



Radius Child & Youth ServicesTM
PREVENTION • INTERVENTION • RESEARCH

LEADING THE WAY

2020-2021
ANNUAL REVIEW

LAND ACKNOWLEDGEMENT

In the Spirit of Truth and Reconciliation, Radius Child and Youth Services acknowledges that we work together on the customary and traditional lands of the Indigenous Peoples of the Haudenosaunee, Anishinabek and Mississaugas of the Credit First Nations.

Dear Friends,

Over the past year, and certainly since March 2020, Radius Child and Youth Services has been challenged in the delivery of its programs and services. Our staff have faced new and unpredictable demands in their work, while managing the uncertainty of day-to-day operations resulting from COVID-19 related impacts. This year above all, was a true test of leadership and resilience for our staff and community – who together with our valued volunteers and key stakeholders have all thoughtfully navigated the impacts of the pandemic that continues to challenge our communities today. Our team has risen to the occasion, and continues to provide the very best assessment, treatment, research and training services required by our clients, their families and the community.

To showcase this, Radius accelerated research and development of a virtual service delivery model that was once scheduled to be rolled out as a multi-year, phased-in approach (pre-pandemic). Our staff tirelessly capitalized on this opportunity to instead have a virtual service model in place in a short period of time. The team worked tirelessly to ensure best practices were a foundational element in the provision of virtual services, ensuring the highest level of attention to appropriate privacy and confidentiality. Our many thanks to the team for their incredible work in transitioning to virtual services, for so many of our clients.

However, not all clients were able to receive virtual services. During the early lockdown days of the pandemic, clients and their families were attended to in various unique methods until public health protocols allowed a return to in-person services. Radius reopened the Etobicoke and Oakville facilities with extensive personal protective measures in place for both clients and staff.

It is also important to recognize the contribution of our entire incredible team of clinical and support staff as they all stepped up to deal with the challenges the pandemic presented. We recognize the stresses and strains that our staff have had to cope with in their personal and work lives, and deeply appreciate their commitment to Radius in these very trying times.

With hope, we are now looking beyond the pandemic to Radius' future. A newly developed, multi-year Strategic Plan will guide us on that journey as we look out over the next three to five years. Our plan, a collaborative effort with all key stakeholders, is designed to further develop Radius as a centre of excellence for providing services to children and youth with complex mental health needs and to expand our capacity to serve the broader community.

Through these challenging times we are reminded of this, "...diamonds are formed under pressure, but never forget they are not formed overnight". For Radius, this pressure has created opportunities and great success in the delivery of our services. Although challenges lay ahead, we are well positioned through the support of our staff, volunteers, key stakeholders and the community to meet the ongoing needs of our clients and their families.

In this way, we are leading towards a brighter, healthier future for the families and communities we serve.



Allan Bishop
Executive Director



Anthony Odoardi
Board President

BOARD OR DIRECTORS

Anthony Odoardi
President

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Vice-President

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Treasurer

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Claire Gillies
Member-at-Large
(Retired January 2021)

Michael Ras
Member-at-Large

Scott Wilkinson
Member-at-Large

2020 2021

“Our team has risen to the occasion,
and continues to provide the very
best assessment, treatment, research
and training services required by our
clients, their families and the community.”

ANTHONY ODOARDI
BOARD PRESIDENT

ALLAN BISHOP
EXECUTIVE DIRECTOR

STRATEGIC PLAN



OUR VISION

A community free from abuse, neglect and violence.



OUR MISSION

As a centre of excellence, Radius Child and Youth Services helps children, youth and families build their futures free from abuse, neglect and violence.

STRATEGIC DIRECTION: We will be recognized as a Centre of Excellence for our 'whole family' counselling and prevention approach to children, youth and families impacted by interpersonal violence and neglect. We will accomplish this through strategic partnerships, focused innovation, and our client centered mindset.

1

A Happy, Healthy and Cohesive Team

1. Balance staff well-being and organizational goals.
2. A compassionate, caring staff and leadership team.
3. An engaged staff group who are retained by the organization.
4. A formalized succession planning/ career mapping process is implemented.
5. A compensation and benefit package that supports the attraction and ongoing retention of staff.

2

Increased Access to Timely, Efficient, Safe and Inclusive Services

1. Continual evaluation and streamlining of internal processes to better meet the increasing demands for services.
2. Holistic family care with transitional-aged youth treatment capability.
3. Reduce time between services (i.e. from assessment to treatment) as measured by the Quality team once metrics have been finalized.
4. Implementation of a new Client Information System to allow for easier/less time-consuming data entry/tracking for staff and access to better, more robust data and reports.

OUR VALUES

The values of Radius Child and Youth Services are a set of fundamental beliefs that guide our actions and relationships. We strive to reflect our values in all that we do, every day.



**People
First**



**Integrity
Focused**



**Excellence
Every Day**



**Better
Together**

3

A Sustainable Revenue and Community Engagement Model

1. Initiate opportunities leading to \$6 million or more in revenues within the timeframe of this plan.
2. Be the trainer of choice for other service providers in Radius areas of expertise.
3. Implement a Radius Training Institute learning management system (LMS) to allow for easy access to training and consultation services.
4. Identify and consider new service delivery models that can support those clients requiring services (i.e. emotion focused and trauma informed parenting group).
5. Continue with a sustainable Youth Dating Violence program following the expiry of federal funding.

4

To be Recognized Externally as a Centre of Excellence in Working with Children, Youth, and Families Impacted by Interpersonal Violence and Neglect*

1. Be a leader in assessment and treatment services for children, youth, and families who have experienced abuse, children with concerning sexual behaviours, youth who have sexually harmed, and youth who have been involved in dating violence.
2. Grow scale and internal capacity to substantially increase clients directly served.
3. Expand training/consulting reach throughout Ontario and Canada.
4. Maintain and build our research capability through our existing relationship with Nipissing University and one other.
5. Establish Radius as a thought leader within the industry.

* Achieving this goal is highly dependent on accomplishing priorities 1 and 5 in goal 3.

5

Anti-Racist and Anti-Oppressive Practices are Interwoven Within the Fabric of all of our Services and Relationships

1. Integrate ARAO principles into all policies and practices.
2. Continual evaluation, improvement and delivery of training related to ARAO practices.
3. Services and spaces composition that better reflects the communities we serve.
4. Identification and removal of systemic barriers to access to services.
5. Board/staff better reflect community profile by 2025 through targeted recruitment practices.
6. Increase outreach and support to Indigenous communities by obtaining grants or special project funding, in the spirit of knowledge exchange, where evidence-based clinical practices and Indigenous ways of knowing and healing are shared in balance.

**CLINICAL
SERVICES**

Our impact in 2020-2021

499

children, youth and families/
caregivers received service.



81

children and
youth received
assessment
service.*



138

children and
youth received
treatment
service.*



86

children, youth and
families/caregivers
received brief
service.*

* These numbers do not add to the sum of 280 (referred to on page 13) as many of our clients accessed more than one service during the fiscal year.

A Message from our Director of Clinical Services



A lot of people have been struggling to find the right adjectives to describe the past eighteen months. They've been called unprecedented, trying, uncertain, and more. More interesting, for me, are the words I could use to describe the clinical team at Radius in its response to the pandemic. Courageous, flexible, tenacious, collaborative, determined and creative - to name just a few.

Very early in the pandemic, as mental health was deemed an essential service, there was never any doubt among the clinicians that they would continue to provide services to our vulnerable clients; the only question was how. The team demonstrated their courage every single day as they ventured into the uncharted territory of virtual trauma services for children. Yes, we had scoured the journals for some kind of roadmap, but it quickly became clear that Radius would be among the first.

And while several trauma services were closing their doors, we were determined that ours would remain open - virtually.

Not only were staff going to provide virtual trauma services remotely, but they also had to create a space in their own homes for securely engaging in this work. This was no time for "don't take your work home"!

From the outset, our clinical team tackled the multiplicity of issues from all angles.

They were tenacious as we divided up the work. One group looked at the construction of new policies and guidelines for virtual trauma work, while the other examined the ethics involved in this type of service provision. Issues of safety, validity and efficacy were all explored and culminated in the development of a comprehensive guide for engaging in tele-trauma work. Radius has generously shared this guide with other organizations interested in transforming their own trauma services.

We didn't work alone; we worked collaboratively, and counted on the feedback and data from the quality team as they developed surveys for our clients. We also worked collaboratively with the psychology team as they found novel methods of administering and safely collecting the psychometric questionnaires. And we continue to work in partnership with the research team who are in the midst of both a quantitative and a qualitative examination of the impact of the pandemic on clinicians and their utilization of virtual services.

Our creative clinical team have more than just met the challenges posed by the pandemic - they have gained new skills, new strengths, new knowledge and greater insight, and every day they continue to provide top-quality care to all the children and families that we serve in our communities. This comes as no surprise to me or to anyone else who knows the clinical team. I am proud to be a member of this team as we continue to engage in the often difficult but necessary anti-violence work.

BENTE SKAU, DIRECTOR OF CLINICAL SERVICES

Intake Services

2020-21 was a transformative year for the Intake Department. The team pivoted quickly to remote work in response to COVID-19, and the agency experienced exponential growth in inquiries and requests for our service. To address the increase in demand, an additional Intake Coordinator was hired to better meet the immediate needs of clients and service providers calling for advice, service recommendations, and to make referrals.

Parent/Caregiver Workshops

To provide support to families waiting for service, the Intake department introduced two new parent/caregiver support workshops in summer 2020. These workshops are psychoeducation focused and provide information and support to parents/caregivers of children who have recently disclosed sexual abuse ("Courage to Tell") and to parents/caregivers of children exhibiting concerning sexual behaviours ("ABCs of CSB"). During the 2020-21 fiscal year, 21 caregivers were enrolled and provided with support while waiting for direct clinical services. A special thanks to Thrive Child and Youth Trauma Services in Hamilton who generously shared the content for these online workshops.



21
caregivers
enrolled in
workshops.

Clinical Consultations

Radius anticipated a pandemic-related increase in family violence and intrafamilial sexual abuse referrals to Ontario Children's Aid Societies (and, subsequently, to Radius). To address this need, Radius began offering clinical consultations to Children's Aid Societies in April 2020. Clinical consultations provide front-line child protection workers and supervisors the opportunity to obtain a clinical perspective from Radius' team of clinicians, including recommendations for case conceptualization and service planning, integration of current research evidence related to intrafamilial sexual abuse and sexual behaviours in young children, and advice on risk assessment and safety considerations.

In 2020-21, Radius provided 53 clinical consultation meetings with 132 participants. These consultations have been widely utilized by 10 of the 51 mandated Children's Aid Societies and Indigenous Child and Family Well-Being Agencies in Ontario. Results from surveys completed by participating child protection workers indicate that our consultations were highly successful. Overwhelmingly, 90% of respondents reported that the one-hour consultation was a good use of their time and 70% reported learning new information. 70% of respondents agreed that their clinical questions were answered through the consultation and 95% of respondents advised they would book another clinical consultation. We are pleased to continue to provide this service to Children's Aid Societies.



53
clinical
consultations
were completed.

Assessment Services

An assessment is a “getting to know you” process that often includes questionnaires and interviews about children/youth and their families. This process tells us about a young person’s current strengths, concerns, risks, and needs. This information helps us to create a treatment plan that is tailored to the individuals we serve.

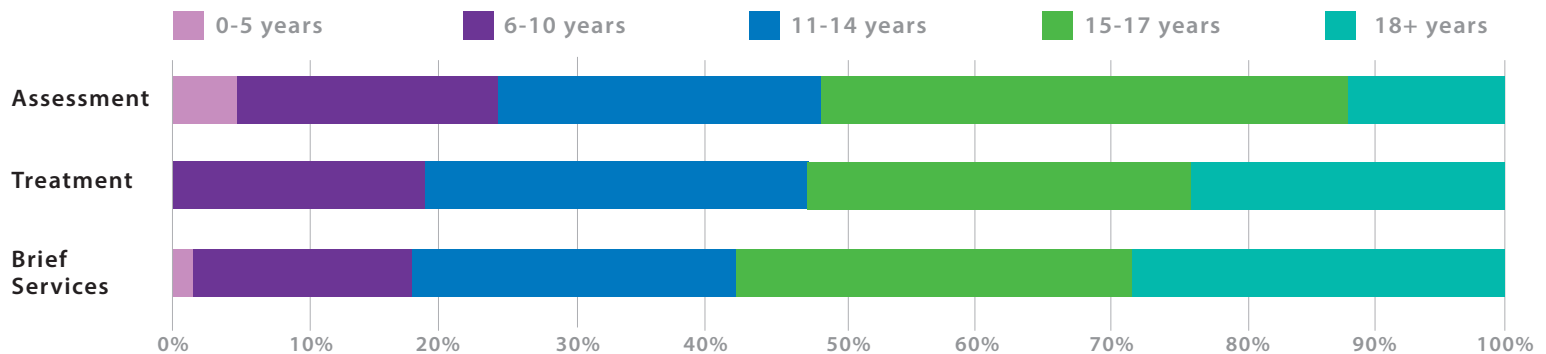
Therapy Services

Based on the results from comprehensive assessments, our clinical therapists provide therapy that addresses the individual needs of children, youth and their families. Radius provides one-on-one therapy sessions to children/youth and their parents/caregivers, as well as joint sessions for siblings and whole families, and group therapy with other clients as appropriate.

Brief Service

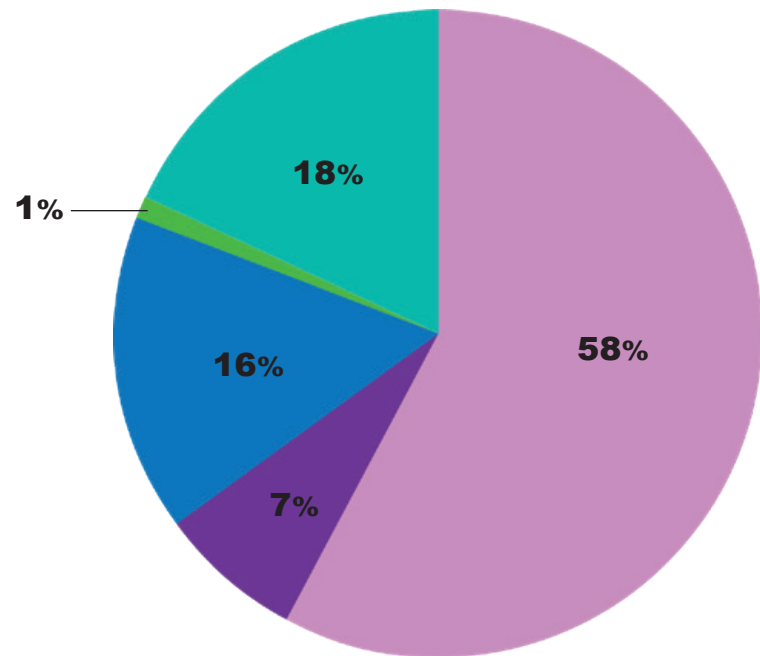
In partnership with police, child protection, youth advocates, and medical professionals at Boost Child and Youth Advocacy Centre (CYAC), Radius provides brief mental health therapy services to children, youth and families affected by abuse. While this year presented unique challenges for the delivery of mental health services, Radius continued to honour this commitment by quickly and effectively adapting our organizational infrastructure to accommodate virtual services. This adaptation supplied our clinical therapists with the tools necessary to deliver therapeutic interventions to 89 families and to continue to provide case consultation and support to our Boost CYAC partner agencies.

Clients Receiving Services by Age Group



Clinical Services by Reason for Referral

Childhood Abuse Sexualized Behaviour Sexual Offence
Youth Dating Violence Parents/Caregivers



Total = 280
children, youth and families/caregivers who
received clinical services (excluding intake services).

Adoption/Implementation of Virtual Service Delivery

MAR
13

Temporary suspension of in-person services

MAR
23-27

Clinicians complete training and certification required for virtual delivery of psychotherapy

MAR
24

Committee is formed to develop policies and procedures for provision of virtual services

APR
2

An ethical decision-making framework is used to establish guidelines for assessing clients' suitability for virtual services

MAY
8

Clinicians begin offering therapy services over videoconferencing platforms

JUN
3

Clinicians begin offering assessment services over videoconferencing platforms



Anti-Racism Anti-Oppression Committee

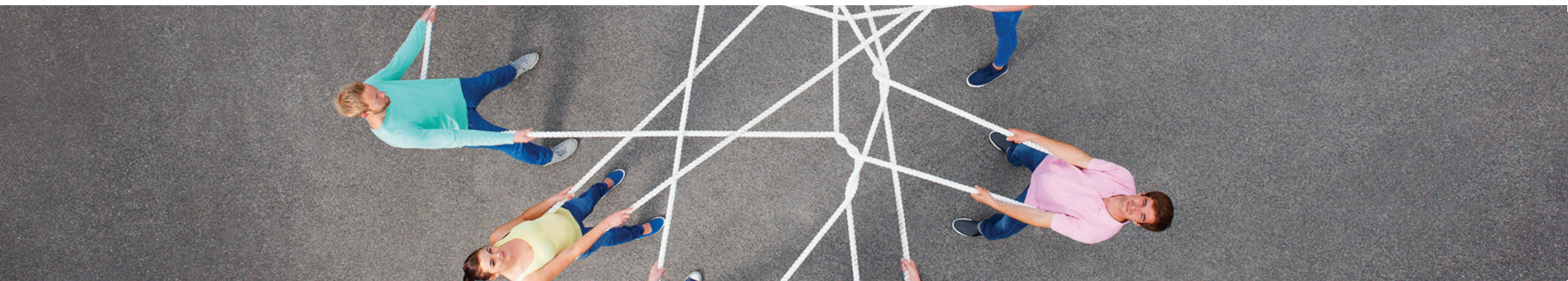
Our commitment to equity, diversity, and social justice is also enshrined within Radius' new strategic plan, as we prioritize anti-racist and anti-oppressive (ARAO) practices within our services and relationships. In 2020/21, Radius' ARAO committee took to social media to acknowledge and bring awareness to several social justice issues. We have also enlisted an external consultant to review Radius's policies and recommend strategies to increase the relatability of our staff group and office space to the diverse communities that we serve.

Health and Wellness Committee

Staff health and wellness became a focal point during the pandemic. Recognizing that employee well-being was an essential step toward achieving Radius' mandate, "A Happy Healthy Cohesive Team" was identified as a key priority in our new strategic plan. In 2020/21, Radius' Health and Wellness committee developed creative ways to enhance staff health and wellness, including sending personalized wellness gifts, coordinating a virtual walking tour to Sydney, Australia (15,000km!) and organizing quarterly team-building events, such as gentle yoga and art therapy, with the Social Committee.

Joint Health and Safety Committee (JHSC)

The Radius JHSC has worked tirelessly during the pandemic to ensure that we were following all health and safety directives and the rapidly changing Infection Prevention and Control (IPAC) guidelines. The committee made significant updates to the Pandemic Planning Guide, Fire/Evacuation Procedures and Communicable Disease Policy, in addition to the creation of several new policies and procedures that each member of the JHSC contributed to. The committee also looked at the physical space of both locations, conducted site inspections and identified risk areas. Through the utilization of a new JHSC Meeting Template, we have been able to also accurately track any risks, incidents, and near misses for both worker and client safety. This new format has enabled us to identify common themes, analyze data collected over time and allowed us to be more proactive in managing Health and Safety at Radius. During the pandemic, JHSC created a Return-to-Work sub-committee which brought many staff, consultants, and community partners together to aid in the wealth of IPAC work ahead. While this committee has now completed their work, the JHSC is forever grateful for the unprecedented tasks they faced with careful, creative, and committed discussion and decision-making.



Youth Dating Violence Intensive Intervention Program

Public Safety Canada awarded Radius a grant to pilot a program treating young people, aged 12-24 who have engaged in Youth Dating Violence (YDV). A lot of effort has gone into building this program from the ground up, starting with an extensive literature review. Recognizing that many young people who engage in violent behaviour often have a history of childhood abuse, where indicated, trauma assessment and trauma therapy will be part of the service offering. This past year, YDV staff:

- Engaged in outreach across Ontario with youth probation teams, school boards (principals, social workers, trustees), Youth Diversion Programs, and community agencies (e.g., John Howard Society, Elizabeth Fry, Children's Aid Societies).
- Presented on youth dating violence and the YDV program to school boards, probation teams, Transitional Aged Youth (TAY) committees, CAS Family groups, Crown Attorneys and the WAYVE youth group (Guelph)
- Were featured on the Halton Women's Place podcast, speaking about the program and the importance of working with those who are engaging in violent behaviour (<https://haltonwomensplace.buzzsprout.com/1243913/8014611-the-other-side-of-the-story-theabuser>)
- The YDV Program was featured on CHCH Morning Live (<https://www.chch.com/teen-dating-violence-awareness/>)



8

**youth received
intake services***



4

**youth received
assessment
services***



1

**youth received
treatment
services***



* The YDV Program is a pilot program in its first year. Participant numbers are reflective of this and are expected to increase over time.

Radius Unconditional Furry Friend (RUFF) Program

Over the past year Radius has been eagerly awaiting the opportunity to meet and receive our first Facility Support Dog from Lions Foundation of Canada, Dog Guides! Not unlike most other things, COVID-19 delayed this process. Radius made the most of the time to get prepared for the new arrival. This included naming the program. We are excited to announce the RUFF (Radius Unconditional Furry Friend) Program. The RUFF Program will offer another way to support our clients in their healing journey, through pets, cuddles, licks, smiles, and most importantly, unconditional, and non-judgemental connection. When not at work, our Facility Support Dog will reside at home with their Primary Handler, also a full-time Clinical Therapist at Radius. It takes a special dog to be a Facility Support Dog, which requires specialized handling from trained handlers. Therefore, our Facility Support Dog will also be cared for by other secondary handlers when the primary handler

is unavailable. Another important consideration in preparing to launch the RUFF Program was creating policies to ensure the integrity of the program is upheld, our Facility Dog is well cared for, and that any unique health and safety concerns are addressed. We owe much gratitude to our community partner, BOOST Child and Youth Advocacy Centre, who lent us a helping hand as they have successfully integrated three Facility Support Dogs into their agency. It truly takes a village!



**TRAINING &
CONSULTATION**

Training and Consultation

Our impact in 2020-2021



295

individuals completed
7 days of advanced
clinical trauma training.



726

individuals participated in 20 workshops
focused on working with children and
youth who have engaged in concerning
or sexually harming behaviours.



529

individuals participated in
57 separate community of
practice and consultation
events.



1,021

individuals participated in training
through the Radius Training
Institute.

Adapting to a New Way of Delivering Services

The Pandemic had a huge impact on the delivery of services of the Radius Training Institute. As of March 2020, we had to cancel any remaining in-person training. The silver lining was to find a way to deliver training and consultation services virtually. It was both a challenging and an exciting opportunity. Interactive workshops were offered on a Zoom platform and included didactic presentations with opportunities for polling, breakout groups and large group chat discussions. Feedback received was extremely positive and has helped to shape the future delivery of online trainings. The pandemic also led to an expansion of the diversity of training and consultations offered, including Trauma Informed Care and Self-Care/Wellness workshops.

The Training Institute delivered its first day of virtual training in Spring 2020. Overall, 295 individuals participated in 16 Advanced Clinical Trauma Trainings, Trauma Informed Practice, and Self-Care/Wellness workshops. Starting in Fall 2020, 726 individuals participated in 20 training events focused on working with children and youth who have engaged in concerning or sexual harming behaviours.

Ongoing consultations and Communities of Practice were also held virtually. These include trauma focused Communities of Practice

involving 9 unique children's mental health agencies. With monthly meetings, clinicians were supported in providing comprehensive assessment and treatment services for children and youth who have experienced trauma. Overall, the Radius Training Institute has engaged in 57 separate Community of Practice and Consultation events involving 529 participants. We have continued to support the delivery of trauma services in the Province and in Nunavut by offering additional training, co-assessments, delivery of psychological measures for assessments, and ongoing case consultations.



The Continuum Conference

The Continuum Conference is an annual event focused on sharing knowledge and resources for working effectively with adolescents who have engaged in sexually abusive behaviour. It was established after a small group of clinicians in Toronto met to discuss their work with youth and showed a commitment to providing effective services to prevent future sexual reoffending behaviour and sexual victimization. This conference, now in its 26th year, continues to bring people committed to sexual violence prevention together, is about building connections, reducing isolation, and networking. The Continuum is a non-profit association of staff from Radius, Everymind Mental Health, MacKenzie Health, Lumeus Community Services and Youth Justice Division - Ministry of Children, Community and Social Services, supported by their respective agencies to organize learning opportunities to improve service to youth who have engaged in sexually abusive behaviour.

Highlights from 2020-2021:

- Launch of the first virtual conference in 2021.
- The Continuum redeveloped an informative and interactive website and online social media presence (follow us on Twitter and Facebook!)
- Continuum Connects eNewsletter inaugural launch was December 2020 (subscribe to the newsletter!)
- The Continuum has achieved a wider geographic audience in Ontario with professionals attending regularly not only from the GTHA but also from Durham, Simcoe-Muskoka, Middlesex-London, Thunder Bay, Nipissing and Parry Sound, Huron-Perth, Kitchener-Waterloo, Chatham-Kent, Kingston, Bruce County, Northeastern Ontario and the provinces of Saskatchewan, Alberta and Nunavut.



**RESEARCH &
EVALUATION**

Our impact in 2020-2021



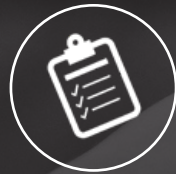
7

Proposals reviewed by the Research Ethics Committee



4

Proposals reviewed by the Research Development Committee



4

Peer reviews for child abuse journals



3

International conference presentations

Research Activities Throughout 2020-2021

Research Consultation and Peer Reviews

Radius's Research department provided consultation to multiple research teams and student researchers on issues related to ethics, research methodology, and statistical analyses; as well as regional, national, and international consultation and training regarding research and assessing risk-based treatment needs of children and youth with concerning sexual behaviour. Four peer reviews were conducted for articles to be published in *Child Abuse and Neglect*, and the *Journal of Child Sexual Abuse*.

Research Projects and Conference Presentations

Multiple student researchers were supported over the past year. Two student involved projects: 'Who Sexually Abuses Transgender Individuals? Perpetrator and Abuse Characteristics' and 'Is Victim Relationship Related to Characteristics of Children?' were presented at the 2020 Institute of Violence, Abuse and Trauma (IVAT) International Conference! Another study entitled, 'Aligning Sexual Abuse Crime and Punishment from Child and Adolescent Victims Perspectives', was also presented at IVAT. The goal of this project was to explore the types of consequences young victims wanted for the person who harmed them. Many victims do not mention consequences; of those who did, judicial (e.g., probation, custody; 19%) measures were most common. Many participants who resided with the person who harmed them did not mention specific consequences, though 6% noted wanting them to leave the home. This project is continuing with a focus on intrafamilial abuse to gain more insight into the consequences these victims want.

New Research Projects

Radius started a few new projects, focused on exploring clinically important information about the client groups that we service, including a study designed to explore children's exposure and access to pornographic media. There is very little research investigating pornography access by children and even less focused on samples who have engaged in concerning sexual behaviours or who are sexual abuse victims; therefore, the findings will provide important clinical information. Another new project is intended to identify early predictors of treatment outcomes (e.g., drop out, successful completion) and may be able to identify barriers to successful treatment. We continue our commitment to support new and established researchers, provide practical and applied research experiences for students and conduct clinically meaningful research.



**QUALITY
INITIATIVES**

Quality Initiatives

Our impact in 2020-2021



Quality Improvement Plan



Client, Caregiver and Family Advisory Committee



Client Experience Survey



Peer Audit Review

Quality Service and Accreditation



Radius' commitment to high quality client care and accountability is integral to our goal of building a future free from abuse, neglect, and violence. Through continual evaluation and quality improvement initiatives, we can verify that our efforts meet professional standards, and identify areas that may benefit from changes to enhance the efficiency and effectiveness of our services.

Radius successfully achieved Primer Award Status with Accreditation Canada in November 2019. The Accreditation Primer required us to meet over 70 standards in key areas such as strategic planning, governance, service delivery, communications, human resources, ethics, and risk management. Radius' Quality Team meets monthly to discuss and advise on various projects, and in 2020/21, the bulk of committee activities centered on preparing for the next step in our accreditation journey, Accreditation Canada's Qmentum program. In June 2022, Radius will undergo a rigorous external review to ensure that our services meet approximately 400 national and global standards for safe and effective care in four main areas including: Governance, Child & Family Services, Infection Prevention & Control (IPAC) and Leadership.

Quality Improvement Plan

A critical standard for accreditation is the development and implementation of a quality improvement plan (QIP). The QIP documents Radius' yearly quality improvement initiatives and progress toward predetermined goals. As such, the QIP is Radius' roadmap to improving outcomes for the children, youth, and families that we serve. Radius' first QIP was developed in 2019. In 2020/21, the Quality Team reviewed the indicators selected in the initial QIP and monitored data collected to establish baselines for our performance. In January 2021, the organization also administered two staff surveys, the Worklife Pulse Tool, and the Client Safety Culture Tool developed by Accreditation Canada to measure staff views on worklife and client safety culture. We are excited to report very high response rates for survey completion (100% and 96%). Results from these surveys and other tools will be used to inform Radius's Quality Improvement Plan and employee engagement plan moving forward.

Client Experience Survey

Another standard for monitoring and improving quality and safety involves the selection and implementation of a client experience survey. A subcommittee of Radius' Quality Team were tasked with developing a survey that both meets Accreditation Canada's requirements and reflects the specialized nature of services provided at Radius. The resulting survey includes 35 multiple-choice and 8 open-ended questions. Results will be analyzed to determine what realistic changes/improvements can be implemented in response to the survey responses received from clients and caregivers.

Client, Caregiver and Advisory Council

Radius is committed to client centred care, which Accreditation Canada says, "fosters respectful, compassionate, culturally appropriate, and competent care that is responsive to the needs, values, beliefs and preferences of clients and their family members, and speaks to a 'mutually beneficial partnership between clients, families, and service providers.'" Many standards in Accreditation Canada's Qmentum program necessitate input from clients and families. Feedback from the children, youth and families Radius serves is required on a range of activities and policies, including service delivery, physical space, personnel training, record keeping, client safety, and targets for quality improvement initiatives. Members of the Quality Team spearheaded efforts toward obtaining input from clients and caregivers, developing terms of reference, and coordinating a group of volunteers to serve as Radius' inaugural Client, Caregiver, and Family Advisory Council. We look forward to receiving the committee's feedback!

Peer File Audit

Members of the Quality Team were also busy designing an audit procedure for clinical files at Radius. Clinical and administrative staff will be assigned to a quarterly review of physical and electronic documentation to ensure files are compliant with professional and organizational standards. The benefits of this process will not only ensure that our record keeping meets the guidelines required by Accreditation Canada but will also provide additional opportunities for training and peer consultation, thereby ensuring adherence to best practices. The first cycle of Radius' peer file audit is scheduled in September 2021.

**COMMUNITY
SUPPORT**

The Key to Increasing our Impact



Successful, Innovative Events



Support from Funders



A Dedicated Group of Volunteers and Supporters



Donors, Sponsors and Partners

Successful, Innovative Events

Like many things, fundraising was impacted by the pandemic in 2020-2021. Our annual Gala was cancelled as was the Moon in June Road Race. Fortunately, the communities we serve came together to support the fundraising initiatives Radius was able to host.

Shine a Light on Radius – June 2020

The pandemic meant pivoting from in-person events to virtual. Our fundraising department had to get creative to help meet the needs of the communities we serve. Shine a Light on Radius was a social media campaign that helped raise funds and awareness.

Tournament of Hope – Monday, August 24th, 2020

The Tournament of Hope, held at Piper's Heath Golf Course, was a big success! The tournament hosted 98 golfers, for a great day of golf, camaraderie, and fun. With the help of record-breaking sponsorship, an online auction and community support, the tournament raised over \$30,000.

Special thanks to our lead sponsors; Ash Grove Cement, Cogeco, Civitan Club of Oakville, Baicorp Financial Inc. and Royal LePage Real Estate Loretta Phinney, Brokerage as well as the numerous Hole Sponsors.

The Tournament of Hope would not be a success without the hard work of the golf committee. Thank you to the 2019-2020 committee, Chair, Michael Phinney, Andrew Czuchnicki, Matthew Vezina and Ann Mulvale for your dedication to building futures free from abuse.

Radius Holiday Bazaar – November 2020

The Radius Holiday Bazaar was quite successful. The bidding was very competitive for this online auction, which raised nearly \$4,000 for Radius. Thank you to all the volunteers who helped with the amazing auction items including: Dianne Sadler, Cheryl Tym, Remington Sadler, Catherine Moore, Susan Walkinshaw and Flora Bishop.

Giving Tuesday – November 30th, 2020

Giving Tuesday is a global movement dedicated to giving back. It's a time when charities, companies, individuals, and communities come together to make a difference. Radius has been involved with Giving Tuesday for several years raising much needed funds and awareness. It is a great opportunity to share our mission and values. (raised \$1,350)

“United Way Halton & Hamilton is proud to have invested funds into Radius Child & Youth Services for over 10 years. Radius is an important part of our community’s network of social safety supports, providing critical services to support children, youth and their families. Since the emergence of the COVID-19 pandemic, children and youth across community have been disadvantaged, experiencing behaviour challenges that have negatively impacted their mental health. It’s important to continue to provide investments into these programs to support those who have been affected by interpersonal abuse.”

**BRAD PARK,
PRESIDENT & CEO
UNITED WAY HALTON & HAMILTON**

“Radius Child and Youth Services is a great example of a community organization that is helping to strengthen the health, safety and well-being of our residents. We are pleased to support their important work through the Halton Region Community Investment Fund as they deliver mental health services for children and youth in Halton.”

**HALTON REGIONAL CHAIR
GARY CARR**

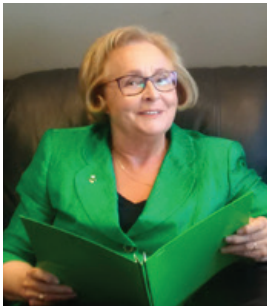
“Since 2000, The Oakville Community Foundation and its Fundholders have been proud to support Radius Child and Youth Services in their goal to build healthy futures for children, youth and their families that are free from abuse, neglect and violence.”

**OAKVILLE COMMUNITY
FOUNDATION**



Cheryl Tym

Cheryl joined the Radius Spring Event committee 4 years ago and has since become one of our lead volunteers. As an ambassador for Radius, Cheryl shares our mission and raises awareness about the amazing work that Radius does. Cheryl's dedication and hard work have made a big difference in many fundraising initiatives, as well as helping to create new community partnerships. Cheryl, thank you for everything you do to make a difference.



Ann Mulvale

Ann has been an advocate for Radius for many years, starting with her days as Mayor of Oakville and Chair of the United Way of Halton & Hamilton. Through her volunteering with St. Jude's Anglican Church, Ann joined the golf committee several years ago and has helped raise funds and awareness for Radius. Ann, thank you for your continued support and dedication.



Bob Cowan

Host of CHCH Morning Live, Bob Cowan has lent his talent and support to Radius. Bob has been Master of Ceremonies and auctioneer at our annual Galas and helped to share the mission and clinical expertise of Radius by conducting interviews on CHCH Morning Live. Mr. Cowan's support has helped raise a tremendous amount of awareness for Radius and his continued support helps children, youth and families affected by abuse, neglect, and interpersonal violence. Thank you, Bob, for all that you do for Radius and the children and families we serve.

Our Supporters

We are very fortunate to have such a dedicated, hard-working community of support. A group of partner organizations, and individuals who work tirelessly to ensure that each and every child, youth and family we see receives the therapy they need. Without our supporters, we would not be able to lead the way to a bright and healthy future. Thank you!

Our Funding Partners:

Ministry of Health and Long-Term Care
Ministry of Children, Community and Social Services

Foundations and Service Clubs:

Civitan Club of Oakville
Halton Region Community Investment Fund
United Way of Hamilton & Halton
Lions Club of Oakville
Liuna Ontario Provincial District Council
Oakville Community Foundation
I.O.D.E.
The May Court of Oakville
The Rotary Club of Oakville Trafalgar Foundation
The Rotary Club of Burlington Central
Mackenzie Investments
Strategic Charitable Giving Foundation

Supports and Donors:

Ash Grove Cement Company
Royal LePage Real Estate Services, Loretta Phinney Brokerage
AMJ Campbell Moving & Storage
Baicorp Financial Inc.
Cogeco

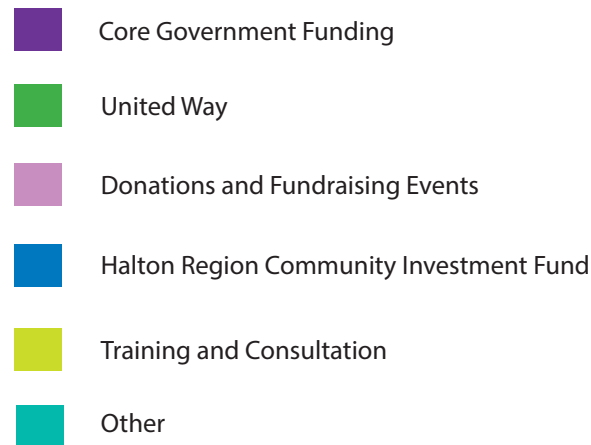
Cam Barnes
Billyard Insurance Group
Flora Bishop
Royal LePage Real Estate Services, The
Cardamone Group Brokerage
Rennie Cercone
Deeth & Co, LLP
Diana Sadler
Harry Ferguson
Forestwood Homes
Christina Fox
Halton County Law Association
Halton Regional Police Services
Nancy Hastings
Interface Construction Group Inc.
Invidiata Real Estate
Soleil Salon & Spa
Dona Justice
Kopriva Taylor Community Funeral Home Inc.
Hsiu Chin Mark
Allison & Tyler Marshall
Ingrid Mayr
Ilona Kopriva
Carolyn McCarney

Dianne Sadler
Greg Pace, Pace Performance
Moon in June Road Race
Catherine Strongman
Matthew Vezina
Claire Gillies
Usha Seruwan
Esther & Donald Shaye
United Parcel Service
Susan & Jonathan Walkinshaw
Anthony Odoardi
Scott Wilkinson
Eve & Peter Willis
Leeling Yuen
Pat & Jane McCarney
Gerald Telford
Longo's
Grocery Gateway
Cheryl Tym
Ann Mulvale
Parklane Mechanical Acoustics
Colourfast
Bell
The Source
Gordon Food Services

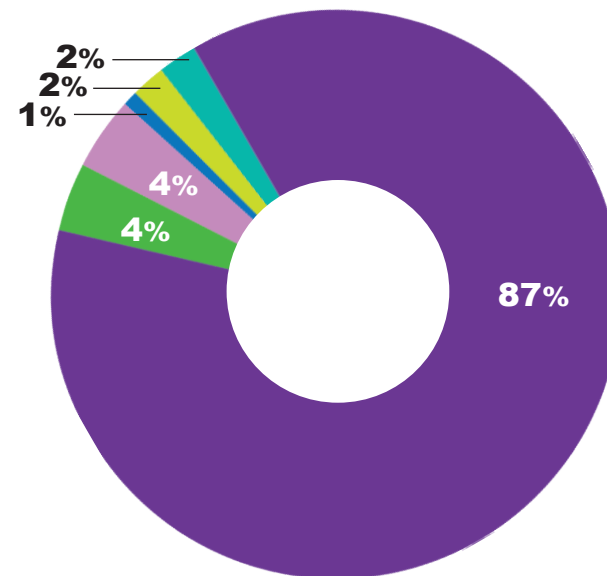


Disclaimer: Every effort has been made to ensure the accuracy of this list. If an error has been made, please accept our sincerest apologies. If you would like more information about our donor listings, about how to make a gift to Radius Child and Youth Services or would like to update your name for the purpose of recognition, please contact: Margaret McConnell at 905.825.3242.

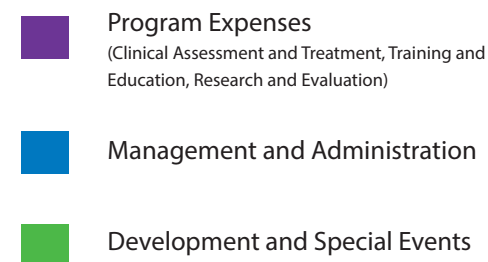
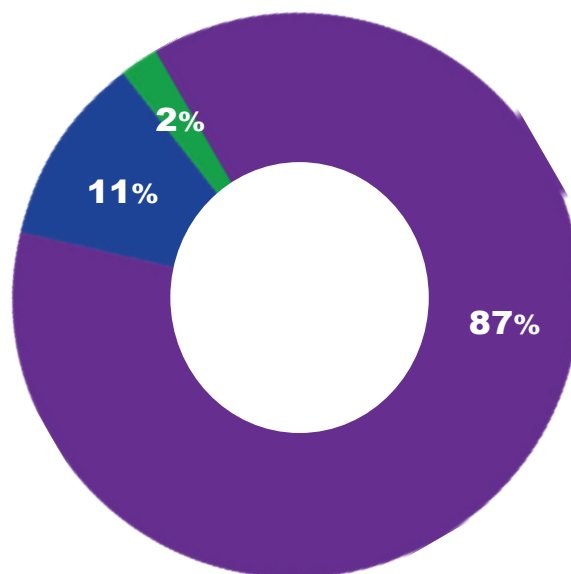
**FINANCIAL
SUSTAINABILITY**



Revenue
Total Revenue: \$3,635,516



Expenditures
Total Expenses: \$3,612,523



Our Funding Partners:

Ministry of Health and Long-Term Care
Ministry of Children, Community and Social Services
United Way Halton & Hamilton
Halton Region Community Investment Fund





Radius Child & Youth ServicesTM
PREVENTION • INTERVENTION • RESEARCH

Radius Child and Youth Services

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1 Eva Road, Suite 216 | Etobicoke, ON | M9C 4Z5

P: 416.744.9000 | F: 416.744.7776

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Charitable Registration #
137412656RR0001

