

# Annual Report

2023-2024



## Message from Leadership

Dear Friends of Willowbridge,

As a not-for-profit service provider, we are deeply embedded in our communities. We see firsthand the growing challenges our neighbours and clients face every day and we are driven to respond to those challenges. The 2023-2024 year was characterized for us by a strong sense of urgency – not only to respond to community need, but also to advocate for change.

Last year, we were proud to take part in advocacy that made a difference. We raised our voices alongside the community and our partners, and we asked for better. We stood with the victims of gender-based violence at City Hall, pushed for better support for individuals with developmental disabilities, and fought for sustainable funding for our staff and other service organizations. We also adapted to emerging needs by offering

single-session days, supporting the unhoused with emergency kits, and forming new partnerships with our Indigenous neighbors.

We hear our community calling for more support – and we are listening. We invite everyone in our community to do the same. Use your voice and take action. Uplift the voices of others and look out for those in-need. We hope that our 2023-2024 report reflects both our work with and for the community, and our work to support a stronger community.

With Gratitude,



*Leslie Josling*  
Leslie Josling,  
Executive Director



*Gregory Grummett*  
Gregory Grummett,  
Chair, Board of Directors



### Our Board of Directors

- Gregory Grummett, Chair
- Courtney MacDonald, Vice Chair
- Kathy Reston, Treasurer
- Wendy Easveld, Secretary
- Jamie Savage, Past Chair
- Malcolm MacFarlane
- Carol Fraser
- Eranga Peduruarachchige
- Esther Lin (To Be Appointed)
- Joe Anderson (To Be Appointed)



## Our Strategic Priorities

# 1

PRIORITY #1

Moving Toward a Welcoming Environment

PAGE 6

# 2

PRIORITY #2

Accessibility & Diversity at Willowbridge

PAGE 8

# 3

PRIORITY #3

Innovation & Excellence in Service

PAGE 10

# 4

PRIORITY #4

Financial Sustainability & Growth

PAGE 12

# 5

PRIORITY #5

Becoming an Employer of Choice

PAGE 14



### Mission & Purpose



#### Our Mission & Purpose

To bring positive change to life through counselling, education, and support.



#### Our Vision

A community where everyone leads their best life.



# 2022-2023 Service Review

As ever, Willowbridge brought change to life for thousands of individuals, couples and families in Southern Ontario last year. We were proud to see growth in many of our programs in 2023-2024!

**1130** Counselling Services

- 301 Gender Based Violence
- 270 Fee-for-Service
- 184 Subsidized
- 152 OSP Program
- 183 OW Program
- 40 Indigenous

**2091** Community Members Served

**386** EnCompass Service Coordination

- 312 Adults
- 42 Children
- 32 Transitional Aged Youth

**96** Routes Respite Community

- 39 Passports
- 36 Adults
- 21 Children

**456** Pivot Behaviour Supports

- 363 Adults
- 102 Children

**14** Ontario Autism Program

- 14 Children

## Counselling Services

Our counseling team had a busy year! We expanded our monthly single counselling sessions to those on our waitlist and the wider community, aligning with current social justice movements to provide timely, relevant support. This included days for Gender Based Violence (GBV), the 2SLGBTQIA+ community, and folks with low incomes.

Two of our clinicians graduated from the Ontario Psychotherapy Program's (OSP) intensive training program, and now provide trauma-informed care to 25 people every week. Our Ontario Works Counselling (OW) also continued, with high demand showing a clear need for this service.

We also proudly partnered with Family Service Ontario and Family Service Ottawa to offer a 4-part series on Treating Trauma. This training helps clinicians in the Family Service network better support people affected by trauma.



## EnCompass Service Coordination

Last year, the EnCompass Service Coordination team was proud to focus on housing and food insecurity for community members with developmental disabilities. We launched a walk-in service in Hamilton, providing timely support to those waiting for service while in crisis. Our team also made emergency kits with grocery cards, meal kits, and weather protection for folks in need.

EnCompass offered a range of new programming, including Crock Pot Cooking, Virtual Games Group, and a Caregiver Support Group. These provided important social and supportive connections. Our Transitional Aged Youth Support program also remained in high demand, with over 30 referrals this year.

Finally, our team was excited to welcome a new full-time staff member and two outstanding students to the EnCompass team last year. Welcome everyone!



## Pivot Behaviour Supports

In 2023-2024, Pivot focused on creating exciting new opportunities and programs for both kids and adults in our community. We proudly launched the "Venture" series, which features fun, art-based, social activities for children and teens. Our "Skills for Healthy Living" program for adults was also a tremendous success, thanks to the fantastic support of St. Joseph's Hospital in Hamilton and their Dual Diagnosis Clinic. Additionally, we initiated "Behavior Rounds" in collaboration with St. Joseph's Dual Diagnosis Clinic, providing crucial behavioral consultations to their team.

This year, Pivot was thrilled to welcome three new staff members to our team. We also introduced a new role, the Behavior Technician, which will offer direct support to community members and lead our group behaviour programs.



## Routes Respite Community

Routes has had an outstanding year! We aced our compliance review, celebrated the retirement of a beloved team member, and expanded with two new full-time staff members and a casual staff member to support the growing demand for Passports and the Ontario Autism Program (OAP).

Our participants had a blast with community activities, but the highlight of the year was when one of our own had their article, "For the Love of Butterflies," published in the *Neighbours of Paris Road* magazine. This beautiful piece shed light on the challenges faced by butterfly species in Ontario and reminded us that anyone can make a difference.





# Moving Toward a Welcoming Environment

Willowbridge is committed to creating an environment that meets the needs of our diverse community – both in our office spaces and across our services. We want our community and staff to know they matter to us. That’s why a “welcoming environment” is one of the strategic priorities of our agency.

This year, Willowbridge continued to move the needle toward creating a more welcoming environment.

## Building Improvements

With help from an Ontario Trillium Foundation grant, we made some fantastic building improvements at Willowbridge this year! We widened the front and back doors so people with mobility challenges, parents with strollers, or anyone carrying heavy items can easily come and go. We also upgraded to a FOB key system for safe and easy access to our building, and we fixed a leaky basement. Plus, we’re excited to soon be installing accessible flooring in our Routes Respite Community Rooms, so those with

mobility concerns and visual impairments can more easily transition from room-to-room.

To make Willowbridge an even more welcoming place, we swapped out old lights for energy-efficient LED ones throughout the whole building, too! Not only do they brighten up our space, but they also use less energy, helping us be more eco-friendly. These changes are in line with our commitment to create a more welcoming environment for everyone.



## The Riverside Hub

This year, Willowbridge, in collaboration with our community partners, continued the charge toward the development of an inclusive, accessible, and welcoming community hub that will bring 12 mental health and wellness organizations in the city under one roof. The project has made significant progress, and after completing an array of technical site studies, legal groundwork and design workshops, our partnership is proud to be entering our plans into official pre-consultation with the City of Brantford.

The process of pre-consultation will inform the design of the Riverside Hub and the plans we have for the site at 54 Brant Avenue – Willowbridge’s current home. Once the project can meet the city’s requirements for zoning, planning, and bylaws, our partnership will be able

to apply for building permits and begin the process of seeking funders for the Riverside Hub. We are confident that with support from the city and those in our community, we will be able to realize our vision of more coordinated services for Brantford – because together we are better!

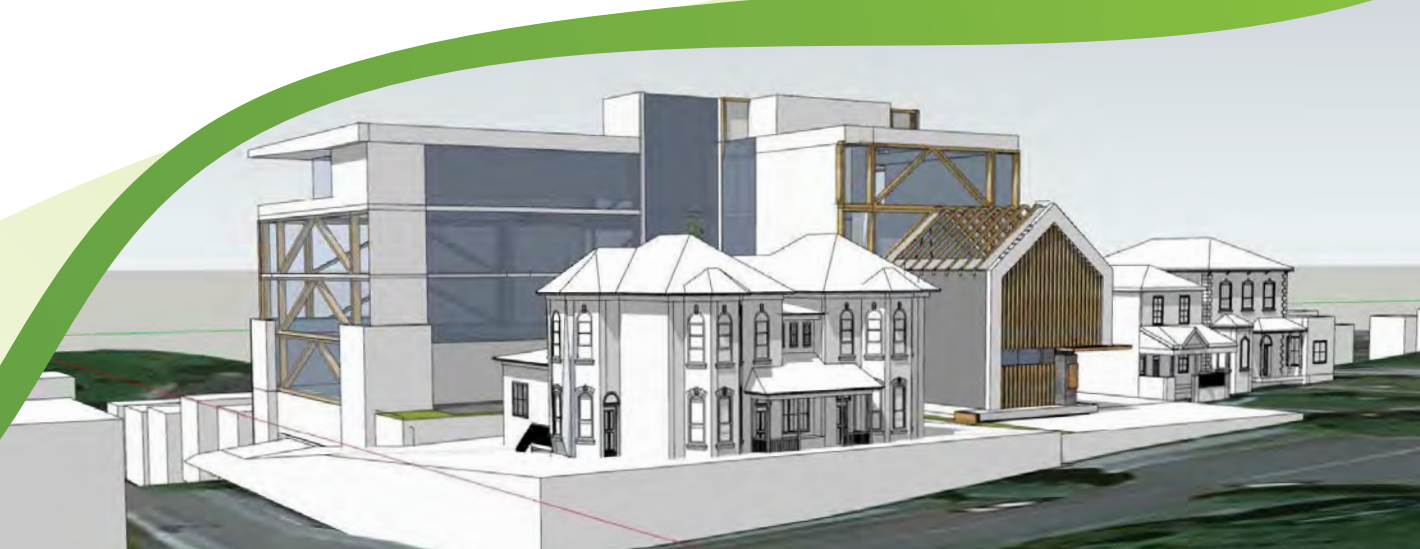
Our ability to bring the Riverside Hub project to this critical point has only been made possible by the support we’re given by our community partners. A special thanks to the architects, engineers, and planners who bring their expertise to the table time and time again. Your belief in this project has kept it going for these past long years!



## Willowbridge Committees Supporting a Welcoming Environment

Our new strategic committees at Willowbridge have made exciting contributions to the curation of a welcoming, inclusive physical space at Willowbridge this year! In particular, our Equity, Inclusion, and Diversity committee got busy making our spaces reflect our diverse community this year.

Their projects included the creation of a new quiet room at our Brantford head office - perfect for prayer, meditation, nursing, or just taking a peaceful break; and a new program that provides free menstrual products in our bathrooms. Both have been a big success!





## Accessibility and Diversity at Willowbridge

At Willowbridge, we understand that our community is strongest when everyone is respected, empowered, and celebrated. We aim to address the roots of inequity and the barriers inequity creates so that we can provide safe and relevant service options that everyone can access. That's why accessibility and diversity is another one of our agency's strategic priorities. We know that being accessible to diverse communities is an ongoing journey, but we are proud to report our progress toward this objective in 2023-2024.

### Community Partnerships

By partnering with other organizations to deliver service, Willowbridge can make service more accessible to everyone in the community and learn new ways to offer support to those in need. This year, we were able to partner with Community Living Six Nations, Ronatahsrats, in a new counselling initiative taking place in Ohsweken! Together with Community Living Six Nations (CLSN) staff, we will offer free on-site counselling to folks in the CSLN program living with developmental disabilities.

CLSN generously shared their knowledge and offered training to our counsellors, teaching them about local Indigenous history, the current challenges facing Indigenous communities, and about internal bias and experience. This training set the stage for service, improving our capacity to respond to our Indigenous neighbours and helping us decolonize our services.



### Community Events

At Willowbridge, showing up means showing up for everyone. In 2023-2024, we had a blast attending Pride events in all the communities we support, participating in Open Doors Hamilton, attending municipal Flag Raising days, celebrating at the Unbirthday Party, supporting Belonging Brant's ABCD Symposium, and giving out resources at Brantford's Newcomer Day. Thank you to all the staff, volunteers, and community partners who help make Southern Ontario such a vibrant place to live!



### Willowbridge Committees Supporting Accessibility & Diversity

Our new strategic committees at Willowbridge have made exciting contributions to accessibility and diversity this year! Our Service Reimagined Committee has hosted community-building events, engaged our clients in reimagining our services and processes, and begun rewriting our client welcome packages and agreements to ensure they are accessible.

In addition, our Equity, Inclusion, and Diversity committee has put together a list of training resources for staff in anti-oppressive practices, racism, and other topics relevant to our diverse Communities. They have also created a new policy guideline for the leadership team that will support the principles of equity, diversity and inclusion in governance.



### Developmental Disability Advocacy

Too often, our community discounts the lived experience of people with developmental disabilities. Their behaviour or circumstances are attributed to their disability, rather than the trauma, isolation, and lack of autonomy they so frequently face. This reality is reflected in the fact that Willowbridge is one of very few counseling providers in Ontario offering dedicated support to this community. However, we believe that everyone deserves to be seen as more than a diagnosis, so we are working hard to bridge this service gap.

Thanks to funding from the Canadian Women's Foundation, our counseling team has additional resources to support women with developmental disabilities who have experienced gender-based violence (GBV). We tirelessly advocate for the importance of counseling for those with developmental disabilities, presenting in 2023-2024 at the Community Living Ontario, University of Toronto's Health and Wellbeing Conference, and Family Service Ontario conferences. We are also developing training resources for other service providers.

### Women & Family Advocacy

For over 100 years, Willowbridge has been a vital community resource. Originally founded to support women and children during the First World War, we have continued to prioritize their wellbeing through the years.

Recently, the rising levels of gender-based violence in our community have left us deeply concerned. Brantford has the highest rate of domestic violence in Ontario, and growing waitlists and overflowing women's shelters mean that women have nowhere to turn. This year, we were proud to join forces with our community partners in Women's

Services to advocate at City Hall in Brantford for Brant County for increased support and resources. We demanded recognition for the severe impact that gender-based violence is having on local families.

Our advocacy work didn't end there. Our Manager of Counselling Services participated in Brant's Response Against Violence Everywhere committee, working together with GBV organizations to rewrite the response protocols for all agencies in Brantford to ensure the safety of women, families, and survivors.



# Innovation and Excellence in Service

The demand for counselling, developmental, and community services is growing and changing over time. To keep up with the diverse needs of individuals and families in our communities, organizations must continually adapt, grow, and innovate to remain relevant. “Innovation and Excellence in Service” is therefore one of Willowbridge’s strategic priorities. We are pleased to report our progress toward this objective this year.

## Meeting Community Needs with new Programming

As ever, last year Willowbridge responded to the needs of the community by creating innovative new programs and services. Our incredible team took the initiative to run tens of free specialized groups and events in 2023-2024. These included:

- + **Mental Health Counselling** – for folks with developmental disabilities in Hamilton
- + **Women Initiating Growth & Self Esteem** – a counselling group for GBV survivors
- + **Building Healthy Intimate Relationships** – a counselling group for community
- + **Money Matters** – a financial education class for community members
- + **The Art of Identity** – an art therapy workshop on self, art, and identity
- + **Artventure and Teenventure** – art groups for kids and youth
- + **Internet Safety Café** – a four-week group that helps folks stay safe online
- + **Gather and Grow** – a Community Seed Planting Event
- + **Crafty Cookers** – a group for crafting, cooking, and friend-making
- + **Crockpot Cooking** – Classes that provide recipes, ingredients and cooking skills
- + **Rockin’ Paint Party** – A community rock-painting party
- + **Kids Connect** – For caregivers to learn behaviour strategies to support their children
- + **Caregiver Connections** – a group for caregivers supporting folks with disabilities
- + **Addiction and Loved Ones Support Group** – a group for the families of people with addiction
- + **Recreate Brantford** – art workshop series for people with developmental disabilities
- + **Building Healthy Intimate Relationships** – a therapeutic relationships group
- + **Pizza & Spill** – a free pizza party that sought client input into our services
- + Various other social recreation and skill-building groups



## Innovation in Measurement- Based Care

At Willowbridge, we want to make sure that our work truly brings positive change to life. That’s why we use a measurement-based care platform called Greenspace - a simple online tool that lets clients track their progress in therapy and measure how their symptoms are improving! This tool collects data over time and demonstrates how effective our treatment is. However, while there are many measurement-based care tools for neurotypical individuals, our team noticed a gap in accessible, standardized, tools that allow people with developmental disabilities to track their own symptom improvement.

Last year, with support from the Ministry of Children, Community, and Social Services (MCCSS), our Continuous Quality Improvement Committee started working with Greenspace on a new assessment tool. This tool will measure the quality of life for clients with developmental disabilities and allow us to understand the change we bring to life. We hope to see the assessment tool scaled to other service organizations in the future.

Support from MCCSS also helped us connect our online referral platform, Caredove, to Greenspace for a more seamless user experience at Willowbridge.



## Excellence in Social Work Mentorship Award

We are extremely humbled to have received the Excellence in Social Work Mentorship Award for our contribution to field education in the Bachelor of Social Work program at Wilfred Laurier University. Each year, Willowbridge offers placements for up to 4 students and 2022-2023 was no exception! Our students worked on projects including group planning and implementation, waitlist support, and hands-on practice with our Routes Respite Community.

Thank you to our staff who work so hard to teach the next generation of students and thank you to the students who bring invaluable new insights and energy to our doors.

## Training and Service Excellence

Willowbridge works hard to ensure that the community’s experience of our service is safe, welcoming, and inclusive. That’s why we undertake a great deal of training and are committed to continuing our learning journey at conferences every year. In 2023-2024, our team super-powered our service with:

- + **Effective Single Session Counselling** – Family Service Ontario
- + **Violent Threat Risk Assessment (VTRA)** – Level 1
- + **Clinical Reporting Standards** – Family Service Ontario (FSO)
- + **Relationship and Trust Building** – Community Living Six Nations
- + **2SLGBTQIA+ & Gender Affirming Clinical Practice** – OK2BMe
- + **Working with Families** – Pine River Institute
- + **On the Journey to Healing: Training Series** Treating Trauma – Willowbridge & FSO





# Financial Sustainability & Growth

Individuals and families have been turning to Willowbridge Community Services in their moment of need for over 115 years. To continue supporting the community for years to come, we must have the capacity to address diverse challenges as they arise. This means having the financial resources to sustain our services and allow for growth. We are pleased to report our progress toward this objective in 2023-2024.

## New Funding

This year's success in grants and development at Willowbridge will have far-reaching impacts on our agency and community for years to come. Bringing in nearly \$502,170 in new funding through 2023-2024 applications, our leadership team wrote 24 grant/funding applications and was successful with 13. New funding includes:

- + **\$73,400** over 1 year to improve building accessibility lighting, wider doors, new flooring, and more  
**Ontario Trillium Foundation**
- + **\$179,156** over 4 years for gender-based violence counselling groups for women with developmental disabilities  
**Canadian Women's Foundation**
- + **\$30,626** over 1 year for emergency housing and nutrition support in Hamilton  
**Anonymous donor**
- + **\$30,000** over 1 year to provide counselling to people living with Autism  
**Unity for Autism**
- + **\$43,500** over 1 year to provide counselling to people living with developmental disabilities in Hamilton  
**ArcelorMittal Corporate Community Investment Foundation**
- + **\$25,000** over 1 year to expand the

ReCreate Expressive Art Studio for youth with developmental disabilities to Brantford

**Harry E. Foster Foundation**

- + **\$9,979** over 1 year to explore a rapid-access service provision partnership in the Eagle Place Community  
**City of Brantford**

- + **\$11,617** over 1 year to purchase project management for the Riverside Hub project  
**City of Brantford**

- + **\$35,890** over 1 year to support with extensive needs planning for clients  
**MCCSS**

- + **\$30,000** over 1 year to purchase Greenspace Licenses and explore the role of measurement-based care for developmental services across Ontario  
**MCCSS**

- + **\$3,000** over 1 year to support rapid-access, single session counselling in Brantford  
**Brantford Community Foundation**

- + **\$25,000** in purchased counselling services  
**Grand River Community Health Centre**

- + **\$5,000** to support delivery of gender-based-violence services in rural and remote communities  
**MCCSS**

## Friend-raising

Last year, we were so excited to be selected as the recipient of the Knights of Columbus all-you-can-eat charity breakfast in December 2023. This fun (and tasty) event brought together volunteers and community members from across Brantford. Their donation went to supporting our programs and services at Willowbridge. Thank you for your generosity!

We were also lucky to receive a giant teddy-bear donation from the City of Brantford and the Brantford Bulldogs. Thanks for bringing smiles to so many faces!

## Planning for the Future

The Developmental Services sector is on the brink of a major transformation over the next five years, thanks to the Ministry's Journey to Belonging initiative. Instead of funding going directly to service organizations, it will shift to an individual model, letting people choose and pay for their own programming. While this change brings some challenges—like keeping service affordable—Willowbridge is also exploring the new possibilities it presents!

In 2023-2024, our board made a big move to get us ready for these changes. We've restructured and are bringing on a new Social Enterprise Manager starting this September! The role will boost our work with the Ontario Autism Program, Passports, behavior

consultations, and fee-for-service counselling. Plus, they'll help us with business planning and resource distribution across programs. Our board has also invested in a marketing strategy and business planning so that we can make the most of the changes ahead.



## 5 to Survive

Over the last three decades, community service organizations have expressed growing concern over the lack of funding and compensation for our staff members throughout the province. Despite the 60% cost of living increase, our base-budget funding has only increased by 4% in 30 years. Simply put, our organizations cannot continue to offer the level of service that we have been and keep our staff without funding support from our partners in the Ministry.

Last year, we joined our friends at Community Living Ontario and Family Service Ontario in advocating for a 5% increase in base budget funding as a part of their #5ToSurvive Campaign. Over 7,325 letters were sent out to Members of the Provincial Parliament (MPPs), we shared the movement to our social media, and Willowbridge met face-to-face with our local MPP to advocate for our participant's needs. We are grateful to announce that this year, we have received a 3% increase. Our organization will continue to advocate with our partners for sustainable funding.



## Becoming an Employer of Choice

A successful workplace requires engaged and vibrant staff. Willowbridge Community Services believes that our agency is only as strong as the people we employ. As a result, we have prioritized employee engagement to grow our team, retain experienced professionals, and provide excellence in service. Our strategic priority of becoming “Employer of Choice” made steady progress this year.

### Taking Care of Our People

At Willowbridge, we know our strength comes from our dedicated team. In September 2023, we made the decision to switch benefit providers and fully cover the cost of employee benefits. This change not only reduced the cost of Long-term Disability premiums but also increased the team’s insurance coverage for extended health services. Our goal is to alleviate stress for our staff and support their well-being more effectively!

Our leadership team also decided to cover the cost of professional licensing for our staff. If a license benefits our work at Willowbridge, we believe Willowbridge should foot the bill! We don’t want our team to pay out-of-pocket to keep their skills and qualifications up-to-date.



### Finding the Right People

Hiring the right people can be challenging in the not-for-profit sector, but at Willowbridge, we deeply value our team and their commitment to our mission. To help us find great new talent, we launched an employee referral program last year. This program encourages our staff to refer qualified candidates from their networks and rewards them with incentives if their referrals are hired. It’s a win-win: we gain passionate, dedicated new team members, and our current staff are recognized for their contributions to building our Willowbridge family.

### A New Start

We bring the bittersweet news that last year, our beloved Director of Service, Laura Bergeron, retired after nearly eleven years of dedicated service to Willowbridge. Laura will be sorely missed for her steadfast leadership, true belief in the strength of our community, and for her imaginative work in co-designing our services alongside participants.

However, we are excited to announce that in spring 2024, we welcomed a new Director of Service, Anna Cook, B.Sc Kin, B.A. Psych, MSW, RSW, and MA Behaviour Analysis (Candidate). With 20 years of senior leadership experience in social services, Anna brings a wealth of knowledge and passion to Willowbridge. We’re thrilled to have her on board and look forward to the positive impact she’ll make!



### Four-Day Workweek at Willowbridge

After a successful six-month pilot, Willowbridge decided to adopt a permanent 4-day workweek last year. The results have been fantastic: recruitment has improved, productivity is up, staff are taking less sick time, and we’re retaining more team members. This shift has brought numerous benefits, enhancing overall job satisfaction and work-life balance while contributing to a more positive and efficient work environment.

In addition to the positive changes we’ve seen for our current team, the 4-day workweek has also increased the number of applicants for our job postings. This new level of competition has attracted some incredible talent, allowing us to select from a more skilled and diverse pool of candidates. We’re thrilled with the fresh perspectives and expertise our new team members bring, and we love the opportunities the 4-day workweek has created for Willowbridge!



### Willowbridge Committees

#### Supporting Staff Health and Wellness

A well and engaged work-force is an integral part of our mission to become Employer of Choice. Last year, the Willowbridge Wellness Committee was hard at work supporting a safe, welcoming, and respectful environment for staff. They ran tons of new staff initiatives, including BBQs, trail walks, Mental Health Week events, health challenges, and pet therapy days. They also offer mental health resources, bring awareness of community events, and implement the recommendations we receive in our annual staff wellness survey.





## Donors

The work we do wouldn't be possible without our community donors. A huge thank you to all those who helped us bring change to life in 2023-2024.

Brant Community Foundation  
Canadian Women's Foundation  
John A Sanderson & Family Trust  
Landsdowne Childrens Centre (Kids First Funding)  
+VG Architects  
MTE Consultants  
Anonymous donors  
Individual donors



## Community Spotlight

Thank you to the incredible organizations that open their doors to our Routes Respite participants, offering them meaningful volunteer opportunities. These partnerships help our participants develop valuable skills and foster a sense of belonging in the community.

Ruffin's Pet Centres  
Circle Square Ranch Grand River  
Brantford Public Library  
Crossing All Bridges Learning Centre  
Hope's Closet Boutique



## Financial Report

April 1, 2023-March 31, 2024

### REVENUES (\$)

|   |                     |
|---|---------------------|
| Ministry of Community and Social Services | 3,121,753.00        |
| Bethesda                                  | 80,000.00           |
| Donations/Other Revenues                  | 186,756.00          |
| Fees for Service                          | 538,177.00          |
| Other Government Grants                   | 131,189.00          |
| Passport Revenues                         | 86,759.00           |
| Capital funding                           | 15,541.00           |
| <b>Total</b>                              | <b>4,160,175.00</b> |

### EXPENDITURES (\$)

|                                    |                     |
|------------------------------------|---------------------|
| Salaries and Benefits              | 3,492,004.00        |
| Non-Salaried Expenses              | 371,005.00          |
| Centrally Allocated Administration | 303,910.00          |
| <b>Total</b>                       | <b>4,166,919.00</b> |

|  |          |
|--|----------|
| Excess (Deficiency) of Revenue over Expenditures | 6,744.00 |
|--|----------|



The Willowbridge Audited Financial Statements for the year ending March 31, 2024, prepared by Millards, Chartered Accountants, are available at 54 Brant Ave, Brantford, Ontario N3G 3G8.

## Our Team

As of March 31, 2024

### Counselling Services

Vicki Hartman – Manager  
Julia Beers  
Heather Condon  
Lori Hensen  
Maria Johansen  
Shelley Jonathan  
Joanne MacNeil  
Paul Polito  
Joanne Towers  
Maria Habiymbere – Student Placement  
Zulma Hernandez – Student Placement  
Elizabeth Passmore – Student Placement  
Madalin Vieira – Student Placement

Karey Wiersma  
Melissa Wiseman

### ENCOMPASS SERVICE COORDINATION

Edie Mous – Manager

### ENHANCED SERVICE COORDINATION

Lyndsey Dickson – Transitional Aged Youth Planner  
Amanda Downs  
Jim Kennedy  
Jessica McRae  
Heather Mordue

### ONGOING SERVICE COORDINATION

Michelle Bell  
Holly Floyd  
Laurie Redpath-Rolfe  
Shantel Spicer  
Jackie Thompson  
Zulma Hernandez – Student Placement

### ROUTES RESPITE COMMUNITY INCLUSION

Jenny Poplar – Manager  
Julie Avelar  
Paige Bacon  
Reegan Cameron

Steven Gzik  
Brittany Holland  
Mckinnley Hoskins  
Raquel Meneses  
Harlene Muniz  
Allan Murray  
Sabbryn MacBride – Student Placement

### Admin

Sarah Hammond- Program & Admin Support  
Sandra Kennedy - Program & IT Support  
Kendra Marjerrison - Creative Coordinator/Executive Assistant

### Leadership Team

Laura Bergeron – Director of Services  
Jennifer Hanna – Director of HR & Business Operations  
Leslie Josling – Executive Director

Devon Atherton – Communications & Project Manager  
Margaret Elson – Manager of Pivot Behaviour Supports  
Vicki Hartman – Manager of Counselling Services  
Edie Mous – Manager of Encompass Service Coordination  
Jenny Poplar – Manager of Community Inclusion Programs

66

The special care that we have received from Willowbridge, embodied for us in [our service providers] has made all the difference... Many thanks for your wonderful service, and sincere congratulations for the amazing people in your organization who work so hard and so well.

Counselling, Pivot Behaviour Supports, and Service Coordination Participant



# Our Services

## COUNSELLING SERVICES

- Family and Children
- Couples
- Groups
- Individuals
- Developmental Disabilities
- 2SLGBTQIA+
- Indigenous
- Multicultural
- Men's Specific
- Women's Specific
- Single-Session
- Ontario Structured Psychotherapy
- Counselling Works!

## ONTARIO AUTISM PROGRAM

## PIVOT BEHAVIOUR SUPPORTS

- Behaviour Consultations
- Pivot Clinic
- Behaviour Support Plan Review

## ENCOMPASS SERVICE COORDINATION

- Enhanced Service Coordination (Adults)
- Ongoing Service Coordination (Adults, Youth, & Children)
- Transitional Aged Youth Planning

## BRIEF SERVICE

## COMMUNITY INCLUSION

- Routes Respite Community
- Passports
- Summer Camps (Kids & Youth)
- Groups



[willowbridge.ca](http://willowbridge.ca)

