



# ANNUAL REPORT

2022–2023

## BETTER TOGETHER

CELEBRATING AND REFLECTING ON A  
YEAR OF COLLABORATION & TEAMWORK



## From the Executive Director



“Better Together” is the theme for this year’s AGM and Annual Report. I know that Wellkin is better because of the partnerships and collaborations that bring us all together. I truly hope that the children, youth, and families we serve are also “better together” as we stand beside them.

It is hard to believe this is my third year as Executive Director at Wellkin;

the strength of our many partnerships continues to astound me. The year of 2022-23 is indeed one that relied on being “better together”.

Covid-19 has definitely had a lingering impact on communities, and on mental health of our youth and families. We have seen children and youth struggling to get back to “normal” schedules because nothing is the way it used to be. Online learning was a useful tool for many, but it also created a lot of issues by limiting opportunities for socialization, learning together, spending time with friends, etc., ...all of which are vital for children and youth (and adults).

Wellkin continues to focus our energy on recognizing that the children and youth of Oxford & Elgin Counties need significant and accessible mental health supports. Throughout the past year, our staff ensured that clients were seen, wherever they needed to be seen (virtually, in-person, in-community, in-school, in-home, and more). Unknowingly, Covid-19 provided us the opportunity to continue to raise the bar in terms of service provision.

In addition to providing the continuous supports needed in our communities, we relocated one of our programs (our Day Treatment Program); this is a school-based program that we are now providing at a school very close to the border of Oxford and Elgin, thus reducing the barriers for the students who need this program.

## From the Board President



As I reflect on the past year at Wellkin we have so much to celebrate. Over the past few years living through unprecedented times, I continue to be extremely impressed at how Wellkin responds to the needs of children, youth and families in both Oxford and Elgin. The commitment and resilience

shown by our management team, frontline staff, administration, and the Board of Directors deserves an immense amount of appreciation.

Our Board is well represented by a full complement of 10 members equally split between Oxford and Elgin. We are very fortunate to welcome board members representing a very diverse and inclusive background. I would like to take this opportunity to thank Pam Derksen for her dedication,

We have also been the lead agency in the launch of Brightside Youth Hub. This drop-in “wrap-around” service is offered in Woodstock every Wednesday afternoon at the CMHA building. This could not have happened without the many partnerships and collaborations with our community partners. You will read more about the Hub in the Annual Report. Our goal is to have this grow to the point that it has its own site, and is available throughout the week.

This annual report showcases some (but certainly not all) of Wellkin’s key accomplishments, and inspiring stories and insights from the year. The level of expertise and compassion of our staff continues to have a very positive impact on the children, youth, and families in our Counties. This is always a challenge, especially when working in a sector with very limited funding, and ever-changing priorities from the government.

While serving as a Lead Agency for Child & Youth Mental Health in Oxford & Elgin Counties, we continue to focus on continuous quality improvement, program redesign, new programs, and more. We continue to seek additional funding opportunities at the Ministries and through grant applications.

Being entrusted with public funding is an enormous responsibility, and one that we take very seriously. I am incredibly grateful to our Board of Directors, Youth Engagement Advisory Committee, and other volunteers for their guidance, leadership, advocacy, and support. Holding us accountable, and providing governance and support to the leadership team is invaluable.

I especially want to thank all staff at Wellkin for their dedication and passion during the past year. Your unwavering commitment is what makes Wellkin best-in-class in what we do. On behalf of the entire leadership team, **thank you!** I also want to thank our many community partner agencies; without your collaboration we would not be able to thrive and grow. Last but not least, I want to thank the people we serve... the children, youth and families – you are the reason we are here. Thank you for entrusting us with your care... Better Together!

— Kelly Baker, Executive Director

knowledge, passion, and commitment to the Board. We wish her all the best as she retires from the Wellkin Board of Directors.

Wellkin is leading the way by offering inclusive and welcoming programs for children and youth throughout Oxford and Elgin. Although we have faced many challenges, the team at Wellkin continually reaches goals and relentlessly advocates on behalf of all who utilize our services. Every meeting I walk away with a higher level of admiration for staff and the work they are tasked with each day. I hope you take the time to acknowledge your successes and recognize that you are changing futures for generations to come.

On behalf of the Board of Directors, we thank you for all that you have done to help our children, youth, and families.

**“True belonging doesn’t require us to change who we are; it requires us to be who we are”** – Brené Brown

— Shawn Shapton, Board President

## From the Youth Engagement Advisory Chair



Hello, my name is Lauren and I had the honour of chairing the Youth Engagement Advisory once again this year. This year the YEA was a small but mighty crew with around 4 regular members. You may recall that at the end of my speech last year, I set out the goals of reconnecting with each other and our purpose as an advisory for the 2022-2023 year and I am happy to announce that I personally think we accomplished this task.

This year we participated in events with our larger network, The New Mentality, and some of our members attended the annual leadership conference, Disable the Label, virtually. We also had YEA members present and work on outreach at multiple events including joining Wellkin at Clovermead last July (where I got knocked over by an umbrella, one of my finer moments for sure), Elgin Pride in the Park last August, the Road Races in St. Thomas in September, and the Passages event for TVDSB and LDCSB. During Elgin Pride, we partnered with Ignite to host an afternoon of activities including tie-dye and face

painting as well as a dance for youth in the community. A few YEA members also invited some Wellkin staff to attend a Rainbow Connections workshop created and facilitated by queer youth with lived mental health experiences. We had big ideas for Mental Health Week (I even go as far as to call Mental Health Week our Superbowl), however, due to schedule and capacity limitations we decided that this year what was within our capability was to host a wellness night for the community. We partnered with Woodstock Public Library’s Teen Advisory to create a trivia night and held the event virtually. The YEA also had the opportunity to attend a Queer Prom on June 3rd at the YMCA in St. Thomas, organized by the Elgin County Pride Committee.

This year also saw the continuation of some ongoing projects such as the gender diversity group comprised of both YEA members and Wellkin staff where we discuss supporting queer youth and have been working to make collaborative murals for Wellkin’s main locations in St. Thomas and Woodstock. We also have been working on creating a volunteer fair where community members can create connections with and learn about local volunteer opportunities. This event was in the beginning phases of planning last I stood up here and since then we have partnered with The Alzheimer Society and opened up the target population to include people of all ages. We will be holding the fair tomorrow night at the library.

Looking forward to next year, we are planning on continuing our outreach efforts and you can find us at events such as Oxford Pride in the Park in June, Elgin Pride in the Park in August, and Clovermead in August. Upcoming projects will include continuing our EDI working group and attending this year’s Disable the Label conference put on by The New Mentality. This upcoming year holds a lot of potential for the YEA and I’m sure this wonderful group will come up with many amazing projects for 2023-2024.

— Lauren, YEA Chair

## The Wellkin Team

### Board of Directors

#### Executive Officers

**Shawn Shapton**  
PRESIDENT

**Mary Roberts**  
PAST PRESIDENT

**Mike Gobeil**  
VICE PRESIDENT

**David Creery**  
TREASURER

#### Directors

**Christy Hiemstra**

**Pamela Derksen**

**Bilal Khalife**

**Maria Friesen**

**Wayne Ostermaier**

**Leslie Ibouily**

### Staff

Kelly Baker

Julie Bartlett

Nazia Bhatti

Sheryl Blair

Sherry Booy

Jessica Bosma

Amanda Breen-Cowan

Kathie Brett

Stephanie Braun

Tiffany Campbell

Anne Carmichael

Jamie Caskanette

Kathy Deadman

Riley Doan

Deborah Donovan

Chantal Dubois

Patricia Dufton

Karla Enns

Connie Ennis

Tammy Enright

Judy Estey

Victoria Foster

Alexandra Fournie

Stephanie Goold

Kimberly Goodger

Steve Granger

Janet Hansford

Jessica Hope

Susan Heath

Ingrid Heide

Kaitlin Kent

Matthew Aitchison

Anna Kudzia

Melody Lippert

Sarah Luxton

Joanna MacAloney

Jane Martin

Kristen McFadden

Kathleen McLean

Jennifer Merkley

Christina Nielsen

Matthew Knox

Shawna McLeod

Nicholas Preston

Andrea Ramos

Jessica Ross

Sandra Rutledge

Brittany Schmitz

Penny Sim

Norman Sonnenberg

Hayley Sullivan

Rebecca Thompson

Stacey Van Riel

Tammy Walker

Mary Walton

Shantell Watt

Chloe Weir

Vicki Wiebe

Peggy Wilson-Crombez

Patricia Wright

Darci Young

## Highlights

### Brightside Youth Hub

In response to youth in Oxford County expressing a need for a space to feel safe, connected, and welcomed, Brightside Youth Hub opened its doors on July 6, 2022 welcoming those aged 12-25 to engage in no-cost programming and mental health services with no referral necessary. Brightside Youth Hub is a one-stop-shop for youth to get access to the services they need—including Clinical Support; Community and Social Support; and Skills and Well-being activities—when they need them, under one roof, at the right place and time.

With Wellkin Child & Youth Mental Wellness serving as lead agency, Brightside's structure has been modeled after Youth Wellness Hubs Ontario (YWHO) in an effort to offer necessary services to youth and their families. The establishment of YWHO's priorities is a critical step toward improving Ontario's mental health and addiction services.

**Brightside has drop-in services and scheduled activities every Wednesday from 2 to 5 PM, in the CMHA Thames Valley building (Oxford site), located at 522 Peel Street in Woodstock.**

**Since opening its doors, more than 80 youth have attended and accessed over 100 services.**

**In addition, through pop-up events with partners across Oxford County, an additional 165 youth have connected with the Hub.**

“ Thank you so much for helping me. I didn't know where to start.

— YOUTH ATTENDEE

“ I'm so glad this space is here for me.

— YOUTH ATTENDEE

We'd like to celebrate Brightside as a community initiative, supported by in-kind staffing support and resources, as well as recognize our valued partners:

#### Core Agency Partners

- Children's Aid Society Oxford
- CMHA Thames Valley
- Oxford Community Health Center
- Community Employment Services
- Woodstock Hospital

#### Additional Community Partners

- Big Brothers Big Sisters of Oxford County
- Oxford County Library
- Woodstock Public Library
- Youth Engagement Advisory & Caregiver Advisories

“ Being present at Brightside each week and observing the growth over the last 10 months has been exciting. Watching youth arrive for the first time and make lasting connections with both service providers and other youth in the community speaks to the value that having a hub in Oxford County provides. Every time a youth returns to Brightside we know we have done our job.

— BRIGHTSIDE SERVICE PROVIDER



### Accreditation

We are very pleased to announce that in October 2022, Wellkin was awarded a four year accreditation by the Canadian Centre for Accreditation (CCA). The hard work, professionalism, and dedication of our staff and Board of Directors are clearly reflected in this significant achievement.

Accreditation is a process that provides assurance from a respected third-party that the accredited organization meets commonly accepted standards for good governance, management, and excellence in service provision. It is one way that we demonstrate to our clients and funders that we are operating responsibly and providing responsive and quality services.

“ To be CCA Accredited is truly a seal of approval. Our stakeholders can be assured that we have undergone an extensive internal and external review process that measures our practices against sector and industry standards.

— SHAWN SHAPTON, BOARD PRESIDENT

#### About CCA

CCA is a national non-profit offering bilingual accreditation geared to community-based health and social service organizations. CCA accredits a wide range of community-based human service organizations with a modular, tailored program that promotes excellence and quality.

### Day Treatment Relocation

In the fall of 2022, we relocated our Day Treatment Program to Springfield Public School. This change in location has allowed us to deliver this program in an environment which will better meets client needs. In addition, this change to a more centralized location, has allowed children who reside in Elgin County, greater access this important program.

For more information, visit:

[wellkin.ca/programs\\_services/day-treatment-program](https://wellkin.ca/programs_services/day-treatment-program)

### Team Building

Our team building event in the fall was a great opportunity for knowledge sharing about all of our programs.



### Client Testimonials

“ I think every parent and practitioner or educator who works with children would benefit from the reflective practices taught within this group. Our experiences are what shape our personal lens through how we are seeing our children.

— CIRCLE OF SECURITY PARENTING PROGRAM PARTICIPANT

“ [The program] helped me become aware of things that I was doing that was counterproductive to what I was trying to accomplish and gave me other strategies to attempt.

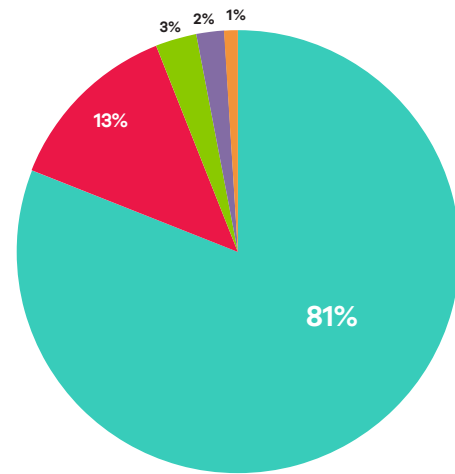
— ROADMAP FOR PARENTING PROGRAM PARTICIPANT



[BrightsideYouthHub.ca](https://BrightsideYouthHub.ca)

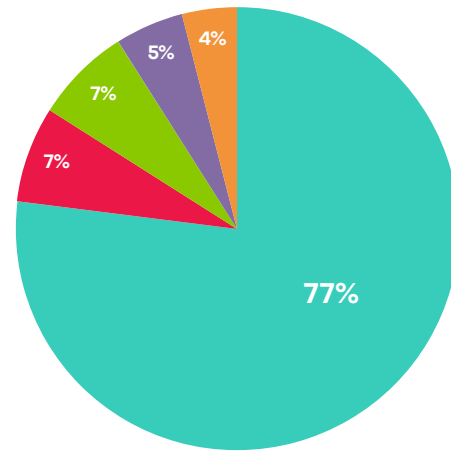
[@BrightsideYouth](#)

## Financial Summary



### Revenue

- MOH
- MCCSS
- Recoveries
- Grants
- Donations



### Expenses

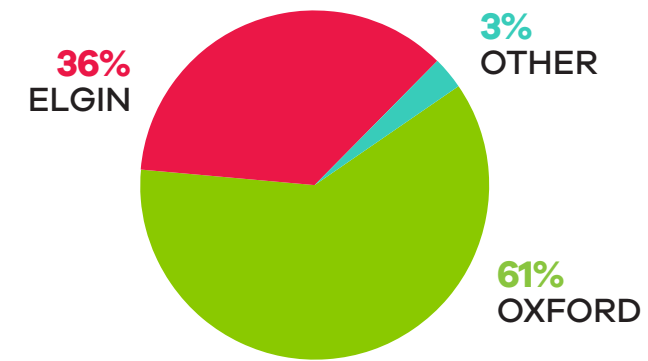
- Employee Related
- Occupancy
- Office & Admin
- Purchased Services
- Client Related

	2022–2023	2021–2022	% Change
<b>REVENUE</b>			
Ministry Funding	4,604,146	4,677,890	-1.58%
Other Revenue	271,525	361,207	-24.83%
<b>Total Revenue</b>	<b>4,875,671</b>	<b>5,039,097</b>	<b>-3.24%*</b>
<b>EXPENSES</b>			
Salaries & Benefits	3,649,693	3,635,144	0.40%
Travel & Training	80,291	88,714	-9.49%
Client Related	206,868	189,304	9.28%
Occupancy	325,380	362,509	-10.24%
Office & Admin	326,532	454,841	-28.21%
Purchased Services	273,059	249,137	9.60%
<b>Total Expenses</b>	<b>4,861,823</b>	<b>4,979,649</b>	<b>-2.37%</b>
<b>Net Results</b>	<b>13,848</b>	<b>59,448</b>	

\* Represents the cessation of Covid-specific funding

## The Numbers

### Clients served, by county

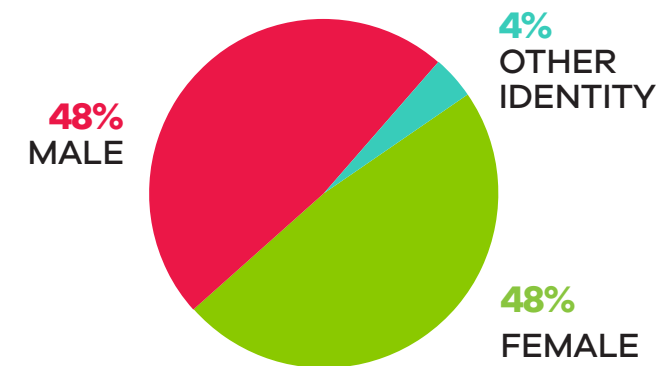


**1,550+**  
clients served in-person  
and through virtual service

**4,200+**

referrals to Wellkin  
programs & services

### Clients served, by gender identity

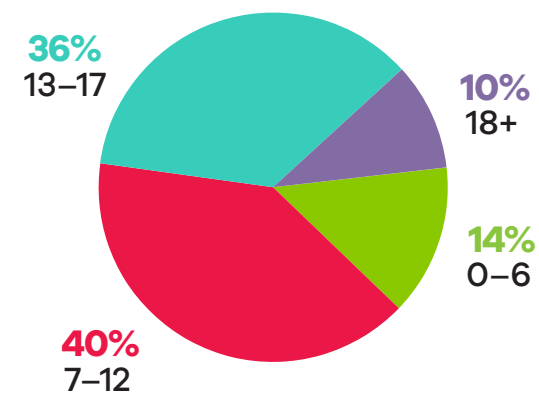


**2135**  
social media followers,  
across all platforms

**250+**

Board of Director  
volunteer hours

### Clients served, by age



**280+**  
hours contributed by  
the youth on the Youth  
Engagement Advisory  
Committee



We're listening. We care.  
Call us 24/7 at 1-877-539-0463

  wellkin.social  \_wellkin

**wellkin.ca**

**A special thank you to**

**Canada** 

**Ontario** 

Ontario Trillium Foundation  Fondation Trillium de l'Ontario

An agency of the Government of Ontario  
Un organisme du gouvernement de l'Ontario

**In addition to our Ministry funders and all donors, we want to thank the following:**

100 Women Who Care  
Brad Cundy & Friends  
Clovermead Adventure Farm  
Execulink  
Kathie Brett  
London and St. Thomas Association of Realtors  
Masonic Lodge Woodstock  
Oxford Community Foundation  
The Mortgage Centre Hometown Financial  
Tillsonburg District Real Estate Board  
Toyota Motor Manufacturing Canada Inc.  
Woodstock Ingersoll Tillsonburg and Area Association of Realtors  
Zonta Club of Woodstock

