



50

YEARS

1969-2019

Annual Report • 2018-2019



## *Rapport Youth & Family Services* *Happier Youth, Healthier Communities*

### **Board Chair & Executive Director Message**

Fifty years ago this coming October, three Sheridan College students founded this great agency. We are proud to say that we are the oldest youth counselling agency here in Peel and that today, 50 years later, we serve over 3,000 children, youth and family members through eight (soon to be nine) locations. Again this year we are pleased to report that the state of our agency is strong. This past year we have completed our strategic plan, copies of which have been shared with many of you tonight. We are well aware of course that the winds of change are coming that will affect Rapport and many of the agencies present here today and we believe Rapport is well positioned to not only survive, but thrive, as our sector is re-imagined and realigned.

Our 50th Anniversary is not only a milestone for our agency as a whole but also the 50th year of our largest and signature service – Youth and Family Counselling. This service is the bedrock of our agency and we would like to give a big shout out to our Clinical Director Joan Manning and her Counselling Team and say – Happy 50th Anniversary.

From our origins as a grass roots student led agency called RAP and then Rapport House to our current iteration as Rapport Youth & Family Services, we have proudly served not only Brampton, the community of our birth, but now all of Peel as we have expanded our counselling program and our ECLYPSE branded youth engagement services.

We are proud to report that our many partnerships and collaboratives remain strong and allow us to do big things and to maximize our Collective Impact based presence and service delivery. We continue to be active participants and leaders in the three premier service hubs in the region (the Exchange in Bolton, Davis Centre in Brampton and the new, soon to be launched Malton Youth Wellness Hub).

Our continued success would not be possible without the generosity of our many funders, donors and supporters. Thank you for your continued confidence in the work that we do on behalf of children, youth and families: The Ministry of Health and Long Term Care, The United Way of GTA, the Ministry of Tourism Culture and Sport, The Region of Peel, the Ontario Trillium foundation, and the Brampton Caledon Community Foundation. And a big thank you to the Rotary Clubs of Brampton and

Bramalea, Home Depot Canada Foundation and Weston Forest Products – you have again shown your support for the many children, youth and families that we serve.

At this time we would like to acknowledge the members of the 2018-2019 Board of Directors. Our Past Chair David Saxon and Director Gwendolyn Fearing are both retiring from the Board this evening. We thank them both for their years of service and passion for children and youth. We would also like to thank our Vice Chair Pradeep Rajah, Board Secretary Suzanne Nurse, Treasurer Don Cumming and Directors – Brendon Lalonde Brad Stafford.

On a personal note – I will be ending my term as Board Chair after this AGM, but will remain on the Board as Past Chair. I am pleased Pradeep Rajah will be stepping into the Chair's role next year. I am also delighted to share that Don Cumming will be returning as Treasurer and Brandon Lalonde will be joining the Executive as Board Secretary.

Again, we would like to thank our amazing staff, volunteers, placement students, supporters, funders and community partners for their valued and continued support.



Arun Thomas  
Board Chair 2018-2019



David A. Clement  
Executive Director

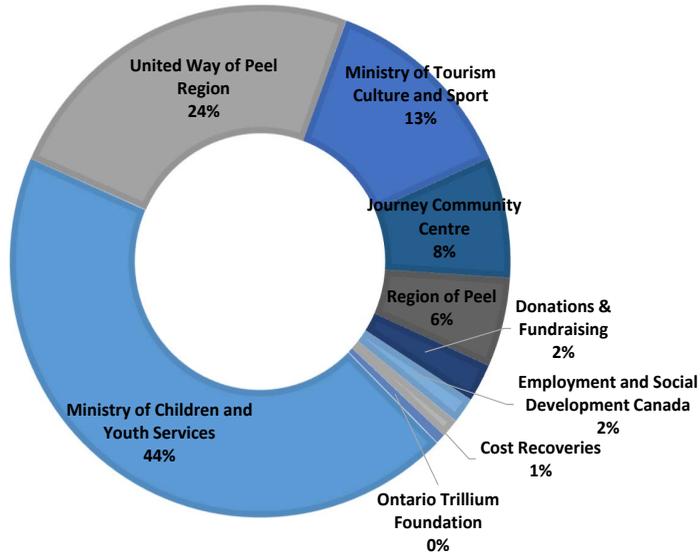
## Board of Directors

Arun Thomas, Chair  
Pradeep Rajah, Vice-Chair  
Suzanne Nurse, Secretary  
Don Cumming, Treasurer  
David Saxon, Past Chair\*  
Gwendolyn Fearing, Director\*  
Brendon Lalonde, Director  
Brad Stafford, Director  
\*Retired, June 2019

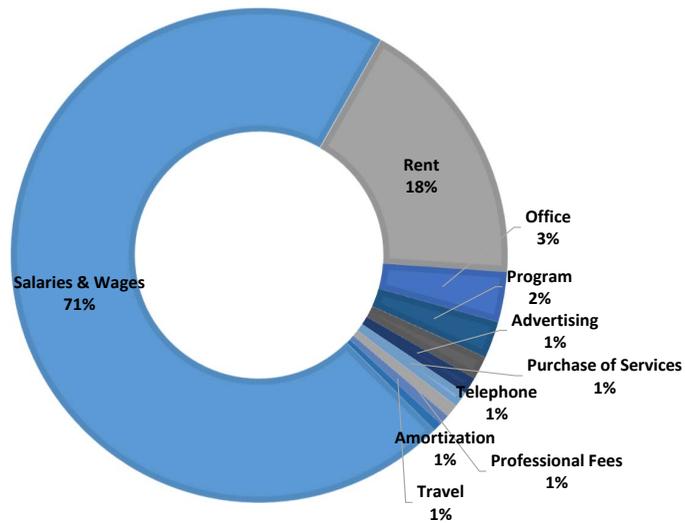


# 2018/2019 Financials

## Revenue



## Expenses



## Funders



Ontario Ministry of Children & Youth Services  
United Way GTA - Peel, York and Toronto  
Employment & Social Development Canada  
Region of Peel  
Ontario Ministry of Health and Long Term Care  
Ontario Ministry of Tourism Culture and Sport  
Ontario Trillium Foundation  
North Bramalea United Church (Journey Community Centre)

## Donors & Supporters

Brampton and Caledon Community Foundation  
Castlebrooke Secondary School  
HEART Canada  
Heart Lake Secondary School  
Home Depot Canada Foundation  
LKQ Canada Auto Parts  
Ontario Elementary Catholic Teachers Assn. (OECTA)  
Rotary Club of Bramalea  
Rotary Club of Brampton  
Royal Bank of Canada  
Walmart  
Weston Forest Products



## Rapport's History

In October 1969, not long after the birth of the cultural icon known as "Woodstock", a small group of Sheridan College students initiated RAP, a community based drop-in service for young people suffering adverse effects from the non-medical use of drugs. The service included 24 hour crisis intervention and drug education.

Following its incorporation as a non-profit charitable organization in January 1971, RAP became Rapport House and broadened its services to include brief accommodation, counselling, parent-child mediation, and linkages with dental, medical, and legal practitioners. Financial support from The United Way of Peel began in the early 1970's and has continued up to the present.

In the late 1980's the provincial Ministry of Community and Social Services began providing funding support for new and expanded services at Rapport, thereby enabling the agency to reach out to a broader client base.

In 1990, Rapport House changed its name to Rapport Youth and Family Counselling of Peel Inc. to more accurately reflect its mandate and scope of services. Program expansion saw Rapport increase its service capacity to over 1,000 youth and families in Peel each year, assisting them toward a more productive and healthy approach to living.

In 2001, following a lengthy strategic planning process, Rapport changed its corporate name, again to more accurately reflect the philosophy, services, and direction of the organization. With its diverse programming, Rapport Youth and Family Services provides a variety of counselling and related support services to over 1,500 youth annually.

In 2011 Rapport grew again, expanding it's renowned youth and family counselling program through increased funding for children's mental health from MCYS. Also that year Rapport moved it's ECLYPSE Youth Centre to a new location in the Centre for Families as well as opening a second youth centre serving Central Brampton.

In 2012 Rapport partnered with PCC and AYSP to open the first walk-in counselling service for children and youth in Peel – Tangerine Walk-In Counselling.

In 2013 Rapport continued to grow and deliver services in more places and innovative ways. ECLYPSE has added three new after-school sites, expanding its brand into Mississauga. Dunrankin, Marvin Heights and Ridgewood are three Malton area schools that have three day-a-week, provincially funded after-school programs. Like all of Rapport and ECLYPSE services - completely free to children and families. ECLYPSE Central Brampton expanded to twice its original size and re-launched in October of 2013. The six ECLYPSE branded programs now have over 6,000 visits annually.

From 2014 to 2019 Rapport expanded again into the area of employment services for youth as the ECLYPSE Youth Skills Enhancement Program was launched in Malton for youth facing barriers to employment. During this period Rapport participated and supported many partnerships, collaboratives and hubs including: Peel Mental Health First Aid, Former Youth-in-Care Mentorship (World Changer Society), Good Food Brampton, the Exchange in Bolton, the Davis Centre Hub in Brampton and the Malton Youth Wellness Hub.



## Key Stats:

**3,474**

Clients Served

(2,704 Brampton, 604 Mississauga, 129 Caledon, 37 other)

**97%**

of Counselling clients self-reported that clinical services made a difference in their lives and made them feel understood, supported with increased motivation to make positive changes in their lives.

**85%**

of ECLYPSE clients self-reported increased well-being and social competence in the areas of goal-setting and self-esteem.

**44**

Volunteers

**7,921**

Volunteer Hours

Rapport Youth & Family Services  
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