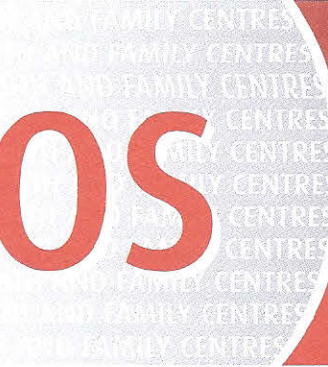




APROPOS

BATSHAW YOUTH AND FAMILY CENTRES



SPECIAL DOUBLE EDITION

WELCOME BACK

Margaret Douek, Executive Director

A warm welcome back to everyone following the summer break. Traditionally the summer is a time when work slows down and meetings are kept to a minimum. It is an opportunity to catch up on work and to take a much needed break following a very active year. For many of us this year the summer continued to be a very active time and for the Directors of Batshaw Centres planning meetings continued throughout the summer at an accelerated pace to prepare for the coming year.

Highlights of the summer

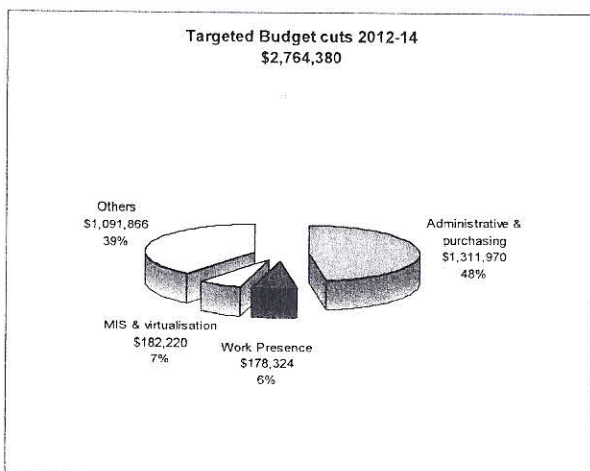
In brief, here are some of the highlights of the summer at the director level:

- We bid a fond farewell to Nick Paré (DRTSA) and Claude Laurendeau (DPS) who retired in July.
- Leigh Johnston (DCFS) and Lesley Hill (AED) picked up the responsibilities of Nick and Claude respectively for the interim period, while we do a full review of the organigram.
- Lesley Hill continued her orientation to the organization which began in May, when she joined Batshaw Centres. She has met individually with as many as 50 managers, coordinators and different services to understand some of the challenges we face.
- The BMC met for nine planning days to review the measures to be taken to reach targets for our budget compressions imposed on us by the Ministry and the Agence.

Summary of the budget situation

The budget exercise was at the heart of our activities throughout the summer. It is an anxiety producing situation for us all and our preoccupation throughout the BMC planning days was to select measures to reach our targets while preserving quality services and a positive work environment. The decisions to be taken are difficult ones with far reaching implications. I know that people are anxious to hear the outcome of the work done to date. The exercise is not yet completed, however, we issued a memo on May 25, 2012 describing the extent of the cuts and the areas affected. In a pictorial fashion below, you will find in summary the areas targeted for cuts with the amounts to be reached by March 31, 2014.

Percentage and amounts



On August 1, 2012, a second memo summarizing suggestions made by staff to reach the targets was issued.

All suggested measures were reviewed by the BMC, some were applied immediately and some suggestions merited further consideration to study the implications. We will be keeping you informed over the next few months in each edition of Apropos on our progress in this difficult dossier.

Events worth celebrating

- We have had a major breakthrough in the Campus Project which has been a source previously of continuous drawbacks over a period of time (about 10 years). We received the judgement from the Court of Appeal regarding the mandamus hearing which concludes on the dispute between Batshaw Centres and the City of Dorval. We are happy to report that the judgement concluded in **our favour**, which means that we will now be able to proceed with the transformation of the open units in Dorval to closed units after the 60-day appeal period has expired.
- We completed our work on the *Plan directeur immobilier* (PDI) which is the building block on which we are seeking the support of and the permission from, the Agence and the Ministry to progress on our plan for Dorval and Beaconsfield to build our Campus Project on these two sites.
- On a lighter note, on August 30th at Prévost Campus, we received the visit of Wally Buono, football star and one of the most successful head coaches in the Canadian Football League. His personable style and his ability to inspire clients and staff alike were extremely moving. You can read all about it in this edition of our newsletter.

Looking forward

The fall is upon us and there are many activities being planned.

- As we embark on Year 3 of the Batshaw Centres Improvement Plan, we are also re-launching the Accreditation process with the *Conseil québécois d'agrément*. Information on the Accreditation process will be forthcoming throughout the fall.
- Implementation and integration of our clinical process, Circle of Courage and the Neglect Program are on-going.
- We will be embarking on *Entreprise en santé*, a process to help us achieve a healthy work environment.
- Major renovations of two more group homes will be done this year: de Maisonneuve and Bourbonnière; St. James and Ste-Rose having been done last year.
- We have launched the Quality and Performance Committee of Batshaw Centres which will produce regular reports on different topics which will help us stay informed on the progress we are making in the different areas we have targeted for follow-up.

With many more exciting projects ahead, I welcome you back to a very active and stimulating year in 2012-2013.



APPROPOS

BATSHAW YOUTH AND FAMILY CENTRES



SPECIAL DOUBLE EDITION (cont'd)

HOMECOMING

Judy Martin, President of Batshaw Centres Board of Directors

August 30th was a perfect end of summer day, and it was also the day that former Montreal Alouette Wally Buono returned to Prévost Campus, his home from age nine to twelve and a half, with a message of hope for our youths now living on campus.

When we discovered that Wally had lived on campus, we invited him for a return visit knowing that he could inspire our youth. After all, he had lived in their shoes and knew first hand the challenges they faced. We patiently waited a few years for him to retire from his coaching career with the Calgary Stampeders and the BC Lions. Wally's former Montreal Alouette teammate, Ron Perowne, helped plan the day with Batshaw Centres' campus team, which included a touch football game, a lunchtime BBQ and a swim in the pool. Wally also visited the closed units where he talked openly with those present.

To prepare for the day, the kids searched the Internet for Wally's playing and coaching records to get a better understanding of where his professional career had taken him. They were impressed that as a coach he had won the most Grey Cup rings... and even more impressed when he showed them his ring from the 2011 Grey Cup game, when his BC Lions beat the Winnipeg Blue Bombers.

To end the day, Wally spoke with the kids. He shared many stories from his youth and left ALL of them with a message of hope, which made the day, quite frankly, priceless. His main message was that he was not there to preach but rather to share his story, that the sum of their experiences, good and bad, make them who they are and that they have choices in life, and it is up to them to develop their talents.

Thank you to Ron Perowne, Ron Golfman, Angela Pompura, Colm McNamee, Dave Brown, Terry Nowostawsky and especially Wally Buono and our kids for making the day meaningful on many levels, and for allowing me to be a part of it, which I truly appreciate!

A great initiative:

APPRECIATION BOX

Marino Ficca, Educator, Prévost Campus, DRTSA

Has someone done a great job lately? So why not tell them. Better yet, send them an appreciation letter. Letters of appreciation express gratitude to another person for good work, excellent service or kindness.

I have been an educator at Batshaw Centres since 1995, and this is my philosophy. I believe that appreciating others and saying thank you for a job well done is important.

This philosophy was presented to the MDEC and was well received. As a result, a pilot project and the Prévost Appreciation Committee were created. The Appreciation Committee consists of Marino Ficca, Tina Close, and Angela Pompura. An appreciation form was developed and appreciation boxes have been specially and uniquely constructed with the help of clients, Ross Sherriffs and woodshop class. In the month of August, the appreciation philosophy was presented to all units on Prévost Campus as well as Northview. The tracing of pictures and woodburning of boxes are currently being done by clients. The boxes and plaques should be installed by the end of September 2012.

The primary objective of the appreciation form is to give Batshaw Centres clients the opportunity to express satisfaction and gratitude towards caregivers, unit of service or other clients.

Staff can use the form to express their appreciation and gratitude towards a client for good work or kindness they have demonstrated to others.

I would like to take this opportunity to thank Margaret Douek, Tina Close, MDEC members, Angela Pompura, Johanne Richard, Holly McDonough, Ross Sherriffs as well as Batshaw Centres clients and staff for all their help and support. It is very much appreciated!

I'm looking forward to receiving your contributions and recognizing an outstanding Batshaw Centres staff member or peer!

It's time to nominate a colleague!

THE RUTH AND MANNY BATSHAW

AWARDS OF EXCELLENCE 2012:

Claire Roy, Manager, Communications and Public Relations

To recognize the contribution of all, there are three categories:

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

The presentation of the Ruth and Manny Batshaw Awards of Excellence will take place on November 21st during the Youth Centres Week.

Please visit intranet or extranet for all the details and for the nomination form. Deadline for nominations: October 3rd

STAFF BBQ UPDATE

Darlene Job, Camping Services Department

The 13th annual staff BBQ held on June 16th was another huge success. The weather cooperated, staff came out in good numbers to support this cause and of course the prize table was full of great prizes. Once again this event would not have been possible if not for the great effort of all volunteers, the BBQ crew and the staff who generously donated prizes. The bake sale was a hit and full of delicious goodies, thanks to the bakers and sellers!!! The Prévost greenhouse was also a great addition to the event, and many people walked away with beautiful plants for their home or office. The flower arrangements by a group of foster children who wanted to support the Camp BBQ certainly added color to an already great day.

Thanks once again from Camping Services for all your support and encouragement with this annual event. This year, we raised more than \$1,800. Not bad for about an hour and a half!!!