

APPROPOS

BATSHAW YOUTH AND FAMILY CENTRES

News from Margaret Douek, Executive Director

MARCH 2012



THE SHAFIA AFFAIR

Madeleine Bérard, Director of Youth Protection

On a summer night two and half years ago, three young girls, Geeti (13), Sahar (17) and Zainab (19), and their stepmother Rona, died a tragic death in the Kingston locks, in Ontario. The family, who actually lived in Montreal, had received services from both Batshaw Youth and Family Centres and *Centre Jeunesse Montréal-Institut Universitaire*.

On January 29, 2012, the verdict came down: The girls' parents and their older brother were all convicted of first-degree murder. It is now believed that the victims were lured to Kingston under the pretence of a vacation trip, for the single purpose of killing them as a way of cleansing the family's honour.

The trial was long and complex, involving many expertises and testimonies. Amongst those who testified were workers from Batshaw Centres, who spoke of the professional actions they took when the situation of Sahar, the middle daughter, was signalled to our Department of Youth Protection in May 2008. The *signalement* was duly retained by Evelyn Benayoun and competently evaluated by Jeanne Rowe, in accordance with best practice protocols. The information we had at the time did not give us grounds to pursue our intervention any further and the case was closed.

A year later, the situation of the children was brought to the attention of the DYP of *Centre Jeunesse de Montréal-Institut universitaire*, who deemed that the children's security and development was not compromised.

On June 30, 2009, the murders occurred.

During the trial and after the verdict was delivered, many questions were raised about the role of the child protection system in this case. Indeed, the media coverage spread all across the country, and abroad to various countries around the world. As a result, there has been much greater public awareness about the existence of "honour killings" in Canada.

For all of us at Batshaw Centres who believe passionately in helping children, the news was devastating, and our heart goes out to the family who has suffered such great loss. I also feel for my workers, especially those who were directly involved in the case. The work we do is a difficult and delicate one, and of course situations like this one drive us to review our methods and seek to improve our practice further. Even though we will never be in a position to predict such tragedies, we are actively exploring new methods of intervening and developing partnerships with communities to better address the culture clash within families. The issue of child safety has been and will always be paramount to our interventions. For example, we will explore how to make the best use of partnerships with the communities who present a higher risk of honour violence. However, I want to affirm my strong belief in the quality of the work that Youth Protection workers do.

NEW!!!

BATSHAW CENTRES YOUTH ACHIEVEMENT AWARDS

Think it, believe it, and achieve it!

Sam Barile, Clinical Activities Specialist, DRTSA



This new annual awards program recognizes the achievements of youths at Batshaw Youth and Family Centres.

The awards will be given out every year at the Youth Conference at Batshaw Centres. It is intended to honour those who have shown outstanding perseverance in the face of life challenges.

As successes are relative to each youth, we believe that all efforts need to be regarded as significant and applauded, and therefore our aim is to build up the spirit of our youths and encourage their path toward their goals.

The awards will be using the Circle of Courage as a model and a guide in the areas they have been nominated in: Belonging, Mastery, Independence, Generosity.

The Awards

- Recognize and accredit young people's achievements
- Encourage progressive responsibility and ownership of learning
- Reinforce good practice (strength-based approach)
- Encourage participation and social inclusion
- Enhance self-awareness and self-esteem

Criteria

The nominee must have received services at Batshaw Centres during the calendar year of the nomination deadline. Nominees will have shown evidence of at least one of the following areas:

Educational and Occupational Achievement (school, work, trainings, courses, certificates)

Success with plan of care (Intervention Plan, developing strong relationships, using a creative approach to be successful, independent thinking)

Leadership Qualities (volunteering, coaching, involved in committees, demonstrating positive impact on others)

Outstanding Achievement in sport/art/culture/hobby (hockey, music, writing, leisure activity)

Having overcome personal challenges (overcoming tremendous personal difficulty to attain success)

Vision for their future (independence, building strong community ties)

Volunteer or Community Service (allocating their discretionary time to helping others or completing a project that has added to the betterment of the community)



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Eligibility and Nominations

- There are no age restrictions.
- Nominations may come from any individual associated with the youth. (Batshaw Centres staff, family member, peers, teacher, Foster parents, community partner.)
- A nomination form will have to be completed. (It will be found on the intranet or available by contacting me.)

So start looking around for our youths who deserve to receive a Batshaw Centres Youth Achievement Award!

A TRIBUTE TO JOY LEPAGE AT THE SUMMIT ON THE BLACK FAMILY

Gérald Savoie, Advisor to the Executive Director, ED's O



Standing: Jamillah Jean, Sarah Wakani, Glenda Abraham, Michael Udy, Hedy Taylor, George McKenzie, Karen Fox, Gérald Savoie, Michael Kaiser, Pamela Brown, Laura Palmer. In front: Hawa Conteh, Leith Hamilton, Alicia Boatwain-Kyte

On Friday, March 2nd, the first Summit on the Black Family took place on Concordia University's Loyola campus. Organized by the African Canadian Development and Prevention Network (ACDPN), it brought together professionals from various establishments, civic leaders and community members to look at how to best address the needs of youths and families of the Black community of Montréal.

The opening remarks by the Honorable Kathleen Weil, Minister of Immigration and Cultural Communities in the government of Québec, and Dr. Wendy Thompson, Director of the School of Social Work at McGill University, among other topics, highlighted Batshaw Centres' long-standing commitment and innovative initiatives in addressing the needs of this population.

Following these presentations, Leith Hamilton, Director of the ACDPN, made a special tribute to our former colleague Joy Lepage whom he referred to as a "special friend" of the Black community, as Coordinator of our Family Preservation programs and an extraordinary human being. Anyone who worked with Joy knew what a strong advocate she was for Black families and how, in collaboration with community and institutional partners, she was instrumental in developing culturally-sensitive wrap-around services for this community, often going above and beyond her professional responsibilities.

Karen Fox, Program Manager at Family Preservation, accompanied by a large delegation of staff, accepted the special plaque in honour of Joy. It will be proudly displayed in their offices at 4039 Tupper Street in Westmount.

The ceremony was followed by the Joy Lepage Memorial Lecture featuring Dr. David Este, Associate Dean of the School of Social work at the University of Calgary as keynote speaker. His presentation on "Tools and Best Practice Approaches for working with Black Families" generated much interest. Afternoon workshops focused on such topics as: "Engaging Black Men", "Engaging Black Families" and "Building Networks to Promote Child Welfare/Community Partnerships".

BLACK HISTORY MONTH 2012 CELEBRATING THE MANY COLORS OF BLACK

Kerry-Ann Carty, Educator, DRTSA, Chairperson MRMC Committee

Another February has come and gone despite having an extra day this year, it still went quickly. February also brought us a wonderful Black History Month. Our theme this year, "Celebrating the Many Colors of Black," had us exploring the different facets of being black.

Our film, *Colour Me*, challenged us to examine stereotypes yet encourages all of us to live beyond them as the sky is the limit. We would like to thank Courtney Sewell for animating a very thought-provoking discussion after the film.

Our Talent Extravaganza allowed our youth to showcase their many wonderful talents. We thank Felicia Agyekum, Annie Alexander and Andrea Holder for providing the beautiful African garments to be modelled.

Our conference, "Thinking through Culture: The Black Female Subject in Western and Canadian Art," presented by Dr. Charmaine Nelson, had us "looking at the ongoing problem of racism, however this time through different lenses," said Dorothy Williams of the Black Community Resource Centre (BCRC).

Our luncheon closed off Black History Month with a delicious meal as we were serenaded by steel pan music and quizzed/educated by a PowerPoint presentation on Caribbean food provided by the BCRC.



Lunch team: Kerry-Ann Carty, Annie Alexander, Carline Theobrun, Yvonne Hutchinson, Susan Pinsky, Shauna Callender, Marie-Pierre Ulysse



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Welcome duo: Pina Cassata et Ola Dupelycz

We thank everyone who supported the events. A very special thank you to all the committee members for all their hard work, time and effort put in to planning Black History Month 2012. It was a pleasure working with and learning from all you. Last but not least, we would like to express our appreciation to our honorary committee member, Pina Cassata, who kept the committee organized and running smoothly.

We look forward to Black History Month 2013.

GREAT HOCKEY GAME AT PRÉVOST CAMPUS

Ron Golfman, Program Manager for Campus Recreation/Lindsay, DRTSA



On Wednesday, February 1st, the Prévost campus played host for an exhibition hockey game between our youths (recreation's Terry and Eric as well) vs. the St-Jérôme Fire Department. The occasion marked the second time in four years that such a match has taken place. Under starry skies and a temperature of -5 degrees, our covered rink was ringed by staff, kids and several visiting parents, sipping hot chocolate provided by the campus Ways & Means Committee.

The organization of the event was orchestrated by Jean Sénécal from Intervention Services, along with recreation staff Terry Nowostawsky, Eric Moran, and Scott Laekas, who is also responsible for Ways & Means. A note of thanks to Sheldon Segal who did his best Punch Imlach impression behind the Batshaw Centres' bench. The Batshaw Centres team consisted of several youths from all open programs on campus; the Firemen's squad, while towering over most of our boys, seemed stunned by the speed and skill sets they possessed. The firemen exhibited patience, skills, good humour and were a pleasure to have as friendly foes.

The game consisted in two 20-minute halves, and by the end of the spirited, penalty-free game, the teams were tied at 8. Overtime produced no winner, so referee Scott Laekas invoked the shootout rule. Both goalies were stellar, and it took the last marksman on the Batshaw Centres team roster to fire in the winning goal. After photo ops, exchanges of badges, key chains, certificates, pucks and other memorabilia both on the ice and in a catered ceremony in the gym – thank you to the Lesage Tim Hortons for the postgame treats! – all hockey players cheered as E. from Lindsay, who had 2 goals and an assist, was named MVP of the game and was given a new high quality hockey stick and award.

As the spirit of the campus recreation department promotes inclusion, community and respect, the event was a resounding success. Such endeavours allow us the opportunity to dispel myths about what is possible. The hockey game, the ski program we run at Mont-Habitant, the exhibition basketball games with Laurentian Regional High School and other events afford us the opportunity to be respected members of our community, and the hockey team, as hosts, did just that.

THE DIVISION OF PROFESSIONAL SERVICES



Claude Laurendeau
Director

Our division is relatively small in size (there are 42 of us in total) but its mandates are broad and quite varied. It provides Batshaw Centres with supports to clinical practice as well as direct services to children and youth, namely, health, psychological and therapeutic services.

We set standards for ethical (i.e.: Code of Ethics) and clinical (policies, procedures, guidelines...) practice. More recently, DPS invested in clinical program development. Last fall, the Batshaw Neglect Program was launched. While the leadership came from the Professional Services Division, its development rests upon research and clinical evidence as well as input from a considerable number of Batshaw Centres staff from across services.

Once policies or programs are developed, our work does not stop there. Our role is to support their dissemination and implementation. DPS staff, according to their area of expertise, are always available to assist colleagues from all divisions in their interpretation and application.

DPS also plays a key role in the adoption or development of the various clinical tools we use to assess or intervene with children, youth and families.

Our Clinical Support Services and Health Services coordinate, develop and oversee activities in the areas of physical and mental health.

In DPS, we play a key role in the management of client information: PIJ coordination, Central Archives, the development and application of various policies and procedures related to client dossiers as well as access to client information.



Joanne Marcotte

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We provide support to the Multi-Disciplinary Council, and the Council of Nurses. We carry out investigations into allegations of institutional abuse. Through Risk Management, we see to the safe provision of Batshaw Centres services.

Knowledge about our clients, their needs and best practices is constantly evolving. Our challenge as a youth centre is to keep up and, where we can, contribute. In collaboration with colleagues from all clinical services, DPS coordinates research projects and organises activities that promote the transfer of knowledge. We provide library services and support internal publications such as "In the Know" and the MDC Journal.

Read on and find out more...

The DPS Coordinator's department carries out a variety of responsibilities involving direct client services, such as health or psychological services, and support to interveners. Among these is the coordination of the Risk Management activities for all of Batshaw Centres. This entails analyzing different events involving Batshaw Centres' clients and looking at the measures taken to ensure the safe provision of services.

The department is also involved in the development of clinical protocols, policies and procedures and provides support to the respective services for implementation. Furthermore, in order to fulfill its support role within Batshaw Centres, the department actively engages and seeks to establish collaborations with external partners such as the *Association des Centres jeunesse du Québec*, Pavillon Foster, the McGill University Health Centre, just to name a few. These partnerships allow us to provide complementary services such as Occupational Therapy for children 0 to 5 years of age or case consultations with the Borderline Personality Disorder Clinic.

The department also coordinates and oversees Batshaw Centres' Second-Level Mental Health Team. Its activities include, among others, screening for potential mental health difficulties that youth placed in group homes and residential care may be experiencing and ensuring that the required services are provided.

The Department also handles Access to client information. It receives and processes requests for obtaining information from a client's dossier and provides consultation to workers.



Selina Campanile, Liz Langer, Marc Helde, Dino Ciarma

The department is composed of two administrative agents, a social counsellor, the coordinator as well as the Health Services and the Clinical Support Services teams.

Health Services consists of a Nurse Manager and two teams of bachelor degree nurses: the Residential nurses and the Youth Protection nurses. The department is supported by an Administrative Agent.



Diane Bernier, Joann Messier, Sarah Rassenti, Edmine Serulien, Isabelle Fournier, Phyllis Palov, Linh Suong Pham, Chantal Fleury, Karen Bentley
Missing: Jennifer Vendette

The role of the Health Services is to assist Batshaw Centres in the fulfillment of its obligation to promote the physical and mental well-being of youth in its care. In collaboration with service providers, the Health Services nurses work to ensure that the health and developmental needs of children and youth requiring protection and readaptation services are understood and met. The following types of services are provided:

- Primary health care to children and youth
- Health assessment and child developmental screening
- Health care counselling
- Participation in the Second-Level Mental Health Team activities
- Consultation to caregivers and interveners
- Participation in case planning activities
- Liaison with community health resources
- Health education and promotion.

Clinical Support Services (CSS) consists of the Manager, Human Relations Agents (Social Workers), Psychologists, Human Behaviour Therapists, Creative Art Therapists and an Administrative Assistant.



Standing: Marie-Josée Mercier, Emanuelle Joly, Anne Tran, Cynthia Davis, Derrolton James, Ximena Bernardin, Susan Pinsky, Lynn Dion, Kelly Twilight
Sitting: Jocelyn Labbé, Wendy Lewis, Kees Maas
Missing: Anastasios Carayannis, Wendy Lewis, Nathalia Mainman, Phyllis Palov

They support and work in partnership with internal and external clinicians and provide direct services to children, youth and families through an interdisciplinary model. The CSS professionals apply their expertise through consultations with clinicians with an aim to enhance clinical understanding

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and assist staff in using their own roles, skills and experience in order to develop and implement intervention approaches that enhance the clients' functioning. Services provided to clinicians and teams include:

- Clinical Consultations
- Mentoring of interveners on attachment-based interventions
- Assistance in the clinical design of group interventions
- Second-Level Mental Health Team coordination
- Post-Trauma Crisis Intervention
- Presentations on specific clinical areas of interests
- Collaboration in addressing issues of Sexual Exploitation

Services provided to children, youth and families include:

- Art Therapy
- Drama Therapy
- Psychotherapy
- Psycho-Educational Evaluations
- Trauma Assessments
- Post-Trauma Crisis Intervention
- Psychological, Psychiatric and Parental Capacity Assessments
- Services to youth who have been sexually aggressive and their families (Challenges Program)
- Access to Cultural Consultants and Interpreters

Clinical Information Systems and Archives Services of DPS consist of a manager, a team leader to oversee the work in Archives and three administrative agents. The Central Archives at 6 Weredale Park is responsible for the maintenance of closed client files until they reach their legally-defined destruction dates, as well as for maintaining the dossier construction manuals and the list of clinical forms used by Batshaw Centres.

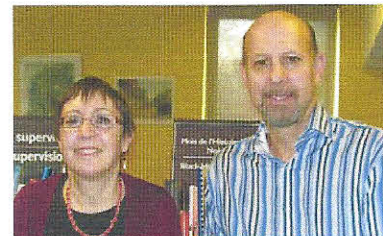
The department is responsible for maintaining and optimizing the use of the PIJ client information system. The service supports system users in the day-to-day functioning of the client information system and produces a wide variety of reports for both internal and external purposes, including weekly, monthly and annual reports to the Ministry. Members of the department represent Batshaw Centres on a number of Provincial Committees related to PIJ and Archives.



Lorry Coughlin, Johanne Davidson, Robbie Kirkpatrick, Reliana Caragea, Frank Campanile

Research and Library Services are among the mandates of the Professional Services Manager who coordinates all of the research projects that are carried out in Batshaw Centres, and acts as the liaison with researchers and students from various universities including the McGill Center for Research on Children and Families from the ethics approval stage through to organizing the transfer of knowledge activities. Other mandates include client satisfaction surveys, support to the risk management process, and the development of clinical

guidelines. In addition, the Program Manager participates in various committees or initiatives such as the Review of Practice and the Circle of Courage Implementation Committees. Through the Library Services, documentation and information to assist Batshaw Centres staff and managers across all services are provided with a view to support and strengthen staff's professional knowledge-base. A wide range of current and evidence-based material in the field of child welfare is made available.



Janet Sand and Steven Abrams

Program Development is carried out using a participative approach that engages and involves Batshaw Centres' clinical staff from the very beginning of the development process. This process integrates a program approach so that we can have a common understanding, knowledge-base, clinical tools and language across clinical services. The Batshaw Neglect Program for Children 0-18 years merges theory and practice and seeks to standardise our assessments and create commonality for intervening in neglect cases. The Batshaw Neglect Program emphasizes that partnerships (internal and external) and having a common framework are vital in addressing and intervening in neglect. Presently, the focus is on disseminating the Neglect Program across clinical services as a step toward carrying out its three year implementation plan. The Program Development Manager participates in several regional and provincial committees, making links with various aspects of clinical practices at Batshaw Centres. She supports the enhancement of clinical practice through involvement with the MDC Professional Day and the MDC Journal.



Susan Gallo

Now that you've heard more, you can see that...

Quality in service delivery is everyone's business! Our role in DPS is to promote its continuous improvement. We do so in constant collaboration with our colleagues across Batshaw Centres, in recognition of their commitment to providing services of quality and with dedication to the children and families we all serve.

BATSHAW CENTRES CALENDAR

Tuesday, April 3rd, 2012

Batshaw Centres Foundation
Fund Raising
The Cocktail Challenge

Parisian Laundry
6:30 pm to 8:30 pm

Tickets: \$ 125
\$ 80 (35 years old and under)
\$ 50 for Batshaw employees

Information and to purchase tickets:
514-989-1885, ext. 1013

In support of the Foundation's pillar programs