



CROSSROADS

Children's Mental
Health Centre

**2021-2022
ANNUAL
REPORT**



Help for Children. Hope for Families.

1755 Courtwood Crescent, Ottawa, ON K2C 3J2

613-723-1623

crossroadschildren.ca



Feedback

"Our Crossroads worker's support and kindness has made all the difference to our family as we navigate the sudden onset of our child's mental illness. She has a calm and warm manner that is so easy to talk to. She listened to our concerns without judgement, helped us problem solve and strengthen our personal, family and community resources to manage the emotional and day-to-day challenges we face. Thank you."

"Our single session therapist was amazing. In our 90 minutes together not only did my daughter open up about her issue, I learned how to get her engaged in a productive discussion when she needs to talk about how she's feeling or if she's had a bad day."

"I am really grateful. I felt very reassured and empowered afterwards, which is priceless in this parenting world. Thank you so much."



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Help for Children. Hope for Families.

Follow us on social media!



Land Acknowledgement

Crossroads Children’s Mental Health Centre is located on unceded territory of the Algonquin Anishinaabe Nation. We extend our respect to all First Nations, Inuit and Métis peoples for their valuable past and present contributions to this land and we commit to reconciliation efforts.

Anti-Racism Statement

At Crossroads Children’s Mental Health Centre (CCMHC) we oppose racism and oppression in all its forms, which have long impacted Black, Indigenous and People of Colour (BIPOC) communities in Canada. We are committed to providing a safe space for families in Ottawa of all backgrounds, where they can receive the support they need without fear of judgement.

We recognize the impact of racism and oppression on the mental health of children and their families, and the complex feelings/thinking- such as hurt, frustration and vulnerability- voiced by BIPOC communities. CCMHC takes seriously its role as an ally organization and recognizes that statements of support must be accompanied by change and action. We therefore commit to:

- Enhance our professional partnerships with BIPOC communities in Ottawa

- Advocate as allies for all those experiencing institutional and structural racism and social inequalities
- Explore and improve our agency’s policies and procedures to protect against the impact of institutional and systemic racism.
- Provide all CCMHC employees with resources to increase their awareness of racist beliefs, racial bias and oppression; naming and calling out prejudice wherever we see it.

We are also acutely aware of the intergenerational trauma and emotional burden caused by social inequality and oppression experienced by many of our BIPOC clients and families. We commit to explicitly acknowledge and deepen our understanding of this hurt and provide services and support that are empathic and inclusive.



CCMHC is committed to building an inclusive space where 2SLGBTQ+ individuals, friends, and allies can feel safe and supported.

Mission Statement

Crossroads Children's Mental Health Centre works exclusively with children up to the age of 12 and their families. We are committed to developing and delivering a wide range of mental health services to help children and families struggling with severe emotional, behavioural and social challenges.

Our Vision

Crossroad's vision is of a community where every child under the age of 12 receives treatment for even the most severe mental health challenges. No case is too complicated, complex or severe. We never give up on a child.

Our Core Values

- Child Centered & Family Focused. Services are respectful, individualized and based on the needs of the child and family. The child (to the extent possible) and family are included as full participants in the development of the service plan.
- Community-Based. Services are provided within or close to the child's home community.
- Culturally Competent: Committed to inclusive and equitable services that provide culturally strengthening interventions to promote positive mental health and wellbeing, through direct service delivery and/or referrals to partner organizations.
- Committed to Evidence-Based and Promising Practices. As defined by research and determined by the Evidence Based Practices Committee.
- Professionally Competent. The professional competence of our staff is supported through ongoing support, training, monitoring and supervision.
- Collaborative and Partnership Focused. As a community-based organization involved with a number of partners in the Ottawa region, CCMHC is committed to fostering collaborative approaches and partnerships to meet the needs of children and families our region.

Board of Directors 2021-2022

Nicholas Watters, President

Director, Access to Quality Mental Health Services,
Mental Health Commission of Canada

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The Micronutrient Initiative

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Joseph Childs, Vice-President

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CHEO, retired

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Dr. Petra Duschner

Manager, Mental Health & Critical Services,
OCDSB, Retired

Joanne Baldassi

Senior Analyst,
Canadian Radio-Television & Telecommunications
Corporation (CRTC)

LEADERSHIP



• (Parent Feedback) •

"This was the most useful therapy our family has ever received. Our therapist was responsive and empathetic. She provided us with tools that work, and we could apply them immediately. Thank you!"

President's Message



Nicholas Watters,
Board President

It has been a pleasure to serve my first term as President of the CCMHC Board of Directors. I work alongside Board members who bring passion, dedication, and a commitment to CCMHC and to Child and Youth Mental Health.

This year, like the past few, have brought challenges due to the Covid19 pandemic. The Board has continued to hold meetings virtually and have been engaged in the governance of the CCMHC.

The Board values the expertise of the senior leadership team of Michael Hone and Natasha McBrearty. They are highly respected leaders within and outside the organization, and the Board is proud of the awareness building they do for children and youth mental health and CCMHC within the media. The Board would also like to thank Lynn LaHam for her financial stewardship of CCMHC during challenging times.

CCMHC is valued and respected within Ottawa and provincially. It has been another year of working in a pandemic that has impacted every aspect of our lives, particularly true for those working in health care. Through challenging times, CCMHC has been flexible, innovative, and focused on delivering high quality care, while

supporting the psychological health and safety of the employees.

The Board is exceptionally proud of the fact that CCMHC has provided high quality services to 2380 clients over the past year. Aligning with the CCMHC vision of a *community where every child under the age of 12 receives treatment for even the most severe mental health challenges. No case is too complicated, complex or severe. We never give up on a child.* The CCMHC employees bring this vision to light.

We are also excited that camp re-opened and had over 70 children participate.

CCMHC is grounded in the latest research, is committed to fostering collaborative approaches, and to establishing strong research partnerships to meet the needs of children and families.

The Board of Directors would like to thank all employees at CCMHC for their dedication to providing high quality services and support for children, youth, and families in our community. You are creating a more supportive system, one that fosters positive early development, mental health, and resiliency across the lifespan.



•————(Parent Feedback)————•

“My daughter opened up to her Crossroads worker like she never has before. So grateful to you”.



Message from the Executive & Associate Executive Directors



This has certainly been a challenging year, with Covid-19 and associated public health restrictions taking a significant toll on children and youth. Throughout the pandemic, the CCMHC team has worked diligently to meet the mental health needs of families in Ottawa. As we move towards recovery, we know that our services are needed now, more than ever.

Streamlined access:

With increased demand for mental health services, CCMHC participated in several initiatives to streamline access. This included our partnership with Kids Come First to implement [1call1click](#), an integrated system for child and youth mental health, substance use health, and addiction care that links together the region's existing services. We also continued to work closely with the Ottawa Health Team on [Counselling Connect](#), a single-session website and booking platform where children and their families can access timely support from more than 20 participating community agencies. Focused on ongoing quality improvement, we partnered with [Capitalize for Kids](#) (C4K) to optimize our dashboards. This work has allowed us to better understand where "bottlenecks" in our processes exist so that we can improve wait times and offer a seamless client experience.

Updated therapy rooms:

Thanks to generous funding from the Ontario Trillium Foundation, we had the excited opportunity to redesign each of our therapy rooms at our main office. Our therapy rooms are now more inviting, equipped for play and occupational therapy, and compliant with the latest recommendations for infection prevention and control.

Camp is back!

After two years, we were so excited to host our day camps this past summer. These camps were run in partnership with our friends at the Youville Centre, who provided space and amenities. Each camp offered was extremely successful and provided an opportunity for the children to have meaningful and positive camp experience as well as develop important social and emotional skills. A big thank you to our generous donors who sponsored campers and allowed us to provide hot lunches to all who attended.

Looking forward...

We are looking forward to embarking on another strategic planning cycle this fall. As a community agency, we will be reaching out to our clients, staff, and our many agency partners, to get their valuable insight to guide the organization over the next 5 years.

Thank you!

We hope that you will take some time to read about the many other program updates enclosed in this report. We are so honored to work with such a dedicated Crossroads' team. Your commitment to the families you work with is inspiring. We are

also incredibly grateful to our board of directors whose guidance and support are instrumental. Finally, we would like to thank our funders and very generous donors. Your support increases the availability of services offered at CCMHC and ensures that *no child is left behind*.

PROGRAMS



Home-Based Program

The Home-Based program provides an opportunity for children and families to learn and apply new skills in their everyday living environment to address complex social, emotional, and behavioral challenges. In 2021-2022, the Home-Based team supported almost 300 families. Referrals to in-home treatment services include self-referrals as well as referrals from primary care, community partners, the Children's Aid Society, and Coordinated Access.

Infant and Early Mental Health (IEMH)

We know that prenatal, infant, and early childhood experiences shape the architecture of the brain and lay the foundation for positive mental health

across the lifespan. We also know that outcomes improve when problems are identified and treated early. Our infant and early mental health programs include:

Circle Of Security (COS): COS helps foster attachment between the children and their caregivers. The practice supports parents to discover, interpret, understand, and respond to their children's emotional cues. COS is offered both as a group intervention and through the home-based program.

Headstart: In collaboration with Somerset West and Pinecrest Queensway's Headstart Nursery School programs, we are delivering timely and accessible mental health services for children and families while building capacity within the early years' system.

CCMHC continues to welcome Children with Autism

The intersection of mental Health and autism is a key priority area in Ottawa's three-year child and youth mental health plan. This year, CCMHC's team continued to participate in a community of practice with Dr. Weiss, a leading autism and mental health expert in Canada. Facilitated by Coordinated Access, the community of practice provides opportunities to share information, improve skills, and actively work on advancing evidence-based practices to meet the mental health needs of children with Autism.

Child and Family Therapy

Our team of social workers and psychotherapists offered individual and group child and family therapy services to almost 300 families this year. Through extensive training over the last year, we are expanding our services to better serve children who have been impacted by trauma.

Certified in the Neurosequential Model of Therapeutics, members of the CCMHC team provide comprehensive trauma assessments and intervention planning for children and families. The team has also been trained to deliver Trauma-Focused Cognitive Behavioral Therapy (TF-CBT). Research shows that TF-CBT successfully addresses a broad range of emotional and behavioral difficulties associated with single, multiple, and complex trauma experiences. This year we have also increased our capacity to support children with eating disorders through lead agency

training and ongoing clinical supervision with local experts.

Day Treatment

Working in partnership with St-Michael Fitzroy, CCMHC operates five classrooms at Frank Ryan Catholic Intermediate School. The Day Treatment team provides a combination of education and treatment for children who need additional skills to thrive in a regular school setting.

This past year, we enhanced the clinical components of the program by increasing our in-person clinician to 4 days per week. In addition to seeing children during program hours for individual therapy, the clinician runs therapy groups in each classroom, provides clinical consultation to classroom staff, and conducts suicide risk assessments as needed.

The program was delighted to welcome Jillie, CCMHC's facility support service dog, to Day Treatment on a weekly basis during the spring. The day treatment team has been actively involved in developing skills in co-regulation, understanding psychoeducational assessments, and trauma-informed care, to better understand and support the needs of the children in their classrooms.

School Based Mental Health (SBMH)

Working closely with the Ottawa Carleton District School Board and the Ottawa Catholic School Board, the SBMH team delivered mental health services in 14 schools across the city. Navigating school closures because of the pandemic, the

SBMH team found creative ways to stay connected with children and families. The team made the most of virtual care, offered support through home-visits, and met with

students at school once in-person learning resumed.



WrapAround

Children and families referred to Wraparound have complex needs across multiple domains, including but not limited to housing, education, legal, health, mental health, and recreation.

In collaboration with Coordinated Access, CCMHC's Wraparound program begins with respect for a family's strengths, culture, and choices. The CCMHC Wraparound facilitator is there to support families to develop a team, which can include friends, family, members of a faith community, as well as professionals. The team then develops a shared vision and action plan, coordinates activities, problem-solves, and shares resources to meet the family's stated goals. In the final phase of CCMHC's Wraparound program, the team collaborates on a transition plan to ensure ongoing success and involvement of natural supports in the community.

Intersections, Skill Builders/TAPP-C

Funded by the United Way and in partnership with the Ottawa Police Services, CCMHC offers the Intersections program. Intersections is an evidence-informed early intervention program for children up to the age of 13 years old with suspected mental health, developmental,

and/or substance abuse issues who are at-risk of becoming justice involved. Focusing on service navigation, we help the child and their family access and coordinate community support services to reduce and prevent further interaction with police services and the justice system.

Through a long-standing relationship with the Ottawa Fire Services, CCMHC also offers the TAPP-C program, an arson prevention program aimed to reduce the risk of fire setting among children.

Child & Family Clinic

The Child and Family clinic provides free, timely access to single-session counselling for families seeking help for their infant, toddler, or child's social, emotional and/or behavioral challenges. Services are delivered in-person, by video, or telephone depending on the family's needs and preferences. Our single sessions are available through a shared website and virtual booking platform, where individuals of all ages can get quick access to prevention-oriented mental health, substance use, health, and addictions support: counsellingconnect.org.

Camp

After two long years of Covid restrictions, CCMHC partnered with the Youville Centre to host a summer day camp designed to

build social, emotional, and thinking skills through fun and engaging 'guaranteed-success' activities. As always, our camp is staffed by experienced child and youth workers/social workers with a high staff to camper ratio. With immense gratitude to our donors, we were able to welcome 73 campers and offer hot lunches to all who attended.

Facility Support Dog Jillie, our Facility Support Dog, joined the team in late 2021. She is fully trained to support and soothe children (and their parents). Thank you to the Lions Foundation Dog Guides Canada, and to Isabelle MacNider (CCMHC Supervisor) for taking on the role of trainer, handler, and human mom. Jillie works the Child and Family Clinic on Wednesdays and is available (upon request) to any child receiving supports through CCMHC for an in-office visit.

Our Donors

CCMHC is grateful to everyone that has given so generously to our programs and services, directly helping children and families in our community. We would like to acknowledge and thank our corporate donors for their generous support.



Columbus Club
Charitable
Foundation

Scott
Jordan



W.P. Scott
Charitable
Foundation



Research

Through an ongoing research collaboration with Dr. Maria Rogers, Ph.D., C. Psych; Dr. David Smith, Ph. D., C. Psych; and Jessica Whitley, Ph. D., CCMHC studied the experience of virtual mental health, substance use health, and addiction groups with support from the Knowledge Institute on Child and Youth Mental Health and Addiction.

With school absenteeism exacerbated by the pandemic, the group has also been leading a community effort to better

understand the intersection of school attendance and mental health, substance use, health, and addiction with funding from the Social Sciences and Humanities Research Council. With an active group of Research Assistants from Carleton University and the University of Ottawa, the group has published a number of academic articles on topics such as parent self-efficacy, ADHD, etc. and presented at several events, including the Canadian Psychological Association's 2021 conference.

Our Impact

2,382

Clients in Programs

2,382 children & families were admitted to our programs during this period.

1,750

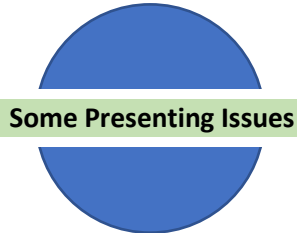
Unique Clients

1,750 of these clients were unique to the program. 628 clients received our services in more than one program.

259

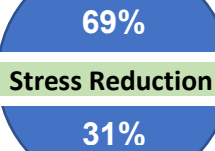
Groups/Other Services

259 clients were served in groups or other services. 243 of these were unique clients; 16 received more than one.



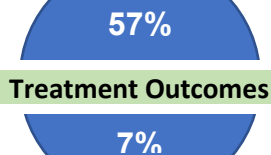
Some Presenting Issues

The presenting issue for 956 clients was behavioural issues. 756 presented with emotional problems, 746 with anxiety. For 615 children the presenting issue was aggressivity. 361 came to us with problems at school. 131 clients presented with suicide ideation, 116 with depression, 91 with trauma, and 60 with self-harm.



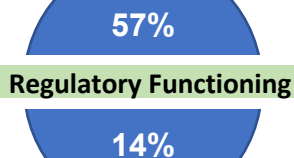
Stress Reduction
69%
31%

66% of families reported a high level of family stress at intake. This remained an issue for only 31% post services.



Treatment Outcomes
57%
7%

Aggressive behaviour was an issue for 57% of our clients under the age of 6. Post services this was reduced to 7%. Sleep issues (29%), sadness (14%) and anxiety/worry (21%) issues went to zero.



Regulatory Functioning
57%
14%

Prior to services, 57% of children under the age of 6 had regulatory body/emotional issues. This was reduced to 14% post services. 50% had sensory reactivity. This was reduced to 29%.

Financial Information

Please visit our website for the [CCMHC Audited Financial Statements 2022](#).