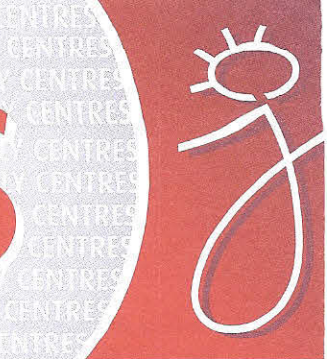




A PROPOS

BATSHAW YOUTH AND FAMILY CENTRES



SPECIAL DOUBLE EDITION

Youth Centres Week – November 20th to 26th

MESSAGE FROM THE MINISTER FOR SOCIAL SERVICES

Influence their life story... Here is a theme that accurately sums up the importance and true meaning of the work you do every day to help children, young people, and families in need.

Québec Youth Centres Week is an opportunity to showcase the exemplary work you all do every day at the 16 youth centres across Québec. Your presence in the lives of these young people is not only important, it is absolutely essential. You have a real impact on their lives, as they do on yours. What a wonderful gift to see a troubled young person grow up, learn, and ultimately succeed.

For the Québec Government, the well-being, development, and social adaptation of troubled youth and their families are a priority. That's why I am taking this opportunity to pay tribute to each and every one of you who dedicate your time and energy to helping keep alive the dreams and aspirations of these young people who are the future of our society. To the over 14,000 youth centre employees, I sincerely thank you.

Dominique Vien

DARE TO DREAM! IS BACK

An opportunity to innovate in services to clients

Margaret Douek, Executive Director

Our "Dare to Dream" project was so successful last year that we are launching it once again this year. Some wonderful initiatives became reality through the creativity, hard work and follow through of our staff.

It is time again to make a dream come true. A budget of \$40,000 has been set aside to stimulate our creativity and benefit our clients.

Despite the budget restrictions of Bill 100 which have targeted cuts in administrative expenses, advertising, training and transport, expenditures for direct services to clients have been protected.

In the spirit of encouraging staff involvement and innovation in every division the opportunity to present projects is open to **all staff**.

Having gone through the experience of redirecting project requests last year because they did not respect certain norms, we are including the following guidelines:

- The project must be of direct benefit to clients.
- The costs of the project cannot exceed \$20,000 and must be spent in this financial year (by March 31, 2012).
- There cannot be expenses incurred by the project in the next calendar year (starting April 1, 2012).
- If merchandise is to be purchased it must be delivered before March 31, 2012.
- Ministry regulations forbid Batshaw Centres from giving money to a third party (eg: make a donation or give funds to clients).
- Ministry regulations sets funds aside for equipment costs over \$1,000 and we cannot purchase "capitalizable" goods through "Dare to Dream" projects (eg: purchase of a car, etc.).
- If the request is already provided for through the operational budget or the Batshaw Foundation it will not be considered (eg: unit activities, scholarship funds).

A submission describing the project must include:

- The purpose and targeted objectives.
- Description of activities, costs and time line.
- Identification of a project leader.
- Your hierarchical manager must sign off on the parameters of the project.
- If the project implies activities in another program, then the manager from that program must be consulted.
- You may wish to consult the Resident Committee for certain projects.

Projects must be submitted by November 30, 2011.

The description of the project does not have to be lengthy or in too much detail at this stage.

Make a dream come true!

Please send proposals to my attention by e-mail or to 5 Weredale Park.

GOODWILL AND GENEROSITY COMES FULL CIRCLE AT ADDINGTON

Patrick Gallagher, Program Manager, DRTSA

The Addington staff has been working along side the youths developing a spirit of generosity in the program over the past 6 months. They have incorporated this spirit into their daily charting as well as in the youth weekly self review. It is not with some surprise that we find our youths demonstrating and speaking of their generosity almost daily. They return from their weekends or from school speaking of their generosity. As a group project they made lunch bags and the youths distributed them to the disadvantaged.

With this spirit of generosity as the background, Addington group home was extremely privileged to be the recipient of generosity and good will by the staff of SAP.

SAP is the world's largest inter-enterprise software company and the world's fourth-largest independent software supplier, overall. Under the banner of "A Better Community" 33 staff from SAP donated their time along with Volunteer Canada's resources, to transform the backyard at Addington into a usable and welcoming living space at the end of October. The project involved building a 12' by 20' deck, 2 raised planters of 8' and a raised garden space. A BBQ and 2 picnic tables finished off the project.

This project has transformed the backyard here at Addington, a space that has not in the past been used in any meaningful way. It is now a space that is inviting to both youths and their families. It will provide an environment that is welcoming for families to visit with their children, enhancing their desire to connect with them and with us. It provides an outdoor area that allows for youths to interact and socialize.

With encouragement and support it is an area that will allow youths to connect with their environment and develop a greater sense of belonging through the planting and caring of various gardens.

Most importantly this goodwill was a valuable demonstration of the spirit of generosity coming full circle.

HONOURING OUR FOSTER FAMILIES

Marion Leroux, Program Coordinator of Resources, DCFS

On Wednesday, October 19th, Batshaw Centres foster care team hosted a gala event at the Atwater Club to honour its foster families. In these elegant surroundings, under the leadership of Joseph, the Resources team prepared tables and served a delicious 4 course meal to over 100 foster parents and friends. Margaret Douek, Executive Director, and Judy Martin, President of the Board, acknowledged the challenges and expressed their appreciation for the very special contributions foster parents make to children in need. Foster parents Clarissa Cabronero and Tony Aramos were recognized as Batshaw Centres' nomination for this year's outstanding Foster Parent Award by the Child Welfare League of Canada. Certificates were presented to foster parents having achieved 5, 10, 15, 20 and 25 years of service to foster children. Lorraine Howell received a standing ovation as her 35 years of fostering was recognized. Towards the end of the evening, Barbara MacDonald-Simon, on behalf of the ADREQ-Batshaw Centres union executive, spoke of the growing recognition for the important work foster parents do and of the "gifts" that foster children bring to the lives of their caregivers. While Batshaw Centres strives to demonstrate its appreciation for foster families every day, this event, organized by the Resources team, was a special tribute during National Foster Parents Week.



APPROPOS

BATSHAW YOUTH AND FAMILY CENTRES



SPECIAL DOUBLE EDITION (cont'd)

SPEECH GIVEN BY MARGARET DOUEK, EXECUTIVE DIRECTOR

On the occasion of National Foster Family Week, David Johnston, Governor General of Canada, paid tribute to foster families. In his words, he invited Canadians to imagine new ways to build a smarter, more caring nation. Foster families work to help shape that vision everyday. He congratulated foster families who open their hearts to those who need it the most.

Stephen Harper, Prime Minister of Canada, added his words on this occasion. His words of appreciation in describing the role of foster families were that "there love, kindness and generosity make a meaningful difference in the lives of young people, and the experience although not without its challenges, results in an unrivalled sense of fulfillment".

This evening, we are here to add our words of thanks to the foster families who open their homes and their hearts to the youth of Batshaw Centres. You find a way to make these children and youths feel welcome. You establish meaningful relationships that will make these children feel that the world is a caring place and is responsive to their needs. What we understand about the world and how we relate to it begins in our homes. If we have been loved, if we have been taught well on every level, we are ready to become contributing members of society. In that sense you are changing the world and you are equipping our children to participate actively in society rather than turning away from it.

We have 6,500 youths placed in foster care across Quebec. This is a significant number who will be in the future adults and parents in our midst. What they learn they learn it from you. Whether they have been with you for a few weeks or for their entire childhood, your generosity and your decision to foster is an incredible gift.

The mission of Batshaw Centres is to help children and family in great difficulty. We could not achieve our objective without you. You are the crucial element in the assistance we offer. It is with deep felt gratitude that I address you this evening. On behalf of the staff and the families of Batshaw Centres - Thank You.

OVERVIEW OF THE ANNUAL COMPLAINTS REPORT

Elizabeth Pusztai, Local Service Quality and Complaints Commissioner

Every year the Local Service Quality and Complaints Commissioner (LSQCC) is obligated by law to prepare a summary of the activities of the office. This year's **Annual Report Concerning Client Complaints** was presented to the Board of Directors on October 24th and is being made available on the Batshaw intranet site (under icon on web page). As with the triannual complaint reports generated by the office of the Local Commissioner – the Annual Report is also available upon request from Rosanna Stripa at ext.1010

What we do

The LSQCC is mandated to address complaints from clients concerning the services they are receiving, have received or should have received and to intervene on her own initiative when concerns about services to clients come to her attention. The mandate also includes promotion of the client complaint procedure and of client rights

As in previous years, a large proportion of complaints is received from youth which is a reflection of the philosophy at Batshaw Centres to ensure that all clients, including our youth in residential settings, can voice dissatisfactions and have access to appropriate recourse mechanisms. The practice of encouraging all clients to address concerns is supported at all levels within Batshaw Centres.

Client dissatisfactions are in many instances addressed and resolved directly by the manager and the intervener. Their support and involvement in the handling and the resolution of client dissatisfactions is also one of the main reasons that this Office is able to respect the prescribed time delays articulated in the law. Their active participation has helped create a more efficient and "user friendly" complaints procedure.

What clients are telling us

An analysis of the year's complaints revealed four categories with recurring themes:

Care and Services

In this category the most frequent complaints were from youth in residential care about the restrictiveness of unit rules and routines and the loss of freedom and privileges that resulted as a consequence of not following unit program expectations. Use of back-ups and loss of family or community time were repeatedly cited.

A secondary theme in this category was more often from parents and concerned professional judgment and behavior of clinical staff. These included inaccuracy of report writing, lack of follow through with court orders, poor transfer, integration or discharge planning, delays in intervention plans and school registration.

Interpersonal Relations

The most common complaint in this category had to do with a feeling of being disrespected or unfairly judged. The tone and the nature of the comments made by staff were described as having been rude and dismissive. A large proportion of these complaints come from youth in care however parents also complained about feeling dismissed, being spoken to in a rude manner and feeling ignored.

Family Involvement

Being informed and involved in planning continues to be a theme described particularly by parents who recount that decisions are made for and about their children without their participation having been sought and without information being transmitted to them.

Physical Environment

The state of disrepair and lack of comfort and cleanliness in living units are frequently cited concerns. Insufficient hot water, heat and air conditioning are common complaints in this category as are issues related to cleanliness and the quality and quantity of the food.

Our responses

Complaints that are resolved prior to being concluded by the LSQCC or where a client has become unavailable are recorded as having been **not completed**. This occurs primarily for complaints received from youth who frequently tell us that their concerns had been resolved by the time they are contacted by the LSQCC.

When complaint findings conclude that services had been delivered according to the legal and clinical requirements appropriate to the situation, **no corrective measure** is required. Clients receive a detailed response from the LSQCC as to the rationale for the steps that had been taken by interveners and the reasons why no corrective measures were identified. As well, dissatisfactions that can best be resolved directly with the persons involved are referred to the appropriate individual and are usually in the group of complaints that are recorded as having not required a corrective measure. The handling of these complaints is greatly facilitated by the program manager who intervenes and ensures that issues are addressed and that situations are effectively prevented from escalating.

When it is found that an adjustment to services or practices is required in order to resolve a client complaint, managers are the primary source of support in the identification and application of a **corrective measure**. The LSQCC informs the client of the measures identified.

When do we make a recommendation

We make a recommendation in cases where:

1. Harmonization between services, divisions, external partners, policies, practices and laws is required.
2. A complaint is recurrent and indicates that the measures applied have not resulted in remedying the problem.
3. A corrective measure or solution is not found by the persons involved.

Their resolution and implementation is tracked on a triannual basis by both the Service Quality Vigilance Committee and the Board of Directors.

November 2011

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