



massey
centre

new lives start here

THE NEW LIVES NEWSLETTER

Creating new opportunities | Summer 2018



Message from the CEO

If you visited Massey Centre in the late afternoon on March 1, 2018 you would have found a group of staff, young moms and their babies along with Board members celebrating a huge accomplishment. It was the last day of a three-day review by the Canadian Centre for Accreditation (CCA). The Board and staff had been preparing for this review, held from February 27 to March 1, for the past two years. Our efforts in creating a critical path to identify documents, policies and process gaps, reviewing and creating policies, ensuring that our practices and processes match the policies and collecting documents to illustrate that we met the mandatory and leading practice standards had paid off. We will receive full accreditation status for another four years!

Clients and participants also had a voice in the review process. CCA held group and individual interviews with these stakeholders. One stand-out moment of the CCA review occurred on the last day when one of the reviewers became very emotional as she shared highlights from the interviews with clients and participants. The information she gathered from a client about the impact of the programs and services made her shed tears of joy.

This accreditation status could not have been achieved without the leadership of the Board and management; and without the commitment, support and dedication of staff. Thank you all!

In addition to our four-year accreditation review by CCA, most of our programs also must participate in an annual licensing or quality improvement reviews by various levels of government.

- The Early Learning Centre (Child Care Centre) participates in a licensing review based on the

Child Care Early Years Act, 2014, by the Ministry of Education. The Early Learning Centre also participates annually in the Assessment for Quality Improvement (AQI), a quality improvement process by the City of Toronto, Children's Services.

- The Prenatal Residential Program participates in the Children's Residence Licensing review based on the Child, Youth and Family Services, Act, 2017 by the Ministry of Children and Youth Services.
- The Secondary School Treatment Program participates in a "Monitoring" review process led by the Ministry of Education.

These licensing or quality improvement assessments help us to operate high quality programs that meet evidenced-based/informed or leading practice standards to ensure clients achieve the best outcomes.

I am proud to say that we have passed or earned higher scores than in previous years in these reviews. Despite the added workload of participating in these reviews, we are grateful for them. They help to keep us focussed on program quality and client outcomes.

One of the new areas that we plan to work on between now and the next CCA review is youth engagement. We want to ensure that the youth, families and children we serve have a voice in the governance and operation of the Centre. Plans are in place to establish a Young Mothers' Advisory Committee based on the newly minted Youth Engagement policies. I hope to share our progress and some stories in a future newsletter.

Again, thanks to our funders, donors, the Board, staff, clients, and volunteers for helping to improve the quality of the programs and services delivered.

Commencement Day

Congratulations Class of 2018 for your achievements!

Tuesday, June 19, 2018 was a beautiful day—it was the young moms' day as they walked to the podium to accept their Certificates of Accomplishment in recognition of their academic achievements during the school year.

The Commencement ceremony attended by the young moms, their babies, families, donors, Board members, staff and other special guests applauded the young moms' success. One of the young moms earned 7 credits (the highest in over 10 years) while balancing pregnancy and later caring for her infant daughter; many days having her baby in the classroom.

Special congratulations to Shanay Burey who was awarded her Ontario Secondary School Diploma! She plans to pursue a nursing career. Shanay was the class Valedictorian and made an eloquent, passionate and inspirational speech to her classmates and the audience. Generous donors contributed scholarships/ awards which were presented:

- **Wilma P. Spence Scholarship**—awarded to Jaeana Martin
- **Dunlop-Harris Memorial Award**—awarded to Emily Stina
- **George Macri Scholarship**—awarded to Shanay Burey
- **Vinay Raja Memorial Scholarship**—awarded to Nia-Sadique Guillemette
- **Ruby Blair Award**—awarded to Renise McGovern

Congratulations to all the students who attended the secondary school during the 2017-2018 school year!



Congratulations to a wonderful group!

Nick and Marianne Eaves



We wish everyone a HAPPY LIFE.

Don & Evelyn Kidd

Congratulations to the graduate and I wish her all the best!

Kathleen Spence



My congratulations to all the girls and to the amazing staff and volunteers. I always am so moved at their accomplishments.

Marg Boughen



We are proud and thankful for your work with young mothers and their babies. They will go on to live successful and productive lives because of their experiences at Massey Centre. Congratulations and best wishes to all of you, especially the graduate!

*Carol White,
President, Seguin Pioneer United Church Women*



Every moment that changes your life, changes who you are.

Looking on from the outside, you'd imagine life with my mother, father and two brothers was perfect. Education was important in our house. I excelled in my studies, earned my high school diploma, and completed the first year of college in the Community Health and Child Studies program.

On the inside, things were different. I wanted to take a year off, but my parents disapproved, so I switched to the Baking program. Less than enthused, I was failing and dropped out of the program and worked part-time.

My older brother, knowing how much I love children, convinced me to pursue the Early Childhood Educator program. This was more to my liking, but in my second semester, when I was 20, I discovered I'd be having a child of my own.

This news didn't scare me—in fact, it offered a chance to escape the abuse I'd suffered since the age of 6. My father had molested me, and my mother did nothing to protect me, instead inflicting me with steady doses of her own emotional abuse. Accustomed to making all my decisions for me, so I wouldn't make mistakes, they were upset to learn I was pregnant. My brother tried to beat me. My father said I was giving him a headache, and my mother enlisted her friends to encourage me to have an abortion. I wanted to keep my baby—so they packed my belongings in garbage bags and left them for me at the front door.

I had a pregnant classmate, who told me about the Visitation Pregnancy Centre where I received much information and support. After doing more research I was referred to Massey Centre. The day after my appointment with Simone, the Intake Social Worker, I moved in (January 2017).



In the Prenatal residence, I was safe. I continued my studies, and completed my college's second-year residency requirement from January to August 2017, and held down a weekend job at Starbucks. I was sick a lot and had to quit my job, and endure bed rest for the remaining months of my pregnancy. My boyfriend was not supportive—he would not attend appointments with me, and had found another girlfriend.

Life changed dramatically, when my son was born on October 13, 2017, in my room at Massey Centre supported by my midwife and staff. He is the first child born at the Centre in more than 25 years.

Relations with my family are still difficult. My father thinks I should turn over my Child Tax Credit cheque to him; my mother says my parenting skills suck. They harassed me so much I changed my phone number. I'm not sure whether we will ever be reconciled, but I have to get on with my life.

As a mother now, I have new needs and responsibilities, and Massey Centre is supporting me in dealing with difficulties as I strive to meet my goals. I was diagnosed with PTSD and anxiety, and I'm on

meds now to control these. Carmen, the psychotherapist at Massey Centre has helped me with anxiety therapy, and I have participated in Baby Love, Cooking Club, Let's Dance, Art Therapy, and EarlyON programs at the Centre.

My son is in the onsite day care. I began the three-year Child & Youth Care program at Centennial College in May 2018. We also moved from Prenatal into a two-bedroom townhouse onsite as a participant in the New Lives Start Here four-year education and housing program.

My goal is to start an organization to assist troubled youth, providing art therapy — music, dance, and poetry. I have years of training in voice and ballroom dancing, and a strong interest in contemporary dance, and they continue to be important in my life.

At Massey Centre, I have a safe place to live, study, develop life skills, and raise a strong, healthy child. I am fortunate to have been referred to Massey Centre and able to benefit from all the supportive resources and staff that are available to me—thank you for relieving me of the heavy burden I have been carrying for many years.

- Young Mom




Improving French Language Services for our young parents

L'amélioration des services en français pour nos jeunes parents

In Ontario, the Francophone community is strong and growing, contributing in a valuable way to Ontario's economic, cultural and social development. Our social services system, however, still has some gaps to fill in responding to the needs of Ontario's Francophone population. This matters because when French Language Services (FLS) are not accessible, it can have profound consequences for individuals and families, especially in an emergency or crisis situation.

Massey Centre is leading Phase 2—Improving Access to FLS for Pregnant and Parenting Teens in Ontario project, funded under the Canada-Ontario Agreement on French Language Services. Through this project we are actively promoting FLS while supporting and collaborating with partner agencies and stakeholders in our community and across the province to strengthen our collective capacity to provide French Language Services to those who need it.



La population franco-ontarienne est diverse et dynamique...
like many other communities in Ontario, the Franco-Ontarian community is diverse and vibrant. It is made up of Francophones born in Ontario (58%), other parts of Canada (25%) and increasingly from other parts of the world such as Africa, Asia, Europe, the Middle East and the Caribbean (17%).



Ontario's Francophone community is the second largest Francophone community in Canada (Quebec is the largest).

Some of the exciting outcomes of this project include:

- A new partnership agreement between Massey Centre and the Centre Francophone de Toronto (CFT) to ensure that Massey Centre clients who identify as Francophone will have access to the services they need in French.
- New relationships built with Francophone and young parent agencies in Northern Ontario. Connections have been made with FLS providers and young parent agencies in North Bay, Timmins and Sault-Ste-Marie, and in-person meetings were held with nine different groups in Sudbury and Thunder Bay. Experiences and resources have been gathered and these relationships will be further developed going forward.
- Ongoing work with the Ontario Association of Young Parent Agencies (OAYPA) and other partners to explore new and innovative ways of providing FLS through sharing knowledge, best practices, resources, and testing new ideas together.
- The Guide for Improving Access to French-Language Services for Pregnant and Parenting Teens in Ontario—a tool for members of the OAYPA and other interested organizations that documents member agency experiences and provides guidance and resources to support us all as we work together to meet the needs of French-speaking clients within our organizations and communities.

The *French Language Services Act, 1986* guarantees the right of Francophones to receive services and communications in French from the Government of Ontario and agencies, like Massey Centre.

We look forward to continuing to strengthen this work to better support one of the many diverse groups that we serve.

It's the little things in life.



Caroline was introduced to Massey Centre while working with Ramp Communications, the firm that helps to create the Centre's marketing materials, pro bono. She left Ramp in 2016 to start a career in real estate. The more flexible work hours of her new profession give her more time with her own children, now 10 and 12, and time to maintain her strong commitment to the Centre.

So she signed up as a volunteer. As a parent relief volunteer, every other week Caroline offers a young mother a few hours of childcare relief so she can attend classes in the on-site high school, catch up on her chores, or just take the occasional break—or nap—that all new moms need.

Caroline knows her support visits assist the young mothers, but claims they give her the therapeutic break she needs herself. "The two hours with the baby forces me to put my busy life on hold and focus on the baby in my arms."

"The services and supports the Centre offers to the young pregnant and parenting adolescents and their babies are very important, and I am very happy to help out in this small but important way," she says. A strong advocate of the Centre, Caroline encourages others to explore its many rewarding volunteer opportunities.

Get Involved

Help Massey Centre continue providing support, treatment and other services for the vulnerable pregnant and parenting young moms, aged 13–25 and their babies living here or in the community. You can:

- Make a donation today
- Become a Best Start Monthly Giving donor
- Host an event and designate the proceeds to Massey Centre
- Honour someone's special occasion or memory with a gift to Massey Centre
- Make a gift in your Will to the Massey Centre
- Register, attend, and vote at the 2019 Annual General Meeting
- Tell others about the work of the Centre
- Volunteer and support the young moms and babies



Donation Form

☐ YES! I want to help new young moms and their babies because they need me!

Here is my gift of: ☐ \$50 ☐ \$100 ☐ \$250 ☐ \$500 ☐ I will give \$_____

☐ YES! I will join the **Best Start** Monthly Giving Program* with my gift on the **last** day of each month of: ☐ \$10 ☐ \$20 ☐ \$25 ☐ \$50 ☐ I will give \$_____

Name: _____ Email: _____

Address: _____ City: _____

Province: _____ Postal Code: _____ Phone No. _____

☐ Please add me to your email list. I understand I can unsubscribe at anytime.

Payment Options

☐ I would like to give by: ☐ Cheque

My cheque payable to **Massey Centre** is enclosed.

☐ Please charge my ☐  ☐  ☐ 

Card Number: _____ Expiry Date: ____/____

Name exactly as shown on card: _____

Cardholder Signature: _____

Name for Acknowledgement Purposes (if applicable): _____

☐ I would like this donation to be Anonymous.

☐ I am interested in learning more about how to leave a gift in my Will to Massey Centre.

* I can revoke or change my authorization at any time in writing or by calling 416-425-6348 x 224, subject to providing 30 days' notice.

* I have certain recourse rights if any debit does not comply with this agreement. For example, I have the right to be reimbursed for any debit that is not authorized or is not consistent with this Pre-authorization Debit (PAD) Agreement.

* To obtain a cancellation form, or for more information on my right to cancel a PAD Agreement or my recourse rights, I may contact my financial institution or visit www.cdnpay.ca.

Massey Centre protects your private information and complies with all legislative requirements. We will send you information from time to time. If you wish to limit, or not receive any correspondence in the future, please contact us at 416-425-6348 x 224.

Thank you for your support!



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