

50  
1970 - 2020

# 50 YEARS OF RESILIENCE

## COMMUNITY REPORT 2020



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Cover Image: Lutherwood's Children's Mental Health Centre then and now.

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# 50 YEARS OF RESILIENCE

We began 2020 preparing to celebrate 50 years of serving our community. From our humble beginnings as a small residential treatment centre providing mental health support to 14 troubled teenaged boys, we have become a successful health and social service agency with 466 staff providing mental health, employment and housing services to more than 19,000 people annually.

Over time, we have learned that the key to success is to listen to and work with staff. So, when COVID-19 arrived, we redirected our focus from celebration back to service and turned to our leaders and staff for help. The most remarkable things happened.

Our team rallied, collaborated and adapted. We did not close our services. We leveraged technology to deliver virtual services through websites and videoconferencing. We moved staff to work from home wherever possible. We expanded infection control practices in all our residential service areas to keep clients and frontline staff safe. And we engaged our friends in a virtual Steps for Kids fundraiser to support our youth. In all cases, our goal was to safely continue to serve our community.

As we write this message, we are seeing the first cases of COVID-19 in our clients and staff. Yet, our frontline heroes continue to risk their health to care for our community. Their courage and strength are amazing, and we cannot thank them enough!

The way we deliver our services has changed over our 50-year history, but our mission has not. While the pandemic continues to challenge our community, we will adapt and persevere. Our community is founded on innovation, collaboration and generosity and these factors will ensure that we get through this. After all, we are resilient, and we are all in this together.



Dr. John Colangeli



Ms. Sunny Field

**Dr. John Colangeli**

Chief Executive Officer

**Ms. Sunny Field**

Chair, Board of Governors



# OUR HISTORY

## 1970s – FROM VISION TO REALITY



▲ Pastor Meibohm, C.N. Weber, Al Schendel, Rev. Erdman and Ralph Kraft (1967)



▼ Groundbreaking ceremony for the Education, Resource and Administration building. (left to right) Ralph Kraft, Dean Engbrecht, Allan Schendel, Carl N. Weber, Wallace Moll, Architect, Rev. Horace Erdman and Rev. Theodore Meibohm, Director (1971)



▲ Original cottage (1970)



▶ Clearing the land (1969) ▶

### 1967

#### Lutherwood Begins as a Centennial Project

Lutherwood begins as a centennial project sponsored by the Lutheran Church of Canada to “serve a genuine need among our people, and be something they would be proud and happy to have begun at this milestone in history.”

### 1969

#### Clearing the Land

Land is cleared and construction starts on a small residential mental health treatment centre on Benjamin Road in Waterloo.

### 1970

#### Lutherwood Opens its Doors

Original building completed to house 14 boys in full-time residence, a classroom, a recreational area and offices.

### 1971

#### Lutherwood Expands

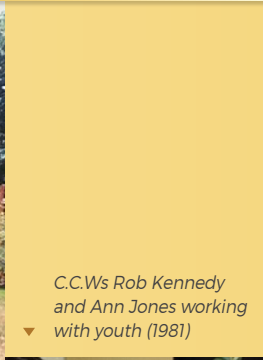
Groundbreaking for first of several expansions accommodates addition of day treatment and educational programming to the residential program.

# 1980s – GROWING TO SUPPORT THE COMMUNITY



▲ Highland Stirling Community Centre (1978)

Pastor Meibohm receiving one of Lutherwood's first donations, a \$500 cheque from Redeemer Lutheran Church in Sarnia (1981) ▶



▼ C.C.Ws Rob Kennedy and Ann Jones working with youth (1981)



▲ Lutherwood Employment Counselling staff gathered outside main entrance (1983)



◀ Gord MacDonald was Lutherwood's original Housing Coach (1983)

## 1978

### First Expansion into the Community

The Highland-Stirling Community Project – Lutherwood's first expansion into the community – provided social support to children and families with a focus on early prevention.

## 1981

### Lutherwood Child & Family Foundation is Established

As funding sources became scarce and difficult times were forecasted, Lutherwood Child and Family Foundation was established to secure funds for its program needs.

### Home Care Program

The Home Care Program launches to provide mental health supports for 9-14 year-old youth in their own homes.

## 1983

### Helping Youth Find Work

With a youth unemployment rate of 20%, Lutherwood establishes a Youth Employment Centre to offer 16-24 year-old adults counselling, training and other supports for finding full-time employment.

### Helping Youth Find Safe, Affordable Housing

Lutherwood starts offering housing services with a single Housing Counsellor working out of the Youth Employment Centre to assist young people in their search for safe, affordable housing.

# OUR HISTORY

## 1990s – SUSTAINABILITY IS KEY



Construction of Luther Village on the Park (1996)



▲ Advertisement for Child & Parent Place open house in Lutherwood News, Fall 1988 edition (1988)

Jean Smith (Auditor) ▲ with Clint Rohr and Cheryl Martin (1990)

Lutherwood Assessment Services location at 39 Water Street N., Kitchener (1988)

Former Fox Theatre, Downtown Kitchener (1993) ▶



### 1988

#### New Assessment Centre Opens

Lutherwood Assessment Services location opens in downtown Kitchener to provide children and youth with psychological, neuro-psychological, psychiatric and other assessments before beginning treatment programs.

#### Child & Parent Place is Established

Child & Parent Place (CAPP) launches at Emmanuel United Church (Waterloo) to give children, whose family is experiencing separation or divorce, a neutral, safe, supervised site for visits with the parent who no longer resides with the family.

### 1990

#### Lutherwood Achieves Accreditation

Lutherwood becomes one of the first agencies to achieve accreditation through the Ontario Association of Children's Mental Health Centres.

### 1993

#### Expansion of Employment Services

Lutherwood Employment Services expands and moves into Kitchener's former Fox Theatre to provide youth with easy access to training, education, life skills and employment counselling.

### 1996

#### A Community for Seniors

Ground is broken on Luther Village on the Park – a community to support seniors in their retirement years.



# 2000s – OPENING NEW DOORS



Woodlands Cottage  
located at 285 Benjamin  
Road (2000)



▲ Luther Village shortly  
after finishing touches  
were added (1998)

CODA office at 35 Dickson  
Street. Presently the site  
of Lutherwood's  
Cambridge Employment  
and Housing office. (1998)



▲ Lutherwood Housing  
Services and Safe Haven  
Youth Shelter location at  
41 Weber St. W., Kitchener  
(formerly Betty Thompson  
Youth Centre) (2001)

Groundbreaking of Luther  
Village's Sunshine Centre  
for assisted living (2003)



## 1998

### Lutherwood Merges with CODA

Lutherwood merges with CODA (Community Opportunities Development Association) and Cambridge Interfaith Family Counselling to deliver adult, self-employment, housing and counselling services in Cambridge and Guelph.

### Grand Opening of Luther Village on the Park

Luther Village opens as a safe and caring space for seniors and to generate additional funds to support Lutherwood's services.

## 2000

### Woodlands Cottage Built

Woodlands cottage opens to increase residential mental health treatment capacity at Children's Mental Health Centre.

## 2001

### Lutherwood Acquires Safe Haven Youth Shelter

Lutherwood acquires Safe Haven Youth Shelter, providing youth as young as 12 with emergency shelter and a safe alternative to living on the streets.

## 2003

### Luther Village Expands

Luther Village adds assisted living suites to provide services that enable seniors to live independently for as long as possible.

# OUR HISTORY

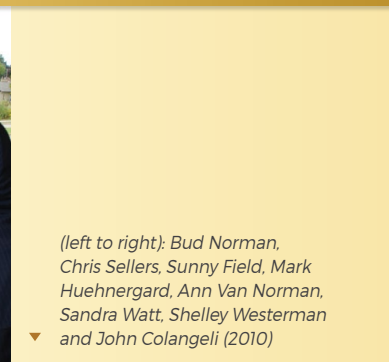
## 2010s – A FOCUS ON COMMUNITY



▲ Lutherwood staff and Board members taking part in the first BoardWalk, which took place at Luther Village on the Park (2008)



▲ Sonja Pouyat, KidsLink Executive Director and John Colangeli, Lutherwood CEO cut the cake at Front Door's open house (2009)



(left to right): Bud Norman, Chris Sellers, Sunny Field, Mark Huehnergard, Ann Van Norman, Sandra Watt, Shelley Westerman and John Colangeli (2010)



▶ Lutherwood's former Guelph Employment office (2008)

### 2008

#### The first "BoardWalk" (Steps for Kids)

Lutherwood Child & Family Foundation hosts its first BoardWalk (later named Steps for Kids) to raise funds for mental health services and youth activities.

### 2008

#### Specialized Newcomer Services Offered in Guelph

The Job Search Workshop program launches in Guelph as the first Lutherwood program designed specifically to help newcomers find work.

### 2009

#### Front Door Becomes New Children's Mental Health Access Point

KidsLink (now Carizon) and Lutherwood open Front Door as a central access point for children's mental health services in Waterloo Region.

### 2010

#### Lutherwood Earns Best Workplace Award

Efforts to enhance workplace culture earn Lutherwood its first of three annual Best Workplace Awards.

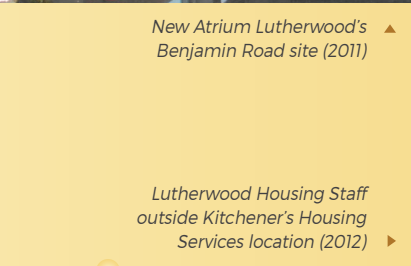




*New Atrium Lutherwood's Benjamin Road site (2011) ▲*



▲ *Lutherwood staff at Housing Resource Centre in Kitchener (2018)*



*Lutherwood Housing Staff outside Kitchener's Housing Services location (2012) ▶*



▶ *Lead Agency Advisory Council (2015)*

## 2011

### Children's Mental Health Centre Expands

Children's Mental Health Centre renovations and expansion provides a more open and welcoming space for youth in care.

## 2012

### Housing Services Grows

Lutherwood's Housing Services expands to serve the population in Cambridge.

## 2014

### Lutherwood is Named Lead Agency for Children's Mental Health

Government selects Lutherwood as Lead Agency responsible for quality and planning of children's mental health services in Waterloo Region.

## 2018

### Lutherwood Housing Leads Two Key Initiatives in Waterloo Region

Region of Waterloo selects Lutherwood to lead two key initiatives aimed at ending chronic homelessness in Waterloo Region.



2019 - PRESENT  
LOOKING TOWARDS THE FUTURE





# CELEBRATING COMMUNITY IMPACT

## Emergency Department Diversion



With local emergency departments seeing a dramatic increase in youth with mental health concerns, Lutherwood partnered with Grand River Hospital (GRH) to launch the Emergency Department Diversion Team (EDDT) pilot program. It offers immediate community and respite mental health support for kids who do not require hospital admission and short-term stay beds for children transitioning out of hospital. Despite early successes, government funding ended before the pilot results could be completed. RBC Foundation, Cowan Foundation, KW Community Foundation and GRH funded the pilot while longer-term government funding is sought. More than 200 youth have been referred to services.

## Launching Employment Resource Portal During a Pandemic

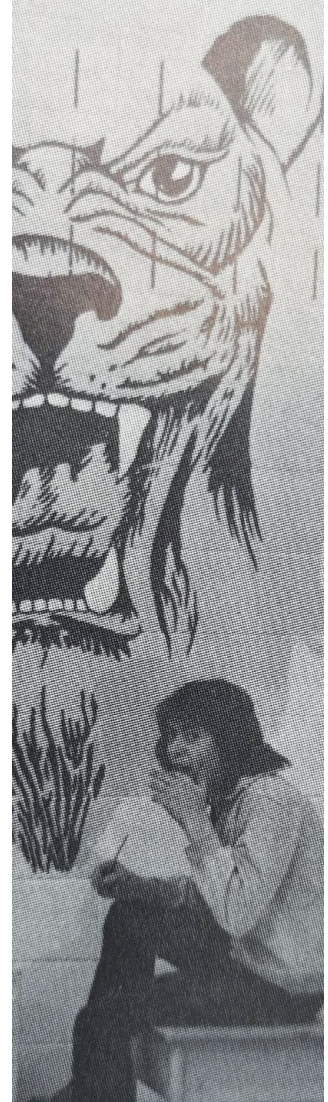


In the spring, Lutherwood launched a website portal to assist those looking for jobs and employers looking to hire during the COVID-19 pandemic. As our Employment resource centres had closed, staff turned to phones, email and virtual methods to assist clients. It became obvious that we needed a more innovative way to help. The one stop portal at [www.BeEmployed.ca](http://www.BeEmployed.ca) includes phone and chat features to get in touch with Employment Advisors, guides on how to apply for government assistance, job search courses and resources, and a current job bank where employers can list openings and job seekers can apply right on the site!

## Ending Family Chronic Homelessness



In December 2019, our Families in Transition Team (FIT) ended chronic homelessness (defined as being homeless for over six months) for families in Waterloo Region. This amazing success is a result of collaboration with our community partners (YWCA Emergency Shelter and House of Friendship Supportive Housing Programs). We are now focusing on maintaining this success for family homelessness by re-housing families before they become six-months homeless in our emergency shelter system.







## Going Beyond Employment Needs



When someone turns to us for help, our staff naturally want to help in every aspect possible. For our employment staff, it means noticing when clients need more than our employment services. Lutherwood has provided Safe Talk training to all employment staff so they have the tools to recognize the warning signs of suicidal thoughts, and the proper responses to help the individual find appropriate help. We also trained staff to recognize potential victims of human trafficking and what to do if human trafficking is suspected. These two trainings will help us address concerns that come up while delivering employment services through both one-to-one and resource centre services.

## Respite for Families in Crisis



Sometimes parents/caregivers and their youth who are experiencing difficulties at home just need a break. Safe Haven Youth Services now has two beds to provide youth with short-term temporary care to help reduce the amount of crisis occurring within the home and connect the youth to appropriate community services. While in respite care, youth are provided with opportunities to learn positive life and social skills which benefit their well-being and relationships with their family. Supported by funds donated through the Emergency Department Diversion program, the respite beds have helped 90 youth and their families since its inception a year ago.

## Primary Care Clinic Pilot



In March, we completed the first year of this pilot to provide a community-based service option to children, youth and their families who go to their doctor seeking mental health supports. Initially opening in four medical clinics, additional donations with RBC Foundation's support of EDDT enabled us to add another four locations. The most common concerns presented by patients are anxiety, depression, anger and problems with family dynamics. In the first year, we had 105 referrals, helped 93 children/youth (5-18 years old) access services and have had 100% satisfaction by parents.

# CELEBRATING COMMUNITY IMPACT

## Knowing our Clients



Lutherwood and Carizon are working with Capitalize for Kids to improve the service experience for children, youth and families. With a goal to increasing existing service capacity, Capitalize for Kids partners with top companies to design solutions, fund the required changes, and then share what they have learned so other agencies may benefit. Our project helps us by optimizing our client information system to ensure our processes are smooth and efficient, and that we have accurate, accessible data about the clients we serve to improve intake and program effectiveness.

## Outplacement Supports



Outplacement supports were provided to several employers over the past year to support employees who were losing their employment due to company closures or downsizing. Employees receive help with resume development, interview preparation, Second Career applications and Employment Insurance. Outplacement supports are provided to employees while still employed to help them quickly transition into a new workplace. Providing outplacement supports at the workplace is convenient and customized and allows us to connect with workers who may not know what services are available to them.

## Re-envisioning Service Through COVID-19



While COVID-19 presents many challenges, it also offers us a unique opportunity to re-visit our services. Our staff rallied to the call, collaborated on problem-solving and proposed new service delivery options. For the youth who live with us, we incorporated virtual supports to limit the number of people interacting face-to-face. Our community-based mental health services shifted to virtual support wherever possible, with face-to-face options limited to a crisis response. In Housing, many people looking for support do not have cell phones, so TELUS generously donated cell phones for people who are homeless or recently housed so we could provide ongoing support. In Employment, we launched a website to help jobseekers as well as employers looking to hire during the COVID-19 pandemic. And our Foundation launched a very successful virtual Steps for Kids fundraiser to support youth. We are proud of how our staff responded to this unprecedented situation.







# CHOOSING THE RIGHT PATH

"Oh wow, I can't believe it's still here 40 years later!" Jeff's face lit up as he walked into the gymnasium at Lutherwood's Children's Mental Health Centre. Now in his fifties, Jeff hadn't set foot in 285 Benjamin Road since he left the residential program in the early 1980s when he was just 14.

Although many Lutherwood students leave with lasting memories of their time here, few of them have one as visible and tied to its legacy as Jeff does. He recalled painting the large lion mascot with his former teacher, Jim Ferney. "Jim was a fantastic mentor. He always wanted to help get us on the straight and narrow path."

Jim knew Jeff was a troublemaker, but also noticed that he liked to draw. "I felt that there was no end to my troubles in life, so Jim got me to put my mind and art talent to good use. It occupied me for several months and kept me out of trouble. I can't thank him enough for that."

Today, Jeff still draws on three years of learnings from Lutherwood. While currently caring for a loved one in hospital, "one of the nurses complimented me on how well I made the hospital bed! I told them 'Hooksie' (former night shift worker Agnes Hooks) taught me back in 1980. When she imparts some wisdom on you, you never forget it!"

After looking over his lion handywork on the gym walls, Jeff poured over old yearbooks, still able to rhyme off the names and stories of classmates and staff. "I don't know how Lutherwood does it, but they only hire incredible people," Jeff smiled, looking through the photos. "My first year I didn't want to be here. I did everything I could to try to get out. But eventually I learned to trust the process and these kind people with my life. I'm so glad I did because if I hadn't, I might have ended up in prison. That's definitely the direction I was heading."

Today, Jeff has three children, two grandchildren and a career in healthcare and nutrition, currently working as a Nutrition Associate at Hamilton Health Sciences. "Lutherwood is a great opportunity to get where you need to be in life. Take it from me. If you're feeling hopeless, you can go to any staff member and ask for help and you will get it. It's never too late to change and get on the right path."

"I trusted these kind people with my life. I'm so glad I did because if I hadn't, I might have ended up in prison."

- Jeff



# THE SOUND OF SUCCESS

Natasha has all the skills an employer could want. She is experienced, has a positive attitude and a great work ethic. But the one ability she doesn't have that is vital in the workplace and often taken for granted, is the ability to fully hear, which makes maintaining a job much more difficult. That is, until she found Lutherwood.

For her whole life, Natasha tried not to let her moderate hearing loss hold her back. Born and raised on Bell Island, Newfoundland, she quickly learned to lip read so friends and classmates wouldn't know until she told them. She tried multiple times to raise funds for hearing aids without any success. Things got more difficult in post-secondary school when Natasha was one course away from graduating with her Office Administration Diploma. Transcription. Natasha had a long battle with the school to prove her disability, before graduating several years late.

After moving to Waterloo Region, Natasha's family told her about Lutherwood's Employment Services, so she decided to check it out. "My Employment Advisor, Melissa, is amazing," she said. "She helped me look for job opportunities and fix up my resume." One day Natasha brought a letter she had written requesting disability aid to Melissa to edit. "She was surprised; she had no idea I had hearing loss because I hadn't told her. But after that, she did everything in her power to help me."

Lutherwood was able to pay for hearing aids through funding from the CLAC (Christian Labour Association of Canada) Foundation, a Steps for Kids sponsor. "I was so excited to finally get hearing aids," Natasha smiled. "When I first tested them out, I could physically hear my voice for the first time. Before, a car could be coming up behind me and I wouldn't hear it. Now, not only can I hear cars passing on the street outside, but I can hear birds singing, and the sound of rain on a windowpane is incredible!"

Hearing aids have changed Natasha's life. Now, she is working with Lutherwood to find an office administrator job in a medical setting where she can now answer phones without issue and check in patients without having to ask them to repeat themselves. "This just means so much to me. For Melissa and Lutherwood to do this for me, I can't express how happy I am. I want to thank Lutherwood from the bottom of my heart."

"This just means so much to me... I can't express how happy I am. I want to thank Lutherwood from the bottom of my heart."

- Natasha





# FINDING HOPE AND HOME

"A typical day for me used to be fishing with a friend by the river," Paul said, sitting in his quaint Elmira apartment. An ideal sounding day until he continued, "that's where I lived for two and a half years, in the woods by that river. My life was horrible with no bright future in sight. Some days I felt so depressed and hopeless that I thought I would be better off dead."

Paul used to collect empty bottles to return for cash and go to shelters, the food bank and churches for food. "I didn't feel comfortable staying in shelters long though. Between needing to make payments and having to keep a closer eye on my stuff, I preferred being in the woods where I could have my peace."

That was when Lutherwood came into Paul's life. An outreach worker found him in the woods and brought him to the Cambridge office. "I agreed to the help because I was tired and getting old and it was time to get help. It was bad enough that I was a heavy drinker, but there are a lot of drugs on the streets that I didn't want to get involved with," Paul reminisced somberly.

After filling out paperwork and working with his outreach workers, Lutherwood found Paul a place that he could afford. "My life has been completely turned around since finding Lutherwood," Paul smiled. "They have given me so much more than a safe place to stay. They make sure I have food and an income, and my housing worker helped me get furniture for my place and even introduced me to a counsellor that has helped me deal with my past."

Paul has been in his current apartment for just over a year, where he has also started day programs to meet new people, do fun activities and learn new skills. He says he is even in the process of getting addiction help for his drinking.

"A lot of people pulled together to help me, and I am so grateful," Paul concluded. "I'm happy to be alive again and I feel like I have purpose in life. I can pass on some of this new knowledge to others so that I can help them. I tell anyone who needs help to contact Lutherwood because that's what they're there for. They helped me, and they can help you too."

"My life has been completely turned around since finding Lutherwood. They have given me so much more than a safe place to stay."

- Paul





# BEING PART OF BUILDING A LEGACY

Throughout Lutherwood's 50-year heritage, many who have connected with the agency choose to stay. Ann Van Norman has helped the organization grow and thrive for more than two decades. A long-time Lutherwood Board of Governors member and former Chair of the Lutherwood Child and Family Foundation Board, Ann's philosophy is to give 100% of herself into everything she does, and it shows.

"Being on boards isn't important to me, community work is important to me," Ann said as she reminisced about being Board Chair of the Cambridge YWCA, and Board Chair of Cambridge Interfaith Family Counselling when it became part of Lutherwood in 1998.

A retired high school teacher, Ann occasionally referred students to Lutherwood. So, to be part of the organization's governance was a great fit for her. Ann continues to do amazing things for everyone at Lutherwood, whether it's with face-to-face interactions with youth, staff and volunteers, or holding her own in the board rooms. She's a catalyst, an innovator and an ideas-person who is happy to put in the work and make ideas happen.

Those ideas include a past annual event called Women at Play which brought hundreds of women together for presentations and "funshops", to raise money for the Foundation. More recently, she and her mother orchestrated the making of over 200 masks for front line Lutherwood staff with the Trillium United Church Knotters, who also make dozens of quilts for youth at Lutherwood's Children's Mental Health Centre. And, for this year's virtual Steps for Kids, she offered her community neighbours a walk through the nature trail on her beautiful property in exchange for donations.

This summer, Ann was planning on stepping back to spend more time with her husband Alan, children and grandchildren. However, when the call came asking her to remain on the board for another term through these difficult times, Ann happily agreed.

"Being a part of seeing so many great ideas take shape over the years has been amazing. There is never a dull moment and I always feel valued. It's always about providing a service filled with care and compassion, and that is key to what Lutherwood is."

"Being a part of seeing great ideas take shape has been amazing. Lutherwood is always about providing a service filled with care and compassion."

- Ann



*"Benjamin Road is a wonderful and unique place to be. The team here truly believes in the work that we do and the youth that we serve. Working with the incredible group of coworkers and youth has taught me so much about compassion, kindness, and resiliency. The youth we work with come to us at their most vulnerable and through their hard work grow so much. Supporting our youth is a huge honour and I feel lucky to be a part of their journey towards mental wellness."*

- Nevena Rakic, Child and Youth Worker II



*"I love the connection and equality I feel within Lutherwood's housing teams. The environment is welcoming, and the leadership is friendly. There is room for personal growth, and I've been able to follow my passion. Supporting the First Nation, Métis and Inuit peoples in Waterloo Region has brought meaning to my life. I can offer cultural teachings and walk alongside participants through various periods of their lives. Above all, Lutherwood has given me a sense of belonging and accepts me for who I am. What more could someone ask for?"*

- Clarence Cachagee, Indigenous Housing Specialist/Housing Support Worker



*"Lutherwood is a place where you get to bring your whole self to work every single day. I've been given the guidance and resources to grow professionally, and I feel inspired by my team of HR professionals who are passionate about supporting our staff to best serve our clients. Everyone brings something special and unique, while sharing the common goal of strengthening lives in our community. I feel very lucky that Lutherwood is part of my journey, and I couldn't ask for a better organization to be a part of."*

- Beth Duffy, Human Resources Assistant

# STAFF PERSPECTIVES

*"It's so great to work for an organization that truly cares for its employees. I have been working at Lutherwood for more than two years. It's been an amazing experience to be part of such significant technology infrastructure projects during this period, and I feel respected and valued for what I bring to Lutherwood."*

- Meral Isilak, Information Technology Systems Analyst



*"I started volunteering at Lutherwood to help a friend and I fell in love with the organization and its mission. It feels like a big family and that is reflected in our work. I was able to refer friends to our services and they got the help they needed. I see every day how much we impact our community. We make a difference in people's lives and it is a privilege to be a part of it."*

- Marta Fukasawa, Development Assistant, Foundation



*"I was fortunate to connect with Lutherwood when the company I was working with closed 22 years ago. As part of the readjustment committee, I helped place my former coworkers and as a result became employed by Lutherwood. Over the years I have had the pleasure of helping countless clients move forward with their lives in a more positive way. Everyone cares about being here and they love what they are doing! I wish Lutherwood continued success!"*

- Shelley Johnston, Program Data Lead







# OUR DONORS - PARTNERS IN HOPE AND HEALING

## We are deeply grateful for:

- 1,577 friends who donated \$1.9 million
- More than 200 Virtual Steps for Kids participants and sponsors who raised over \$100,000 during a pandemic
- Companies and community foundations that offered grants to support our work
- Community-led events including Dennis Strassburger Memorial Golf Tournament, Home Depot Orange Door Project, Hockey Helps the Homeless, Galaxy of Gifts and the annual Slow Pitch Tournament
- \$6,000 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:

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



# BY THE NUMBERS

## Children's Mental Health

**3,053** Unique Clients Served

**4,544** Services Accessed

**1,367** Single Session Walk-ins and Consults

**1,319** Intensive Treatment Admissions



**19,085**  
People Served

**466**  
Employees

**98**  
Volunteers & Students

**\$39.1 million**  
Budget

**1,577**  
Donors

## Child and Parent Place (CAPP)

Families Served **137**

Supervised Visits and Exchanges **624**



## Safe Haven Youth Services

Unique Youth Served **118**

Admissions **462**

Life Launch Clients **8**



## Housing

People Accessed Housing Resources **7,920**

Households Accessed Rent Fund **1,167**

Households Found Suitable Housing **1,206**

Households supported to maintain housing **748**



## Employment

**2,899** People Assisted with their Employment Needs

**5,603** Visits to our Self-Directed Resource Centres

**1,392** Clients Found Employment Through our Programs



## Lead Agency

**25,798** Young People in Waterloo Region with a Mental Health Need

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

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



# FINANCIALS

## Lutherwood (2019/20)

### Revenues:

Ministry of Community & Social Services & Ministry of Children & Youth Services	\$ 5,862,329
Ministry of Children & Youth Services	2,084,222
Ministry of Advanced Education & Skills Development	4,395,189
Service Canada	60,842
Regional Municipality of Waterloo	5,818,958
Ministry of Health & Long Term Care	1,322,798
Ministry of the Attorney General	337,755
Seniors' Services	8,661,099
Lutherwood Child & Family Foundation	1,884,749
Fee for Service	2,765,889
Amortization of Deferred Contributions	52,723
Miscellaneous	600,166
Contribution Revenue**	5,288,533

### Total Revenue

**\$ 39,135,252**

### Expenses:

Salaries & Benefits	\$ 21,987,088
Cost of Goods/Services	559,074
Participant Costs	1,643,139
Travel	162,841
Staff Development	151,546
Building Occupancy	3,815,794
Purchased Services	2,406,769
Program Expenses	1,645,889
Professional Services	194,046
Advertising & Promotion	67,536
Office Expenses	604,204
Interest	150,954
Amortization of Capital Assets	366,444
Contribution Expense**	4,696,060

### Total Expenses

**\$ 38,451,384**

### Net Operating Results 2019/20

**\$ 683,868**

## Lutherwood Child & Family Foundation (2019) (includes Luther Village on the Park)

### Revenues:

Property Investment Revenue	\$ 3,861,122
Seniors Operations Revenue	2,707,305
Donations & Special Events	1,287,614
Interest Income	292,802
Contribution from Asset Transfer	4,400,440
Miscellaneous	324,667

### Total Revenue

**\$ 12,873,950**

### Expenses:

Grants to Lutherwood	\$ 2,640,011
Property Related Expenses	2,359,753
Salaries & Benefits	1,338,372
Purchased & Professional Services	1,001,780
Program Related Costs	185,404
Advertising & Public Relations	70,691
Other Expenses	93,686
Depreciation	451,008

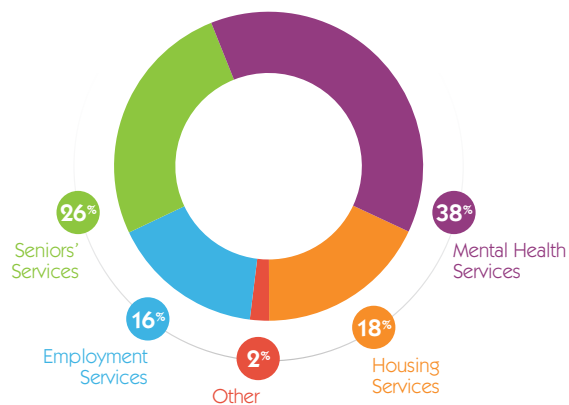
### Total Expenses

**\$ 8,140,705**

### Net Operating Results December 2019

**\$ 4,733,245**

## Spending by Program



\*\*Net Contribution of \$592,473 related to one-time asset transfer



# OUR BOARDS & SENIOR LEADERSHIP

## Lutherwood Board of Governors

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

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

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

Chris Hewitt  
Vice President, Marketing & Communications,  
The Co-operators Group Ltd., Guelph

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

Richard Steinmann  
Broker, RE/MAX Twin City Realty, Waterloo

Cynthia Sundberg  
Vice President, Operations & Administration,  
Virtual Causeway, Waterloo

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

Scott Uffelman  
President, Ontario Seed Co. Limited, Waterloo

Ann Van Norman  
School Teacher (retired), Cambridge

## Senior Leadership

John Colangeli, Chief Executive Officer

Tricia Burbidge, Chief Administrative Officer

Heather Fedy, Director of Operations, Mental  
Health Services

Sherry McDermid, Director, Employment &  
Housing Services

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

Chris Sellers, Director, Lutherwood Child &  
Family Foundation

## Luther Village on the Park

Rebecca Roy, Executive Director

Margo Blayney, Director of Operations



“Two things that attracted me to Lutherwood were its strong values around supporting people and its business approach to operations. By focusing in part on infrastructure, revenue diversification and organizational capacity, we can provide continued service to the most vulnerable in our community for many years to come.”

– Margo Blayney, Director of Operations, Luther Village on the Park

# 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  
Compassion  
Working Together  
Excellence  
Growth

