




Radius Child & Youth Services™  
PREVENTION • INTERVENTION • RESEARCH

# ANNUAL 2021-2022 REVIEW



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## 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.**

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# A MESSAGE TO OUR COMMUNITY

**Dear Friends,**

Over the past year, as Radius Child and Youth Services emerged from lockdowns and other restrictions that impacted our in-person operations and services to clients during the pandemic, our clinical and operations team were able to significantly enhance the volume of clients and families we served. Our congratulations to all Radius staff for this outstanding achievement.

The pandemic has changed the way people work and deliver services in many organizations. At Radius, the fast evolution to virtual client services, online course and consultation delivery and staff work-at-home arrangements has also altered the way we work. These changes will have a long-term impact. While in-office participation by our staff is important for team development and sharing best practices, we also recognize the need to balance this aspect of their responsibilities with home office work as this is the hybrid model for the future. This new way of working is also an important response to the first goal of our strategic plan to address the well-being of our staff.

From its creation in 2018, the Radius Training Institute (RTI) is now recognized as a pre-eminent provider of specialized training and consultation services for difficult trauma and prevention cases, to clinicians in other organizations. In the past year, almost 2,500 participants received RTI training and consultation. The RTI is a very important strategic initiative for Radius' future as interest in RTI programs is now expanding across Canada and internationally.

As this report is being prepared, we received confirmation in late June from Accreditation Canada that Radius achieved Qmentum status with Exemplary Standing. This outstanding result culminates from many hours of preparation work over the last two years that were required of staff, in addition to their regular duties. We congratulate them for this achievement. The Radius accreditation review evaluated the policies and procedures we have in place to comply with over 400 rigorous global standards that directly relate to our operations. The Accreditation Canada review team were particularly impressed by the positive feedback they received directly from our clients about the services they receive.

The pandemic has continued to impact our fundraising initiatives and 2021-2022 was no different. Our Annual Gala was cancelled for the second year in a row and other events such as the Moon-in-June Run for Radius were impacted. Like other aspects of our operations, the fundraising team has adapted to this reality by creating a virtual Chef-at-Home event and altering the format of the annual golf tournament – The Tournament of Hope. We would like to extend our deep appreciation to the many volunteers, event sponsors, participants and donors who contributed their time to support Radius. They truly believe in the work that Radius delivers to support children and families in our communities.

The Board of Directors has also experienced changes over the last year. We lost Andrew Tyrrell due to his heavy work load and other commitments and Scott Wilkinson reached the end of his fourth two-year term which, under our bylaws, requires a member of the Board to retire. We appreciate the contribution and expertise these retiring volunteer members of the Board contributed to Radius over many years. We welcome April Cotton, Claudia McKoy and Charles Payette as they bring unique expertise and experiences as new members of the Board. Continuing members Jennifer Charlebois, Christina Fox, Carolyn McCarney and Michael Ras are highly valued for their contribution to the governance role of the Board.

With these achievements, contributions and the hard work ahead, we are working towards a brighter, healthier future for the families and communities we serve.

**Allan Bishop**  
Executive Director

**Anthony Odoardi**  
Board President



# OUR BOARD OF DIRECTORS

**Anthony Odoardi**  
*President*

**Jennifer Charlebois**  
*Member-at-Large*

**Christina Fox**  
*Treasurer*

**Claudia McKoy**  
*Member-at-Large*  
*(joined subsequent to March 31/22)*

**Michael Ras**  
*Member-at-Large*

**Andrew Tyrrell**  
*Vice-President*  
*(retired May 2022)*

**April Cotton**  
*Member-at-Large*

**Carolyn McCarney**  
*Secretary*

**Charles Payette**  
*Member-at-Large*  
*(joined subsequent to March 31/22)*

**Scott Wilkinson**  
*Member-at-Large*  
*(retired May 2022)*



# STRATEGIC PLAN 2021-2023

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01

**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

2

Increased Access to Timely, Efficient, Safe and Inclusive Services

3

A Sustainable Revenue and Community Engagement Model

4

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

5

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

## 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.

## 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 Everyday
- Better Together

# CLINICAL SERVICES 02

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The clinical services team had another challenging year and once again the staff and partners of Radius have risen to the occasion. Despite the hardships that the pandemic brings, we have continued to provide top quality services to all the children and families that we serve.



## Our impact in 2021-2022

# 559

children, youth and families/  
caregivers received service.



## 105

children and  
youth received  
assessment  
service.\*



## 133

children and  
youth received  
treatment  
service.\*



## 84

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

\*These numbers do not add to the sum of 281 (referred to on page 11) as many of our clients accessed more than one service during the fiscal year.



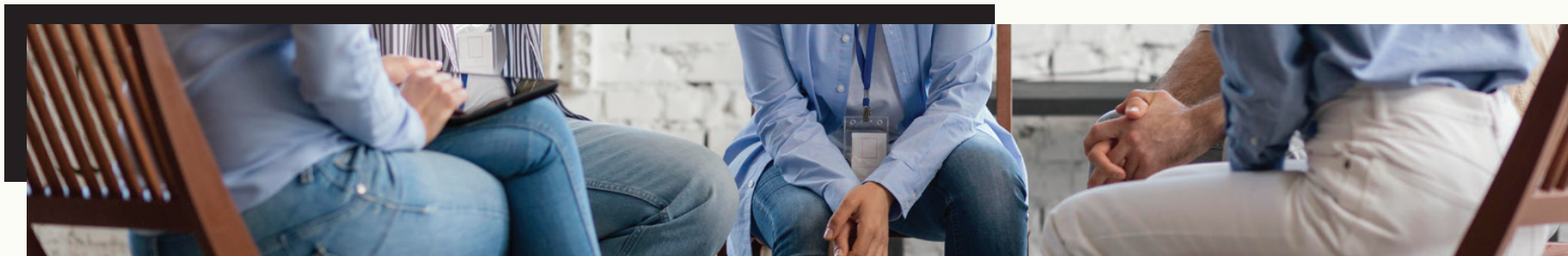
## A NOTE FROM OUR DIRECTOR OF CLINICAL SERVICES

We have had another challenging year and once again the staff and partners of Radius have risen to the occasion. Despite the hardships that the pandemic brings, we have continued to provide top quality services to all the children and families that we serve. And although I have known for some time that our policies, procedures and services are top-notch, it was wonderful to have that validated through our outstanding accreditation review. I commend our entire staff group as they worked very hard to showcase all of the offerings at Radius. As we look forward to the coming year, our prioritization of equity issues is in line with our overall strategic direction and mission. Radius is dedicated to anti-violence and whether that violence is constituted through the oppressive practices of racism, or through intimate and interpersonal abuse, it needs to stop. To that end, our Youth Dating Violence Program continues to thrive, and we are filling a long-standing gap in the efforts and services to reduce intimate partner violence.

The pandemic brought an unprecedented deluge of new trauma referrals, and subsequently created a waiting list that is longer than anyone anticipated. While we would need an army of therapists to meet this need, we are nonetheless excited about the expansion of our online offerings to families while they wait for assessment services, and we've employed a great deal of creativity in dealing with this waitlist. During this past year we have also expanded our internship program and I am delighted to welcome our interns - as well as several students - to our midst. Hopefully these new additions will someday join our team of anti-violence therapists. I'm also proud that despite everything that the pandemic threw our way, we continued to provide services and keep our doors open (virtually or otherwise) to our many varied clients.

I look forward to the challenges of the upcoming year and I expect that our staff team will continue to meet them head-on and in their exemplary fashion. I know that we will continue to demonstrate our compassion for our clients, co-workers, and community partners, and I ask that we also turn this compassion inward as we continue to do our best in an era of much change and uncertainty.

BENTE SKAU, DIRECTOR OF CLINICAL SERVICES



## Intake Services

2021-2022 was a busy and productive year for the Radius Intake Department.

As we worked through the second year of the pandemic, we demonstrated a consistent ability to meet the community's need for specialized assessment and treatment services. We continued to accept an increasing number of intakes and referrals while many other community-based programs remained closed or paused.

Our Intake team ensured they maintained regular contact with our clients and their families/caregivers during this challenging period. We were also able to offer more supportive services including:

### Parent/Caregiver Workshops:

Throughout 2021-22, 25 caregivers were enrolled and provided support while waiting for direct clinical services.

### Clinical Consultations:

During this fiscal year, Radius provided 31 clinical consultations with 70 participants to Children's Aid Societies throughout the province.

In early 2022 we also furthered our existing partnership with BOOST Child and Youth Advocacy Centre through supporting the intake of brief mental health service clients. This collaboration has allowed us to provide more intake coverage and support across all programs, a role historically staffed by BOOST.

We continue to be proud of the compassionate, empathetic, client-centred service our Intake team provides as the first point of contact for clients, families, caregivers and our community partners.

25

caregivers  
enrolled in  
workshops

31

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.

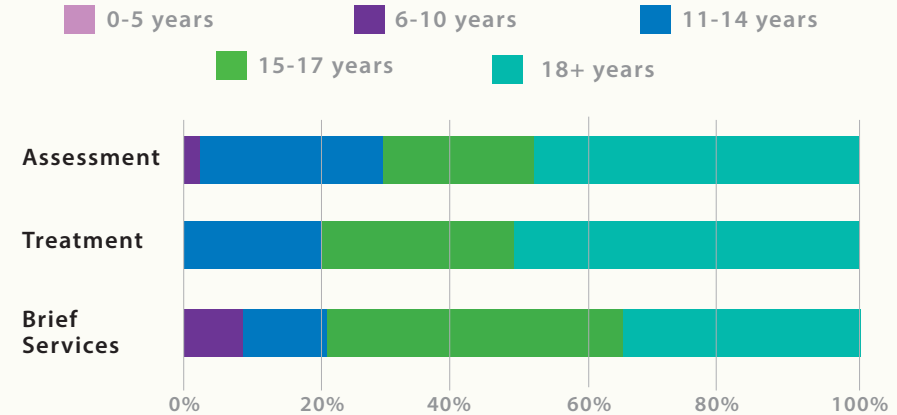
## Treatment Services

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.

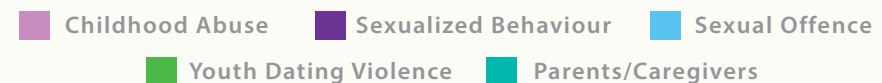
## Brief Services

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



Total = 281  
children, youth and families/caregivers who  
received clinical services (excluding intake services).

## **Anti-Racism Anti-Oppression Committee**

Our commitment to equity, diversity, and social justice is enshrined within Radius' new strategic plan, as we prioritize anti-racist and anti-oppressive (ARAO) practices within our services and relationships. In 2021/22, Radius' ARAO committee continued to acknowledge and bring awareness to several social justice issues via various social media platforms. An external consultant has conducted focus groups with staff and has begun reviewing Radius' policies and recommended strategies to increase the relatability of our staff group and office space to the diverse communities that we serve. We would also like to acknowledge the work of our sub-committee who has been working hard to ensure that services at Radius are based within a decolonizing framework and to understand and mitigate the impacts of colonization in our organization.

## **Joint Health and Safety Committee (JHSC)**

The JHSC continued to be kept busy by the pandemic which allowed for great learning in pandemic response. This enabled the JHSC to be more nimble, responsive, and creative in ways to keep everyone healthy. A big success in improving pandemic responsiveness was having the Manager of Clinical Operations join the JHSC, allowing the overlap of administrative and clinical leadership for more seamless workplace health and safety transitions in policies and processes. Beyond the pandemic, the JHSC was tasked with reviewing and working to meet standards under the functional area of Infection Prevention and Control as Radius prepared for their Accreditation Canada survey in June 2022. This had the entire agency participating in quarterly health and safety trainings to streamline knowledge dissemination, engage all employees, and ensure that everyone at Radius is responsible for health and safety. This process has helped health and safety be in the forefront of everything that Radius does, and harness the power of prevention.

## **Health and Wellness Committee**

As we stepped into the second year of the pandemic, staff health and wellness continued to be a focus at Radius. Radius' Health and Wellness committee teamed up with the Social Committee to provide staff with creative ways to promote health and wellness. We planned events and activities that targeted the mind, body and spirit such as yoga, improv, expressive arts and physical activities. In 2021/2022, the Radius team completed the "Around the World" walking challenge, where we walked 15,599km and visited 39 different cities!





11

**youth received  
intake services**

6

**youth received  
assessment  
services**

5

**youth received  
treatment services**

## **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). Much 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 is part of the service offering.

This year, YDV staff:

- Presented on youth dating violence and the YDV program to post-secondary institutions (eg. Western University's Learning Network, Georgian College and Ontario Tech University), school boards, the Probation Officers Association of Ontario Conference, family and community service agencies (eg. SAVIS of Halton, Canadian Caribbean Association of Halton), and the Conseil Scolaire Catholique MonAvenir.
- Created promotional videos: [www.youtube.com/ydv\\_program\\_overview](http://www.youtube.com/ydv_program_overview) and [www.youtube.com/ydv\\_resource\\_video](http://www.youtube.com/ydv_resource_video)
- Completed a literature review on The Risk Factors for Young People to Engage in Dating Violence was completed, and was presented at the IVAT (Institute on Violence, Abuse and Trauma) Hawaii conference.
- The YDV program was featured in the following:
  1. Inside Halton: [www.insidehalton.com](http://www.insidehalton.com)
  2. Western University's Learning Network: [www.vawlearningnetwork.ca](http://www.vawlearningnetwork.ca)
  3. Instagram Live with @TheAlmaTherapy: [www.instagram.com](http://www.instagram.com)
  4. CHCH News: [www.chch.com](http://www.chch.com)
  5. City News: [www.toronto.citynews.ca](http://www.toronto.citynews.ca)
  6. Your TV Halton (through Cogeco) on the topic of Teen Dating Violence.





## YDV Program Evaluation

As there are no known dating violence programs similar in scope and functioning, we recognized the importance and benefits of conducting a multi-year evaluation of our newly developed YDV Program. We realized the importance of not only evaluating client and treatment outcomes, but also determining whether each program component functions as intended. We determined that a theory-based evaluation model would be beneficial for evaluating the processes, procedures, and efficacy of all program components; this evaluation method is designed to identify strengths and challenges at each stage of clients' progress through the program.

During 2021-2022, the evaluation team collaborated with YDV's program managers to develop and implement a comprehensive theory-based program evaluation protocol. Throughout the year, the evaluation team reviewed relevant research and evaluation documentation, identified and developed multiple data collection forms, and recruited participants. Evaluation data was collected anonymously and voluntarily from community-based professionals, referral sources, intake staff, assessors, clinicians, and clients. Participants provided feedback regarding outreach initiatives, referral processes, intake procedures, and assessment and treatment services. Additionally, psychometric and file review data was collected to explore treatment impacts and outcomes. Data collection will continue into 2023.

As Radius values evidence-informed practice, the comprehensive YDV evaluation results are expected to have multiple benefits. The results will inform our YDV Program's service-delivery and programming, as well as provide valuable evidence that may assist regional, national, and international service providers who are developing and implementing services for youth who have engaged in violence against a dating partner.



### Radius Unconditional Furry Friend (RUFF) Program

Radius is thrilled to report that our RUFF program is finally up and running after many pandemic-related delays to the onset of the program. Lexus now spends time at both office sites and has regular clients who look forward to having her in session for cuddles, pets, and help with emotion regulation. Responsibilities for Lexus' transportation and care onsite and off have been shared by several staff members. Lexus has shown us her exceptional capacity as an

emotional support dog through her gentle, affectionate manner and attunement to the emotions of even our youngest clients. She is a wonderful companion to whomever she is spending time with. We are grateful that Lexus has continued to be in good health, meeting all related expectations from the Lions Foundation of Canada Dog Guides. We look forward to seeing the RUFF program further expanded to include more staff and clients in the coming year.

## **TRAINING AND CONSULTATION**

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Since the formal inception of the Radius Training Institute (RTI) in 2018, the Institute has grown in training and development for staff, partners and interested communities well beyond our service area. The RTI has become a highly valued source for consultation and training support of the delivery of specialized services locally, provincially, nationally, and internationally.



## Our impact in 2021-2022



# 2,493

individuals participated in training and consultation events and community of practice groups.



# 388

individuals participated in 60 separate community of practice and consultation events.



# 2,105

individuals participated in 119 training events.



# 179

total training events occurred throughout 2021-2022.

## Radius Training Institute: Highlights 2021-2022

Radius is a learning organization which means we believe in evidence-informed practice, and most importantly, sharing information, resources, and expertise across the organization and beyond. Since the formal inception of the Radius Training Institute (RTI) in 2018, we have grown in training and development for staff, partners and interested communities well beyond our service area. We have become a highly valued source for consultation and training support of the delivery of specialized services locally, provincially, nationally, and internationally.

Although the pandemic brought with it many challenges for us all, it allowed the RTI to hone and adapt the delivery of our advanced clinical training services to a virtual format. We launched the [www.radiusinstitute.ca](http://www.radiusinstitute.ca) website which created a more accessible and cost effective training for participants interested in learning how to specialize in our field. Child abuse is preventable and healing from abuse is possible, thus we are eager and motivated to support professionals in the field to do this in a client- and family-centered manner.

The Radius Training Institute would not function without its Clinical Therapists who deliver our training services. A special thank you to the original RTI founding members: Bente Skau, Sean Basarke, Nancy Falls, Franca Iannotta, Heather Barbour, and Melissa Maltar; our adjunct faculty: Nancy Rumble, Jacqueline Davis, Jennifer Felsher, and Tracey Curwen; and our Radius Clinical Therapist Experts: Angie Lau, Amanda Gardiner, Natalie Villeneuve, Michael Davis, Kelsey Harford, and Sara Handler. They have all invested their time and energy to make this training year the busiest ever.

Behind all RTI operations is Megan Rees-Jones and Allison Swanson. Megan co-ordinates, organizes, and supports the planning effort of the RTI. Allison has been fundamental in assisting us with the technical side of the RTI, inclusive of website, design and expanding media attention and reach.



## **Radius Training Institute: Highlights 2021-2022**

### **Retirement of Nancy Falls**

Nancy Falls formally retired from her role as Manager of Training and Consultation of the RTI in July 2021. It was Nancy's dream to create a formalized Training Institute for decades leading up to the inception of the Radius Training Institute in 2018. "She believed she could, so she did" encapsulates her motivation and drive. Nancy's vision was to create a Training Series for clinicians who work with children, youth and families who have experienced interpersonal abuse or who have children engaged in sexually abusive behaviours. Over her tenure, she has been responsible for organizing and facilitating training for: 5,886 participants over 249 events, most of which were full day workshops internationally, nationally, provincially, and locally. Additionally, Nancy established Communities of Practice to support and partner with agencies to deliver assessment and treatment services to children, youth and families using a consistent set of skills and treatment best practices tailored to the child, youth and family. The intention of the Community of Practice was to support the transfer of learning and enhance the skill set of the clinical staff who are delivering these services. In her work Nancy has supported 1,252 psychotherapist participants over 154 Community of Practice events within Ontario and nationally. Nancy will continue her passion, positivity, and relational style supporting clinicians to specialize in this field as a RTI faculty member.

### **Training Institute Website**

During this fiscal year we developed and launched the Radius Training Institute website. This is a partner site of Radius Child and Youth Services focused specifically on our training offerings and online courses to provide users with an organized means to register and access training content digitally. This will also be where parents, caregivers, and those interested in learning how to support a child who disclosed sexual abuse or a child who has engaged in concerning sexual behaviours (who is under 12 years old) can access two online courses. These will be launched in the second quarter of the 2022-2023 fiscal year. This course development would not have been possible without the partnership of Thrive Child and Youth Trauma Services in Hamilton. We hope to reach a large caregiver audience with the completion of these courses. Stay tuned!

### **Professional Development**

Our clients are at the center of everything we do at Radius. As such, the RTI recognizes that investing in our Clinical Therapists with specialized training, support, supervision, peer consultation, mentoring, and access to multi-disciplinary professionals and resources is necessary in order to provide high quality care to very complex family issues. We have now formalized our training program whereby new Clinical Therapists benefit from a two-year training program to build service knowledge and expertise. We are proud to offer opportunities for paid clinical intern positions geared toward igniting an interest and passion into this specialized area of therapy. Our hope is that these positions will offer a learning opportunity aimed at gaining specialized experience in supporting children and youth impacted by abuse.





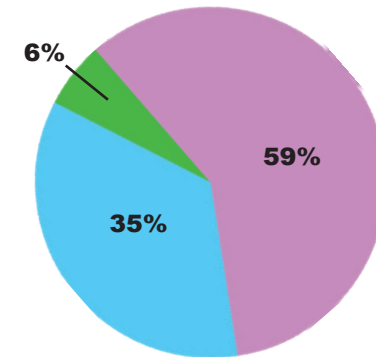
## Training in Iqaluit, Nunavut

In partnership with the Government of Nunavut's Territorial Mental Health Team, the Umingmak Centre in Iqaluit, and the Radius Training Institute, a 5 day in-person training in Iqaluit, Nunavut was hosted for those who provide and support the delivery of trauma services to children and youth in the territory. Our aim was to collaborate in the development of an approach to healing from trauma that is based on Inuit Societal values, the current evidence related to trauma assessment and treatment, and one that is relevant and sustainable. Our belief is that the approach must be developed by Nunavummiut for Nunavummiut. These efforts involved 455 participants and 24 unique training sessions over this 5-day event. RTI continues to support clinicians providing trauma-specific assessment and treatment services in the territory via Community of Practices.



## Overall Satisfaction - Trauma Series

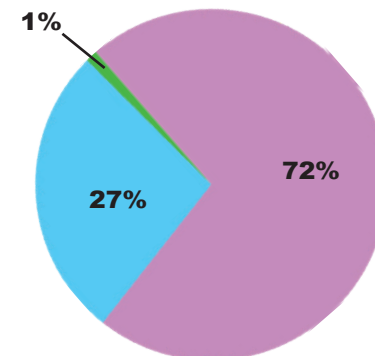
Very Satisfied Satisfied Neutral



Total = 240 participants  
over 10 half training days and 30 hours of training

## Overall Satisfaction - Prevention Series

Very Satisfied Satisfied Neutral



Total = 159 participants  
over 10 full training days and 70 hours of training

# RESEARCH 04

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The research team continued to work on several important initiatives throughout 2021-2022. Research consultation and support, research projects, conference presentations and professional trainings were among the highlights.

## Our impact in 2021-2022



**4**

**Proposals reviewed by the Research Ethics Committee**



**3**

**Proposals reviewed by the Research and Development Committee**



**4**

**Peer reviews for child abuse journals**



**5**

**Trainings and conference presentations**



**3**

**Student research projects were supported**





# RESEARCH ACTIVITIES

## Research Consultation and Support

Radius' Research team provided consultations to multiple national and international professionals (e.g., agencies in Sweden, Scotland, and Canada) regarding clinical implications and applications of research evidence, research methodology, and statistical analyses. The research team supported three graduate students' research projects and multiple journal editors requested peer reviews of empirical research manuscripts, of which three were completed.

## Research Projects

We continued to conduct research focused on our primary client groups. Over the year, data was collected for six projects; some of which focused on i) understanding sibling sexual abuse victims' thoughts regarding repercussions for their perpetrators, ii) exploring the pandemic's impact on trauma, clinicians' functioning, and clients' treatment experiences, and iii) investigating clients' and parents' sexual abuse knowledge and beliefs.

In addition to our own research projects, Radius participated in two external research projects. As evidenced by our involvement in internal and external research projects, Radius values and supports research that increases knowledge about the characteristics, experiences, needs, and treatment outcomes of our client groups.

# RESEARCH ACTIVITIES

## Conference Presentations and Professional Trainings

The research team presented at 5 conferences and professional trainings. Various research team projects were presented at the 19th Annual Violence & Aggression Symposium (University of Saskatchewan), and at the Continuum of Services for Adolescents Who Have Sexually Offended Conference. In addition to conferences, the research team was involved in the Training Institute's online prevention series; specifically, our presentations focused on research evidence and applications regarding: i) the characteristics of children who engage in concerning sexual behaviours, and ii) identifying the intervention needs to decrease children's potential to repeat concerning sexual behaviour.

## Research Development and Research

To support Radius' research functioning, we rely on 2 committees: i) the Research & Development Committee (RDC), and ii) the Research Ethics Committee (REC). These Committees were established in 2017 to ensure ethical research practice and promote research initiatives that are relevant to Radius' clients, services, and practices.

The RDC engaged in the following activities over the year: reviewing internal and external research project proposals; discussing research supports, needs, and initiatives; developing common data collection methodologies and documentation; and developing research protocols related to health, gender, sexual orientation, and race equity.

The REC reviewed a total of four ethics proposals over the year. In addition, the REC completed revisions and updates to the guidelines, conducted research ethics training, as well as reviewing and revising various research and ethics protocols and procedures.





# QUALITY AND SAFETY INITIATIVES

# 05

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2021-2022 was a highly eventful year for quality and safety at Radius! Read on to hear about some of the important initiatives and achievements that were made.



## QUALITY TEAM OVERVIEW

**2021-2022 was a highly eventful year for quality and safety at Radius!**

We started the year by implementing the Radius' Client Experience Survey, an anonymous survey that asks clients and their caregivers to tell us about their experiences at Radius. Survey responses are then used to monitor and improve the delivery of safe and effective care at Radius. By completing the survey, clients and their caregivers can help us determine whether changes should be made to improve the quality of our services. Hearing the client's voice is a critical component of client-centered care and helps to ensure that we are providing high quality care to best meet the needs of our community.

This year, the Client Experience Survey has yielded several opportunities for learning and quality improvement. Initial data collection challenges gave way to alternative strategies that allowed us to optimize survey completion rates. To this end, the Quality and Safety Committee has implemented a biannual survey blitz and continues to generate novel ideas for increasing survey completion. Feedback obtained from completed surveys has already identified areas for improvement. For example, early survey data indicated that relatively few clients (44%) understood Radius' complaints procedure. This prompted a comprehensive review of Radius' feedback and complaints procedures, which has resulted in several change initiatives aimed at improving understanding and communication among clients and staff alike. Moreover, the Client Experience Survey has been used to set targets and measure progress on Radius' quality improvement plan for 2022/23.



Radius' annual Quality Improvement Plan was developed with support from the Excellence through Quality Improvement Project (E-QIP), a provincial initiative that offers coaching to build quality improvement and data capacity among Ontario's community mental health and addiction agencies. Quality improvement plans are used across the public healthcare sector to communicate and track organizational progress toward quality improvement goals and strategic plans. In addition to evaluating the change initiatives implemented to improve survey completion and clarifying our feedback and complaints procedure, Radius' 2022/23 Quality Improvement Plan will monitor performance on several targets, including hand hygiene compliance, psychiatric hospital admissions, equity in service access, and therapy outcomes.

# COMMUNITY SUPPORT 06

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The key to increasing our impact is through community support. Through successful, innovative events, support from funders, a dedicated group of volunteers and supporters, donors and sponsors we are able to raise much needed funds to support our programming and services.



## Successful, Innovative Events

Much like other operations at Radius, fundraising was impacted by the pandemic again in 2021-2022. Our annual Gala was cancelled for a second year in a row. Fortunately, the communities we serve came together to support the fundraising initiatives Radius was able to host.

### **Moon in June Run for Radius – June 2021 - Raised over \$20,000!**

Things were a little different at the 2021 Moon in June. With the uncertainty of the pandemic, the 2021 event was a virtual race with a TWIST. Participants ran the route on their own time over what would be our usual race weekend, Friday June 4th - Sunday June 6th. It was three full days of Moon in June to support Radius Child and Youth Services! The MiJ also rebranded the race for one year as The Run for Radius.

Radius Child and Youth Services has been MiJ's charity of choice for 14 years. The Run for Radius raised over \$20,000 for our clients. Thank you to Greg Pace of PACEPerformance and the entire Moon in June committee for their commitment and support.

### **Tournament of Hope – Monday, August 23rd, 2021 - Raised over \$35,000!**

The 2021 Tournament of Hope was a record year for Radius. With a full course of 144 golfers, and an amazing number of sponsors, the 2021 tournament raised over \$35,000. Although the weather was extremely hot, all participants had a great day of golf. Thank you to Piper's Heath Golf Club for running a great event. Special thanks goes out to all of our sponsors for supporting the work we do.

No event is successful without an awesome team of volunteers. The golf committee worked hard all year to ensure a successful event. Thank you to Michael Phinney, Ann Mulvale, Matthew Vezina and John Tancredi for your dedication to the clients we serve.

### **Chef-at-Home - Saturday, October 2, 2021 - Raised \$24,000!**

Due to the pandemic, the fundraising team and volunteers had to get creative to help bridge the gap between the community need for our services and current funding. The Chef-at-Home virtual event was a fun and interactive dinner party at home. Throughout the evening guests had the opportunity to interact, show off their cooking skills and learn more about Radius and the important work we do. An online auction ran in conjunction with the event to help us reach our fundraising goal.

Thank you to the Chef-at-Home committee: Cheryl Tym, Catherine Moore, Remington Sadler, Susan Walkinshaw, and Dianne Goldsmith and to all of our sponsors, participants, and donors. Your support helped us raise \$24,000!

### **Holiday Giving and Giving Tuesday – November and December 2021 - Raised over \$15,000!**

Each holiday season, volunteers, donors and supporters come together to raise funds for Radius and to help their clients in need. Centered around Giving Tuesday, a Global Day of Giving, the Holiday Giving Program at Radius raises funds with an online auction and through social media. The 2021 Program raised over \$15,000, a record for Radius. Supporters rallied together and stepped up to make a difference to children, youth and families in need and also to support wait list alleviation.



## A FEW WORDS FROM OUR SUPPORTERS

“

“I have supported Radius for over 16 years. I have done this because I strongly believe that the services they provide are of the utmost importance to our community. “Abuse” is a nasty thing, but when it applies to children and adolescents it is particularly hateful. These are the human beings who are the least able to help themselves. It is heartbreaking! I will continue to support Radius as long as I am able to do so.”

- Gordon Schottlander, Donor & Supporter

“

“I have never been lucky enough to have children of my own, and to know that some of these precious children in our community are being taken advantage of and abused is unthinkable. Radius is the “hand up” to help these children. Knowing Radius is working to break this cycle of abuse makes me want to do as much as I can to give these kids (and their kids) the life they deserve.”

- Greg Pace PACEPerformance,  
Moon in June Race Director

“

“United Way Halton & Hamilton supports Radius Child and Youth Services in alignment with our shared goals of supporting the health and development of children, youth, and families, and ending the cycle of abuse. Their high-quality programming ensures families are supported in compassionate, non-judgmental ways that have a positive impact across the wider Halton community. We are proud to continue these investments in Radius, a leader in abuse prevention, as they continue to offer their important, specialized services in our community’s network of social safety supports.”

- Brad Park, President & CEO,  
United Way Halton & Hamilton

“

“I volunteer and support Radius because I see the difference and impact that the Tournament of Hope makes. The children who suffer from abuse should not have to wait to speak to a therapist or wait to seek the help they so desperately need. I live and work in Halton and want to make a difference for my community.”

- Michael Phinney Tournament of Hope Chair,  
Supporter of the Year

"I came to join Radius several years ago at the urging of a friend and fellow committee member, Michael Phinney. Having previously been involved in other charity golf committees, I knew what great support a tournament like this can provide in terms of awareness and funding. Radius provides such an important service to the most vulnerable members of society in a time they need it most and it is never too late to provide hope to those suffering from abuse and neglect. Being a father to 5 children myself, I can't imagine a child having to go without a needed service like Radius provides and volunteering my time is one way I can try to ensure help is available to those who need it, when they need it."

- Matthew Vezina, Tournament of Hope Committee,  
Volunteer of the Year

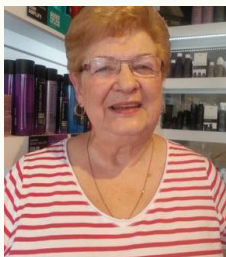
"I was introduced to Halton Trauma Centre/Radius through The Kiwanis Club of Oakville of which I am a member. Kiwanis supports programs that involve supporting The Children of The World. Once our club was involved with financial and fundraising functions, I was invited to join the fundraising team. I have always enjoyed being involved in the community, so it was an easy invitation to accept. During this time, I had a friend whose family needed an immediate service from HTC/RCYS. I was impressed with how quickly this need was addressed. It also showed me that funds raised from our committee plus other sources are so important in the community. I have always felt it an honour to be asked to join Radius Child and Youth Services as a volunteer."

- Catherine Moore, Chef-at-Home/Gala Committee,  
Volunteer of the Year



## **MORE WORDS FROM OUR SUPPORTERS**

## Volunteer and Supporter Spotlight



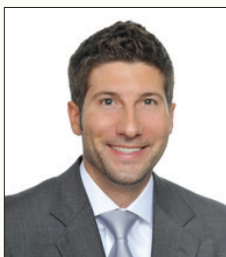
### **Catherine Moore - Volunteer of the Year**

Catherine has been involved with Radius for many years both as a representative for the Kiwanis Club of Oakville and as a volunteer. Mrs. Moore's hard work and dedication to making a difference for children and youth shines through in everything she does for Radius. As a committee member for both the Gala and Chef-at-Home events, Catherine shares her fundraising experience, motivating others to donate and support Radius.



### **Cameron Barnes - Donor of the Year**

Cameron truly believes in the importance of the work done at Radius. As one of Radius's lead donors, Cameron not only donates funds and auction items, but he also helps make connections within the community helping raise more funds for Radius. Cameron has become an amazing ambassador for Radius, sharing the Radius mission and encouraging others to add their support. His altruistic support to building futures free from abuse is inspiring and greatly appreciated.



### **Matthew Vezina - Volunteer of the Year**

Matthew has been involved with the Tournament of Hope for 6 years. As a committee member, Matthew not only works hard to make the tournament a success, but also encourages others to do the same through sponsorship and participation. As a father of 5, Matthew understands the importance of the services provided by Radius and wholeheartedly donates his time to ensuring that Radius's young clients get the help they need.



### **Michael Phinney - Supporter of the Year**

Michael is dedicated to alleviating the wait list at Radius. Through his work as Chair of the Tournament of Hope committee, Michael helps to raise awareness and funds for Radius. Michael's support and drive to help children and youth continues throughout the year. His support goes beyond his financial contributions, helping to organize fundraising videos for Radius, sharing his marketing and sales expertise, as well as sharing the Radius mission with others to garner donations and support.

## 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:

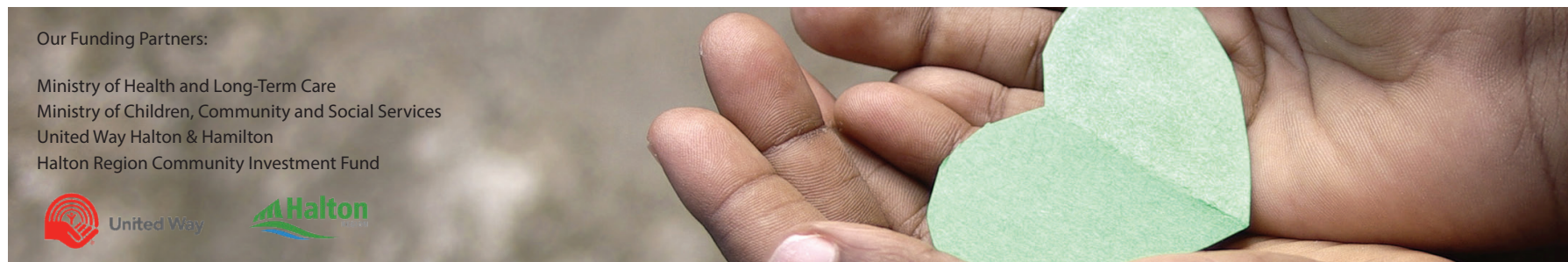
United Way of Hamilton & Halton  
Civitan Club of Oakville  
Halton Region Community Investment Fund  
Lions Club of Oakville  
Liuna Ontario Provincial District Council  
Oakville Community Foundation  
I.O.D.E.  
The May Court Club of Oakville  
The Rotary Club of Oakville  
Trafalgar Foundation  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

### Supporters and Donors:

Ash Grove Cement Company  
Royal LePage Real Estate Services, Loretta  
Phinney Brokerage  
Baicorp Financial Inc.  
Cogeco  
Cameron Barnes  
Billyard Insurance Group

Flora Bishop  
Royal LePage Real Estate Services, The  
Cardamone Group Brokerage  
Rennie Cercone  
Deeth & Co, LLP  
Diana Sadler  
Harry Ferguson  
Forrestwood Homes  
Christina Fox  
Halton County Law Association  
Halton Regional Police Services  
Nancy Hastings  
Interface Construction Group Inc.  
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  
The Westlake Team  
Anna & Michael Phinney  
Catherine Moore  
John Tancredi  
Remington Sadler  
Lisa & Godwin Kruitwagen  
Dianne & Rob Goldsmith  
Eve & Peter Willis  
Leeling Yuen  
Jim Trueland  
Pat & Jane McCarney  
Gerald Telford  
Greg Swanson  
Longo's delivered by Grocery Gateway  
Cheryl Tym  
Ingrid Mayr  
Ann Mulvale  
Dean Swanson  
Cynthia and Kevin Trotman  
Parklane Mechanical Acoustics  
Bell  
The Source  
Gordon Food Services



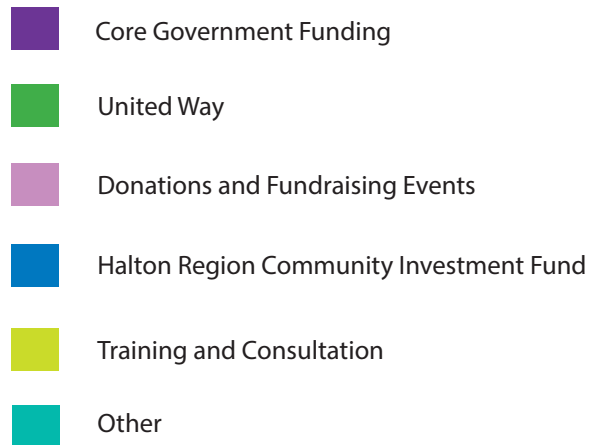
**Disclaimer:** Every effort has been made to ensure the accuracy of this list. If an error has been made, please accept our sincerest apologies. If you would like more information about our donor listings, about how to make a gift to Radius Child and Youth Services or would like to update your name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



# **FINANCIAL SUSTAINABILITY** 07

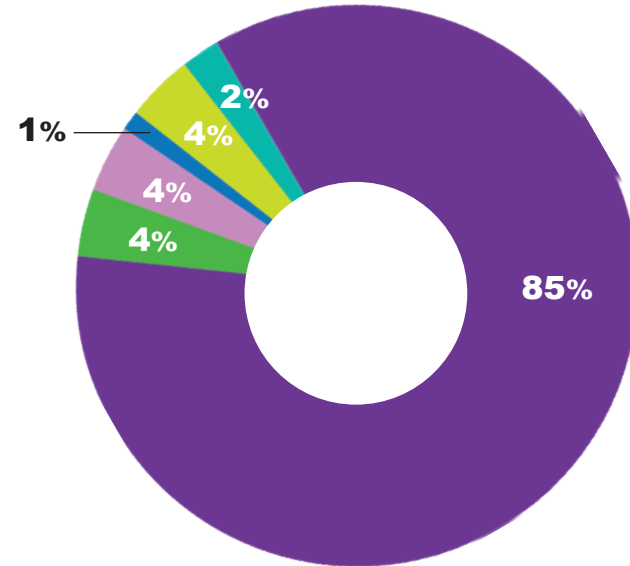
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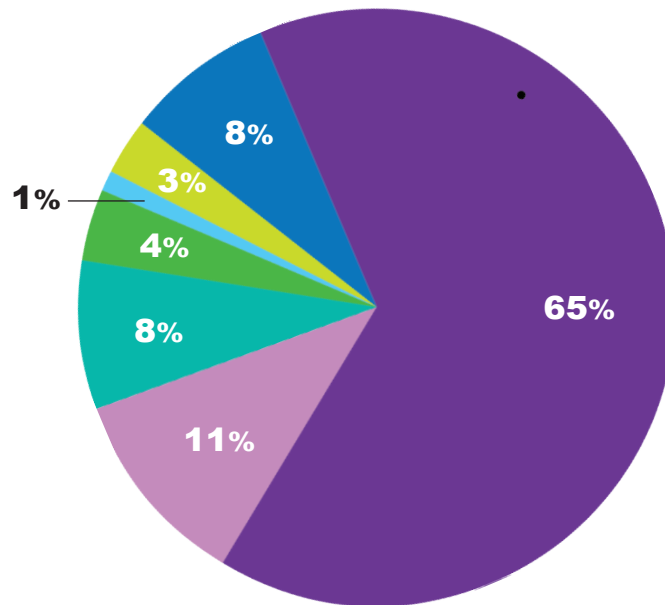
## Revenue

Total Revenue: \$3,914,482



## Expenses

Total Expenses: \$3,890,291





Radius Child & Youth Services<sup>TM</sup>  
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

[www.radiuscys.ca](http://www.radiuscys.ca)

Charitable Registration #  
137412656RR0001

