I like working for Lutherwood because I feel like we are one big, happy family and that makes this a great place to work!"

– Hong Van, Financial Analyst

STAFF PERSPECTIVES

"Lutherwood has inspired me to grow as a professional. Since I started, it has provided me with the opportunity to learn and develop my skills to become an active member of my community and give back. I enjoy working in an organization that is truly client-centered and values innovation and creative ways to learn and improve. I am grateful and honored to be part of such a supportive team that shares a caring culture of understanding and believes that we can all contribute in our own way to strengthen the lives of others"

– Maria Lambour, Human Resources Associate



"As a Families in Transition Counsellor at Lutherwood, I meet and work with families from diverse backgrounds, each of which faces many challenges and barriers to service. It is by working with these families and learning from the housing team that I am able to grow as a counsellor and best support our clients. Lutherwood has created a community of staff that allow for growth, security, and compassion for one another, which empowers staff and clients to learn from one another's experiences of trials and triumphs."

– Rachel Gregorio, Families in Transition Counsellor



Morneau Shepell and The Globe and Mail recognized Lutherwood as one of 50 employee-recommended workplaces in Canada. Based on confidential employee feedback regarding their physical and mental health as well as other aspects of their work and personal lives, the annual Employee Recommended Workplace Award recognizes excellence in achieving a healthy, engaged and productive workforce. We are honoured to have been recommended by our employees, and are proud of the work they do in our community





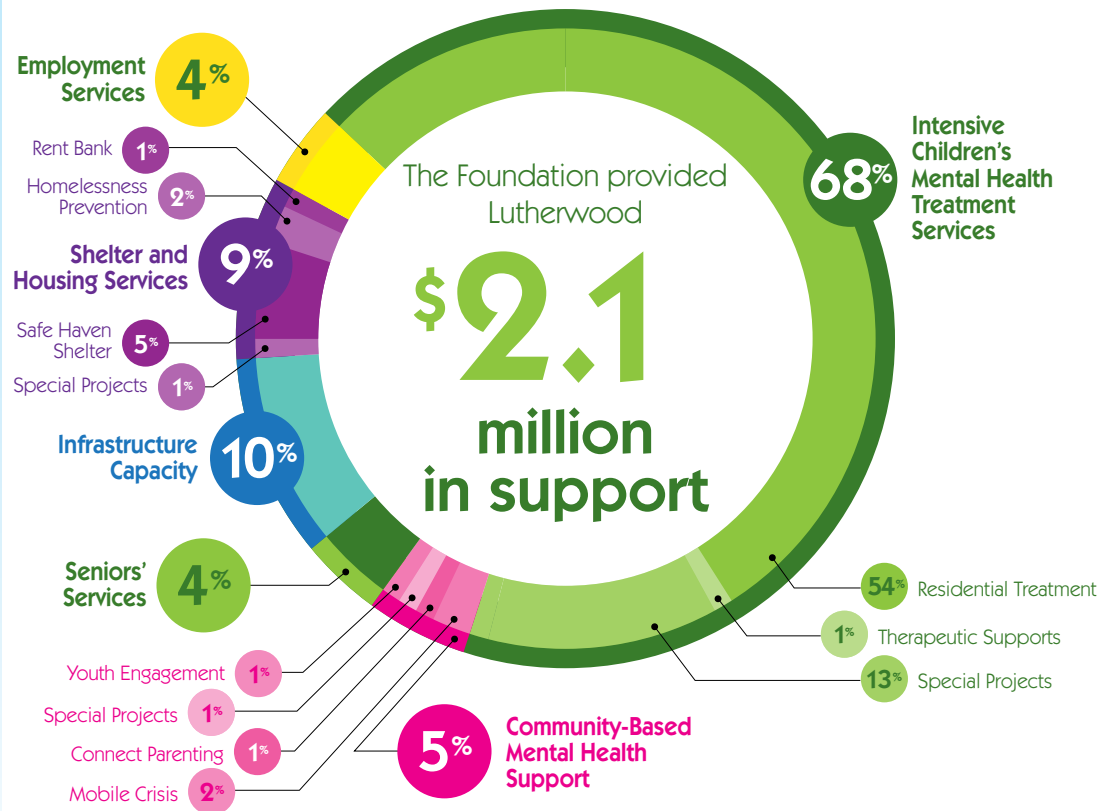
OUR DONORS – PARTNERS IN HOPE AND HEALING

We are deeply grateful for:

- 1,947 friends who donated \$1 million this year
- 700 Steps for Kids participants who raised \$150,000
- Companies and community groups that invited us to talk about our work
- Support for the new Life Launch Housing program
- Community-led events including Dennis Strassburger Memorial Golf Tournament, Home Depot Orange Door Project, Ontario General Insurance Hockey Tournament, Hockey Helps the Homeless
- \$6000 from Darcy Beskau Educational Endowment Fund to help children and youth achieve educational goals
- Gifts made in memory and honour of special friends
- Friends who have included Lutherwood in their estate planning to help those in need well into the future
- Committed, dedicated staff who give their heart and soul to change the lives of children, youth and families

Lutherwood Child & Family Foundation thanks you, our donors and supporters, for caring enough to strengthen the lives of children and families in our community.

How Your Donations Help:



BY THE NUMBERS

15,000
People Served



Children's Mental Health

2,827 Unique Clients Served
4,029 Services Accessed
1,579 Single Session Walk-ins and Consults
1,159 Intensive Treatment Admissions

Child and Parent Place (CAPP)

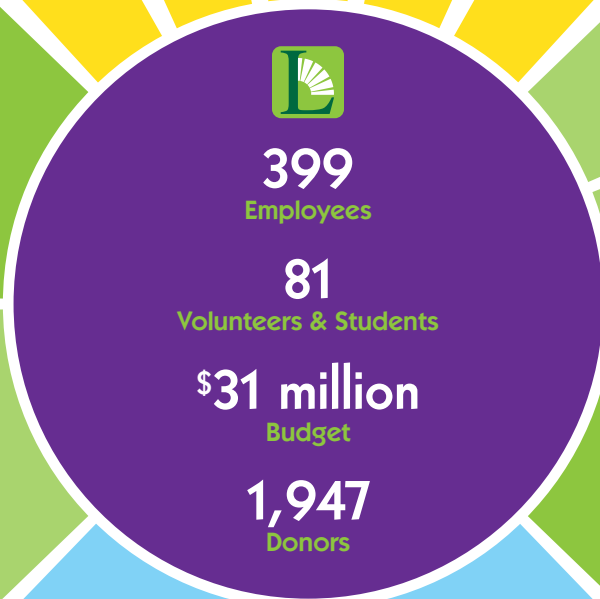
Families Served **144**
Supervised Visits **1,212**

Safe Haven Youth Services

Youth Served **117**
Admissions **392**

Housing

People Accessed Housing Resources **8,075**
Individuals & Families Accessed Rent Fund **1,229**
Individuals & Families Found Suitable Housing **1,242**



Employment

2,274 People Assisted with their Employment Needs
1,240 Clients Found Employment Through our Programs
6,049 Visits to our Self-Directed Resource Centres

Lead Agency

5
Priorities
(Awareness, Access, Family Engagement & Support, and Clinical Excellence)

25,798

Young People in Waterloo Region with a Mental Health Need

8

Core Child and Youth Mental Health Service Providers in Waterloo Region



FINANCIALS

Lutherwood (2017/18)

Revenue:

Ministry of Community & Social Services & Ministry of Children & Youth Services	\$ 6,878,275
Ministry of Children & Youth Services	2,086,029
Ministry of Training, Colleges & Universities	4,792,645
Service Canada	90,763
Regional Municipality of Waterloo	3,201,946
Ministry of Health & Long Term Care	1,301,194
Ministry of the Attorney General	337,755
Seniors' Services	7,470,733
Lutherwood Child & Family Foundation	2,078,738
Fee for Service	1,748,500
Amortization of Deferred Contributions	469,729
Miscellaneous	701,933

Total Revenue **\$ 31,158,240**

Expenditures:

Salaries & Benefits	\$ 17,864,335
Cost of goods/services	556,996
Participant Costs	1,896,302
Travel	143,302
Staff Development	255,983
Building Occupancy	2,238,539
Purchased Services	2,784,632
Program Expenses	1,528,794
Professional Services	210,193
Advertising & Promotion	97,524
Office Expenses	645,052
Interest	813,133
Amortization of Capital Assets	1,229,199

Total Expenses **\$ 30,263,984**

Net Operating Results 2017/18 **\$ 894,256**

Lutherwood Child & Family Foundation (2017) (includes Luther Village on the Park)

Revenue:

Property Investment Revenue	\$ 2,210,843
Seniors Operations Revenue	1,876,926
Donations & Special Events	886,489
Interest Income	139,683
Miscellaneous	86,044

Total Revenue **\$ 5,199,985**

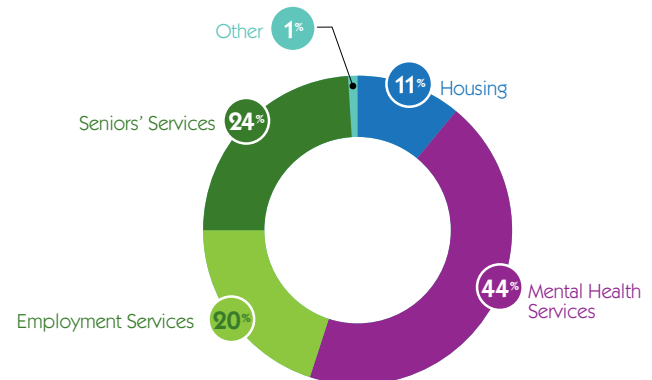
Expenditures:

Grants to Lutherwood	\$ 1,774,577
Property Related Expenses	1,631,049
Salaries and benefits	949,141
Purchased & professional services	456,908
Program related costs	118,632
Advertising and public relations	65,399
Other Expenses	84,728
Depreciation	77,598

Total Expenses **\$ 5,158,032**

Net Operating Results 2017/18 **\$ 41,953**

Spending by Program



OUR BOARDS & SENIOR LEADERSHIP

Lutherwood Board of Governors

Sunny Field (Chair)
Investment Advisor, CIBC Wood Gundy, Waterloo

W.R.(Bill) Allen (Vice Chair, Past Chair)
Deputy Minister of Tourism (retired), Guelph

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

Adele Dobkowski
Principal, PSI Associates, Waterloo

Chris Hewitt
Associate Vice President: TD Bank, Cambridge

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

Jacinda Reitsma
Chief Financial Officer, Conestoga College Institute of
Technology and Advanced Learning, 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
Head of Corporate Innovation Thought Leadership,
Communitech, 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 Uffelmann
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

Chris Sellers, Director, Communications, Marketing
& Strategy

Andrea Dunn, Director, Human Resources

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



"Lutherwood is strong because of our compassion for people, our belief in the value of differences and our shared vision of a community where all children, youth, adults and families experience mental wellness, financial stability and a safe place to live."

– Chris Sellers, Director,
Communications, Marketing
& Strategy

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, 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



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



Lutherwood
Caring people. Strengthening lives.
www.lutherwood.ca