



# APPROPOS

BATSHAW YOUTH AND FAMILY CENTRES



## **TOGETHER IN ACTION**

*Margaret Douek, Executive Director*

For most of us, September means new projects and challenges. At Batshaw Centres, this has meant completing the activities linked to our first Improvement Plan (2007-2010), developing our Plan 2010-2013, launching the activities associated with the implementation of the Collaborative Approach and the introduction of the rehabilitation program, "Circle of Courage". Many other projects will be reactivated or developed during the next few months. We are expecting to complete our first draft of our Neglect Program by December and we will be completing a number of renovation projects to improve the conditions of our aging buildings.

We will also be preparing for the site team visit from the *Conseil québécois d'agrément* planned for mid-November. In keeping with this year's theme for our Annual Report and our second accreditation process, the slogan selected is **Together in Action**. The theme reflects how we work on improving the quality of our services, and mobilizing our staff. **Together in Action** reflects very well the spirit of collaboration we demonstrated last year. It will also help us achieve our ultimate goal which is to share a common vision of service delivery to our youths and their family.

## **5<sup>th</sup> EDITION OF THE RUTH AND MANNY BATSHAW**

### **AWARDS OF EXCELLENCE:**

#### **ONLY A FEW DAYS LEFT TO NOMINATE**

*Claire Roy, Manager, Communications and Public Relations*

In an effort to recognize the contribution of all, here are the new categories of the Ruth and Manny Batshaw Awards of Excellence:

- Clinical Excellence – Psychosocial
- Clinical Excellence – Residential
- Administrative and Support Excellence

You would like to nominate a colleague? It's very easy!

**Please visit our intranet or extranet for more information and for the nomination form.** The presentation of the Awards will be made in the third week of November, during the Youth Centres Week. **Deadline for nominations: September 29<sup>th</sup>**

## **STORY: COLLABORATION THAT ENSURED SUCCESS**

*Jocelyn Labbé, Program Manager, Ste-Rose and Homeward Bound Programs, DRTSA*

Meeting the often complex needs of clients is seldom straightforward, usually challenging and never quite within the mandate of any single program or initiative. An exhaustive list of services would never do justice to the monumental amount of work accomplished with any single client. This is why I wanted to share the following vignette because it is an acknowledgement of the work that residential units discreetly accomplish with every client.

Back in June of 2009, a 16-year-old girl is transferred from the Couvrette program to Ste-Rose because it became apparent that a community program was inadequate to address the significant boundary issues in regard to intimate relationships she exhibited. The family context was one where the severe mental health issues and conjugal violence experienced by her mother made a return home impossible.

Despite the transfer to a campus unit, she attended a regular high school program. When contending with struggles in French and math, educators from different programs pooled their resources to find a tutor. The Ste-Rose team met with teachers and communicated with the school regularly. Despite three attempts at dropping out or getting expelled, she achieved her most successful school year.

Her EQUIP worker, case worker, former program manager, new program manager and educators were in frequent contact with

each other insuring that support was everywhere. The therapist from Clinical Support Services changed her schedule around so as to maintain support without interfering with school. The Couvrette program, despite being filled to capacity, received her on weekends so that she could await transport back up north to Prévost campus following visits with mom in the event that a visit had to be cut short. When her mother was very ill and admitted to the hospital, educators agreed to forego their day off to accompany her to the hospital for visits with her mother.

Her graduation ceremony was attended by her family of educators, managers and caseworker, who all took time from their own lives to celebrate with her. She later attended her prom, looking spectacular in a dress that she had shopped for with her EQUIP worker subsidized by the Batshaw Centres Foundation. When the prom was over, it was the team leader at Ste-Rose who picked her up with her date and returned them to their respective units.

No one program can ever meet all of a client's needs. It took collaboration or support amongst four different campus units, a group home, the Prévost health unit, the transport department, Client Support Services, EQUIP, volunteer services, two Application of Measures workers, in addition to the Batshaw Centres Foundation and resources from the Laurentian School Board to ensure success for this one client.

## **APPLY ON LINE VIA WWW.BATSHAW.QC.CA**

*Human Resources Planning Team*

In an effort to enhance Batshaw Centres' recruitment efforts and provide more accessibility to job postings for staff and potential applicants, Human Resources Planning (HR Planning) has improved its method for reception and management of resumes.

Since the launch of Batshaw Centres' Website ([www.batshaw.qc.ca](http://www.batshaw.qc.ca)) in June 2009, HR Planning has used the software tool CVManager to recruit, screen and identify quality candidates who have the qualifications needed to work at Batshaw Centres. Since the inception of CVManager, HR Planning no longer accepts *paper* resumes from external applicants, and now with the launch of the extranet Batshaw employees will also benefit from this user-friendly tool. In order to facilitate employees' applications to job postings, since September 7<sup>th</sup>, 2010 employees are referred to apply online. CVManager allows employees to apply to job postings via the intranet, extranet (i.e. from home) and allows external applicants to submit their resumes via [www.batshaw.qc.ca](http://www.batshaw.qc.ca). Simply follow the "How to apply job postings using CVManager" procedures on the webpage, complete the fields required and you're done! CVManager is a confidential, paperless information system and all staff are encouraged to use it.

## **STAFF BBQ AT CAMP WEREDALE**

*Myriam Alphonse, Recall Educator*

I was not sure about attending Batshaw Centres' annual barbecue at Camp Weredale. As a recall educator, Sundays are good days to pick up shifts so I would be missing out on work. But then, when I closed my eyes, I remembered the beauty of the lake, the magnificence of the trees, the kayaking, the canoeing, the boat ride, the great tasting barbecue, seeing coworkers smiling and relaxing and the overall sense of belonging; we had one thing in common: we worked for Batshaw Centres.

Off I went with my family and we had a great time. Beautiful weather, good food and all equipment in good shape and ready to hit the water. Four o'clock came by too quickly.

I invite you to come next year, check out where a lot of our kids have been spending their summers and where committed employees are ready to make it happen.

Thank you to all those who participated in making this happen and see you next year!