



Maison
Elizabeth
House



Annual Report

Building for the future and
expanding our reach

2022-2023

Table of Contents

SECTION 1	Message from the Executive Director and Board President	3
SECTION 2	Declaration Regarding the Reliability of Data in this Annual Report	5
SECTION 3	Presentation of Elizabeth House and Highlights of the Year	6
SECTION 4	Partnerships, Collaborations, and Community Links	34
SECTION 5	Risk Management and Quality Improvement	37
SECTION 6	Donations and Fund Raising	46
SECTION 7	Human Resources	53
SECTION 8	Financial Resources	54
SECTION 9	Observations Reported by Independent Auditor	55
SECTION 10	Disclosure of Wrong-Doing in the Workplace	56
ANNEX 1	Code of Ethics	57

SECTION 1

Message from the Executive Director and Board President

Message from the Executive Director

As I reflect on the past year, I am proud to report that we have been dedicated to learning, growing, and building a better future for our clients and our organization. It has been a year of progress, and we are excited to share our accomplishments with you.

My office sits right in the middle of the House, so I get to see everyone who comes in and out all day, and it's probably the best part of my job. I have a great vantage point, listening and watching our clients and their babies grow. I get to observe little ones learning to crawl, eat solids, and get over an ear infection, among many other things. Additionally, I witness moms learning how to help their babies reach developmental milestones, become more confident in their abilities, and find their footing. It has been a privilege to witness firsthand the progress and achievements of our clients.

In order to continue our mission of providing valuable services to our clients, we have taken a critical look at our programming.



We have updated and expanded our offerings to better meet the needs of those we serve. Additionally, we are excited to launch a capacity-building campaign to raise funds for much-needed renovations to our two, 100-year-old buildings.

This includes plans to build a community kitchen, which will provide our clients with the opportunity to learn how to cook healthy meals, socialize, and make healthy connections with their children and food. We deeply value our staff and their growth. We foster open communication, empower them to share ideas, and provide a supportive environment. Working closely with our teams, we ensure they have the resources and training needed to thrive in their roles, improving our services and nurturing a culture of continuous learning. At the core of our organization is education, and we strive to empower our clients with the tools they need to succeed in their communities. We are committed to continuing our efforts to build a stronger, more connected community.

As we look ahead, I am thrilled to roll up my sleeves and bring Elizabeth House to the next level. With your continued support and dedication, we will continue to make a difference in the lives of those we serve. Thank you for your unwavering support and commitment to our mission.

Anitra Bostock

Executive Director, Elizabeth House

Message from the Board President

As I close out my first year as president of the Elizabeth House Board of Directors, I would like to thank all the other members of the Board for their dedication, commitment, and time. I am very happy to announce that all Board members have indicated a wish to continue as members, with two going so far as to indicate that they may be interested at some point in the future, in becoming part of the executive!

Similarly, I would like to take this moment to thank the Elizabeth House staff and volunteers for their ongoing work. In recent years, as we adapted to the consequences of COVID-19, we encountered numerous obstacles. However, our dedicated team and volunteers consistently stepped up to prioritize the well-being of our clients and each other.

This past year has brought many changes to Elizabeth House, as Anitra Bostock, our Executive Director, took over the reins as of June 09, 2022.

Anitra has big plans for the ongoing development of the Elizabeth House offer of service, which will necessitate the thorough renovation of both of our buildings. This will demand a strategy to fundraise in a way that Elizabeth House has never before done. To that end, we have contracted with a fundraising expert, to assist us, and we are up for the challenge!

I am very excited to be part of this updated vision of Elizabeth House, and look forward to the upcoming year!



A handwritten signature in black ink that reads "Leigh Johnston".

Leigh Johnston
Board President

SECTION 2

Declaration Regarding the Reliability of Data in this Annual Report

As Executive Director of Elizabeth House, I have the responsibility to ensure the reliability of the information contained in the Annual Report of Activities as well as the integrity of the related controls.

An audit of the coherence and plausibility of the information presented in this report was conducted by the independent firm Richter. A report to this effect was produced and is available in section 9 of the present document.

The results and data in this report of activities for the fiscal year 2022-2023 of Elizabeth House:

- Accurately describe the mission, mandate, responsibilities, activities, and strategic orientations of the organization;
- Accurately describe the objectives, the indicators, the targets, and the results obtained;
- Present correct and reliable financial and statistical data.

I declare that the data contained in this Annual Report of Activities, as well as the related controls, are reliable and accurately reflect the situation as of March 31, 2023.



Anitra Bostock

Executive Director, Elizabeth House

SECTION 3

Presentation of Elizabeth House and Highlights of the Year

About Elizabeth House

Elizabeth House is a rehabilitation centre that offers a continuum of intervention and support services to families with children aged 0-5 years. Elizabeth House works primarily with young mothers and mothers-to-be who are experiencing serious difficulties adjusting to pregnancy or their role as parents. The approach to treatment is educational and therapeutic, focusing on the needs, and building upon the strengths of the individual.

Services are provided to mothers and families through residential and external programs. Services are also provided to fathers through external programs. Interventions focus mainly on the acquisition of parenting skills and life skills. Elizabeth House is equally concerned with optimizing children's development and facilitating the development of a long-term or permanent plan for each child.

Services are designed to serve the English-speaking community of Québec and are generally offered in the greater Montréal area. Elizabeth House is funded through the Ministry of Health and Social Services but relies on private donations to support programs and activities.



Our Mission

We deliver services with a unique mission of changing futures by working together, supporting young families facing challenges in parenting, building on strengths, and offering opportunities for growth and learning.

Our Vision

Our vision is for a community with children who are safe, secure and loved, and parents who are supported and empowered so families can have the opportunity to develop to their full potential.

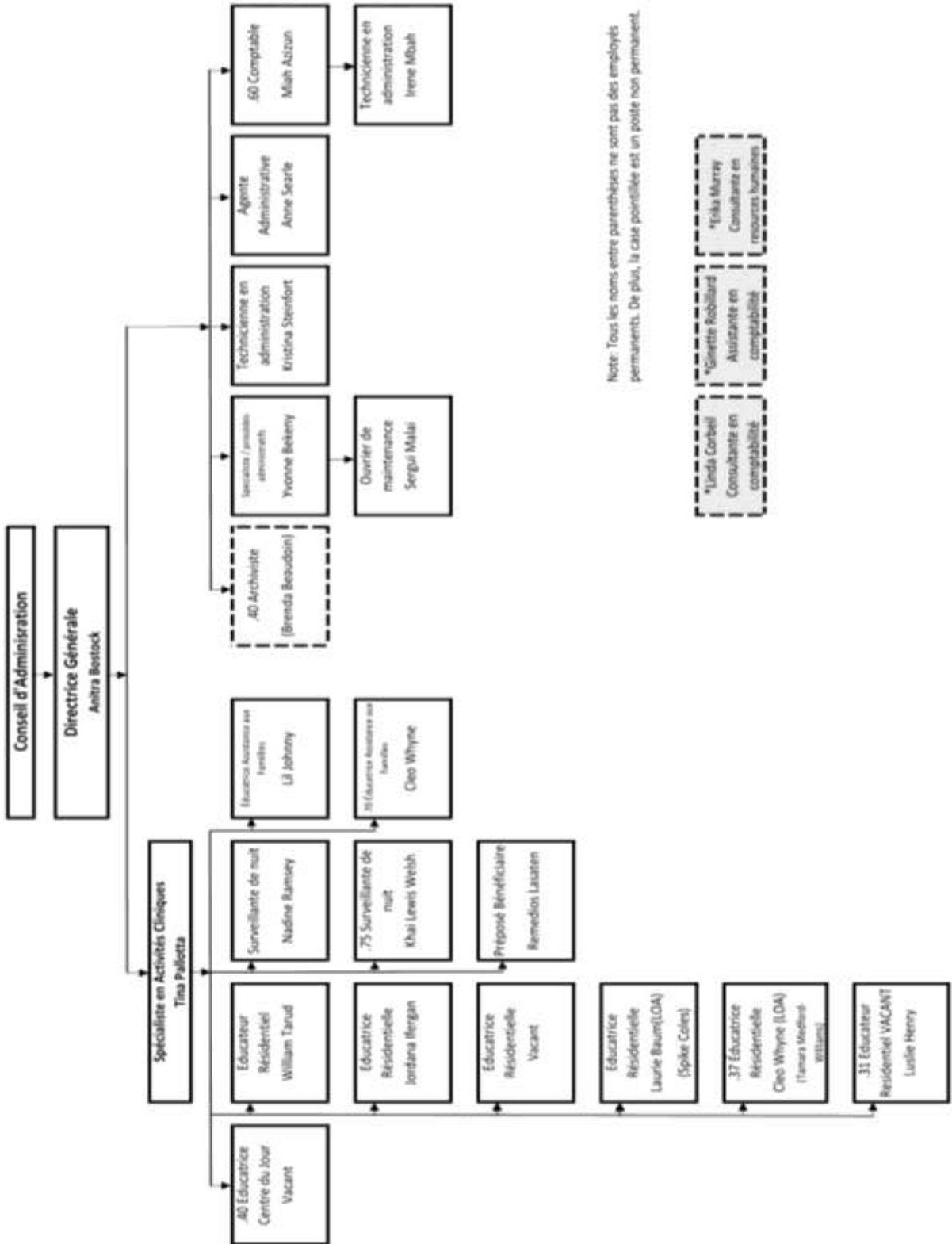
Our Values

Elizabeth House maintains core values in the areas of

- Care
- Respect
- Collaboration
- Inclusion
- Growth



Organizational Chart

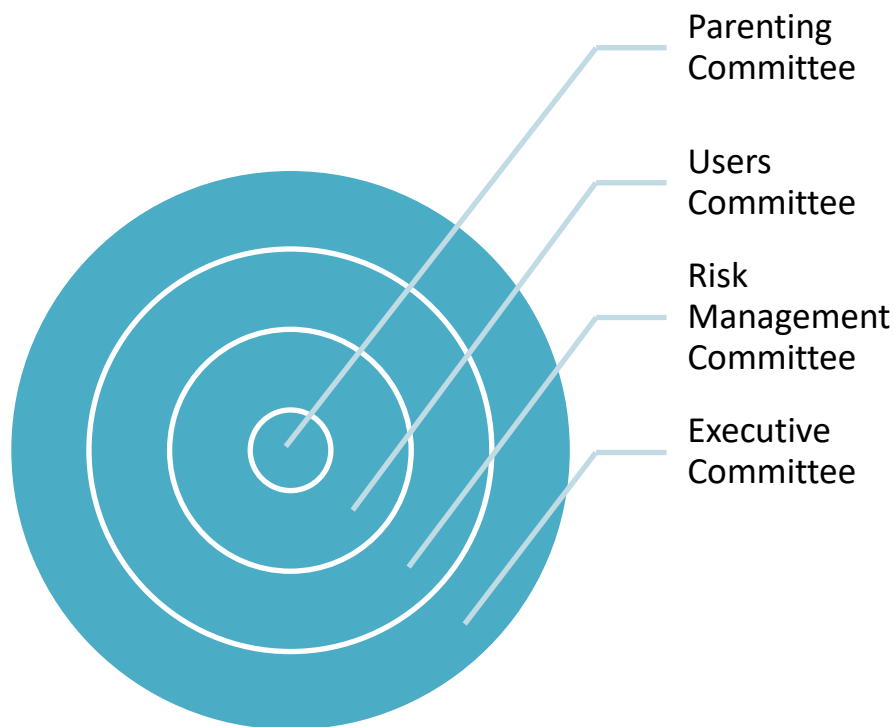


Board of Directors

NAME	ROLE	JOB TITLE
Leigh Johnston	President	Retired assistant Executive Director of Batshaw Youth and Family Centres, with experience working and living in Nunavik.
Howard Nadler	Vice-president	Retired Manager in Health and Social Service
Geneviève Morin	Treasurer	Treasurer, Senior Advisor, Financial Governance and Operational Performance, Desjardins
Christopher Sztankovics	Secretary	Financial Advisor
Allison Kurz	Member	MA Pedagogical counsellor, accreditation & evaluation, Dawson College
Brigid Quinlan	Member	Director , Legal Affairs - Corporate & International Sector, Caisse de dépôt et placement du Québec
Donna Varrica	Member	Semi-retired communications specialist in institutional and educational communications and in the corporate sectors.
Kim St. Hillaire	Member	Director of Human Resources Shriners' Hospital for Children® - Canada
Nyiah Songui	Member	Foreign-trained physician, BSc, MBBS
Anitra Bostock	Member "ex officio"	Executive Director, Elizabeth House



Committee of Advisory Bodies



Code of Ethics

There was one violation of the Code of Ethics in 2022-2023. This was a confidentiality-related incident between a supervisor and educator around a work-related text conversation and emails with another staff. After investigations by management, it was determined that the incident was entirely work-related, and no personal information was exchanged in the process.

The code of ethics can be found at the end of this report.

Elizabeth House Foundation Board



NAME	ROLE	JOB TITLE
Tara Sandler	President	Director of Strategic Education & Engagement, Canadian Council for the Advancement of Education
Christina Vongas	Vice-President	Retail Executive. Partner, ReTell Consulting
Geneviève Morin	Treasurer	Treasurer, Senior Advisor, Financial Governance and Operational Performance, Desjardins
Christopher Sztankovics	Secretary	Financial Advisor
David Walsh-Pickering	Member	Associate at Egon Zehnder
Jenny Bouras	Member	Assistant Director of Financial Resources at the English Montreal School Board
Kaitlin Common	Member	Manager of In-flight Services Cabin Crew, Air Canada
Tina Hillenbrand	Member	Director, Orchard House Preschool
Anitra Bostock	Member “ex officio”	Executive Director, Elizabeth House

A Word from the Foundation President

As we continue to emerge from the global pandemic, the world has undergone significant transformations. However, one constant remains: the needs of the clients at Elizabeth House. If anything, these needs are greater and amplify the importance of the work being done and the resilience of Elizabeth House.

Over the past year, to respond to these evolving circumstances, efforts have been made to bolster board governance, enhance financial reporting, and amplify communications with donors and constituents. These strategic initiatives are designed to propel Elizabeth House towards its next level – raise more funds, support more individuals, and change more lives. The people Elizabeth House serve – the young mothers, children, and families – are its heart.



Their stories inspire us to strive for more. The dedicated staff, volunteers, and community members who serve tirelessly and constructively do so in a front-facing and positive way.

The next chapter for Elizabeth House promises to be one of growth, innovation, and evolution. Now is the time to think bigger, dream bolder, and aim higher.

As my time as President of the Elizabeth House Foundation Board draws to a close, I express my sincere gratitude and appreciation to everyone for the work done and the work that will continue. The impact of Elizabeth House on its community and clients will keep soaring to new heights and I am thrilled to have played a part and am excited to see what comes next.

With my thanks,
Tara Sandler

OUR TEAM



Anitra Bostock



Tina Pallotta



Yvonne Bekeny



Kristina Steinfert



Lil Johnny



Jordana Ifergan



OUR TEAM



Cleo Whyne



Spike Coles



Stephanie Greene



Remy Lasaten



William Tarud-Saieh



Charlie Neiman

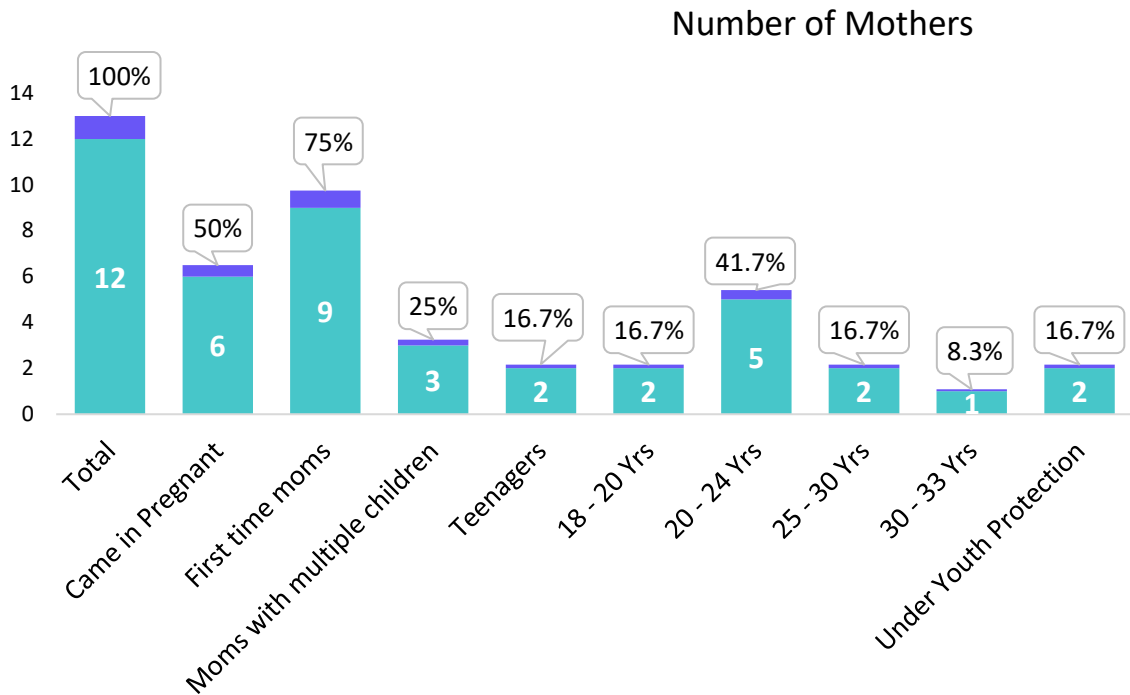


Achievements of the Year and Strategic Plan

- Completed conversion from oil to gas heating in August 2022, reducing heating bills by almost 40% and promoting environmental sustainability thanks to a significant donation.
- Improved Wi-Fi quality in the house, enabling all clients to have access to reliable internet after switching providers.
- Successfully transitioned a client with her child into PATH after a 3-year COVID-19 hiatus.
- Utilizing the main floor of PATH for programming more frequently, enhancing the availability and effectiveness of services.
- Prioritized improving work culture, job satisfaction, and communication among staff members.
- Launched our capacity-building campaign to raise funds for the renovation of both buildings, expanding programs, and amplifying their impact.
- Development of a new strategic plan focusing on five categories:
 - Governance: Defining board member roles, emphasizing training and education.
 - Fundraising: Establishing fundraising strategies and implementing reporting methods and milestones.
 - Education: Bringing Elizabeth High School back in-house, expanding programming capacity and outreach.
 - Infrastructure: Creating a comprehensive renovation plan, and improving internal infrastructure.
 - Human Resources: Enhancing internal and external training, fostering innovation and research.

Population Numbers

Average length of stay
97.72 days

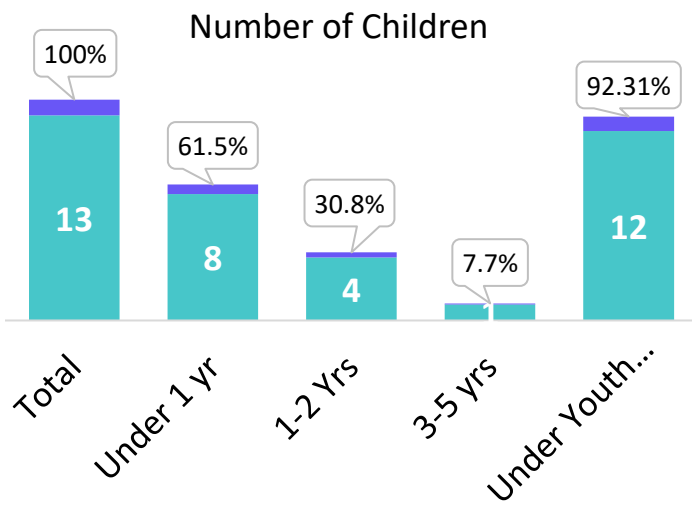


As we continue to put the COVID pandemic behind us, we are witnessing a steady rise in the population we serve, and this could be seen this year with an increase in the number of mothers by 17% and children by 23%.

The chart provides insights into the characteristics and demographics of the mothers registered with us this year. We provided services to a total of 12 mothers, half 6 (50%) of them came in pregnant, 9 (75%) were first-time moms, and a quarter, 3 (25%), already had multiple children.

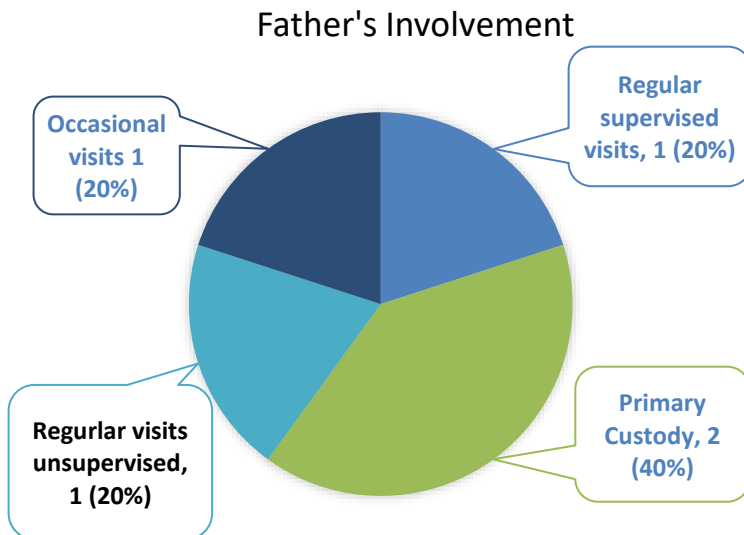
The age distribution of the mothers showed that 2 (16.7%) were teenagers, 2 (16%) were between 18-20 years old, 5 (41.7%) were between 20-24 years old, 2 (16.7%) were between 25-30 years old, and 1 (8.3%) was between 30-33 years old. Moreover, 2 (16.7%) of the mothers were under youth protection.

Overall, we observed that the majority of our clients were in their late teens and early 20s, with a notable number coming in as first-time mothers, highlighting the continued need for targeted support and resources for these populations.



Number of Children

The population results for this year show a total of 13 children, with the majority, 62% (8), being under 1 year. There were four children between the ages of 1-2 years and one child between the ages of 3-5 years. Moreover, 92% (12) of children were under the Youth Protection Service. Overall, the charts provide a snapshot of the age and protection status of the mothers and children in our care over the course of the year.



Fathers Involved with their Children

The involvement of fathers in their children's life continues to be one of our primary objectives, to ensure a balanced development for the children in our care. This year, 5 out of 13 fathers were involved in their children's lives either through regular and occasional visits or as the primary custodian. Two fathers had primary custody, two had regular supervised and unsupervised visits, respectively, and one had occasional visits with their child.



Residential Programming

This section highlights the residential programming provided to clients in the residential and family assistance program over the course of the year. It examines the positive impact of the activities and services provided to support the clients in their parenting and life skills, educational, emotional, and social development. The report also discusses the factors that contributed to the program's success and provides recommendations for sustaining and improving it.

While we have several vital programs that are always in circulation, the following programs and events have been the high points of the year: The Writing Workshop, Healthy Relations Workshop, Nutrition Program, Budgeting Program, Emoji Time, Research Study – The Ranting Group, Connect the Tots Program, “Tamtam for Tots with Angelique”, Infant Stimulation, and Resident Meetings, Wellness Month, Black History Month, and International Women’s Day.



Empowering women to
empower the next generation



Healthy Relationships Workshop

We are delighted to announce the success of our in-house healthy relationships workshop, facilitated by Auberge Shalom earlier this year. The program aimed to empower women with knowledge about healthy relationships they can aspire to, and we are pleased to report that it was well-received by our clients. Our goal is to continually support and uplift women, and Auberge Shalom's contribution to this process was greatly appreciated. Their expertise in facilitating the workshop was instrumental in achieving our objectives. We look forward to running this program again in the future so that we can continue promoting healthy relationships for women.



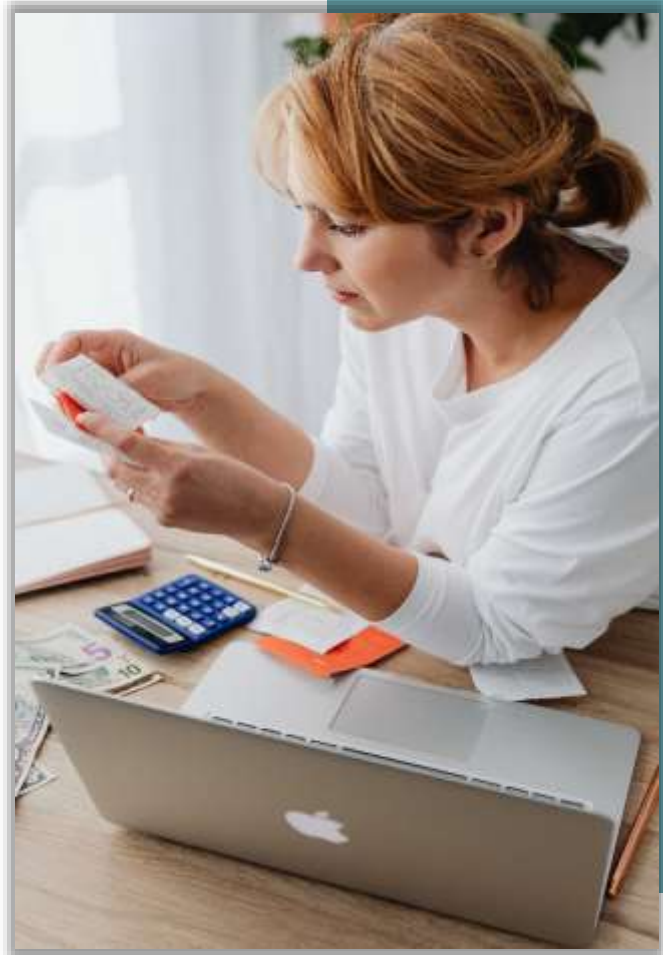
Nutrition Program "Cook up your future!!!"

Our "Nutritional Eating" summer program, in partnership with La Tablee des Chefs, successfully taught our clients about healthy eating and food autonomy. The program covered various topics such as food groups, food labels, and the importance of limiting processed foods. Each client received a culinary kit, courtesy of La Tablee des Chefs, to help with food self-sufficiency. We also had a garden where we grew fresh produce, allowing our clients to learn about gardening and experience growing their own food. The program was well-received, and we are grateful for our partnership with La Tablee des Chefs, which is laying the foundation for our community kitchen project.

Budgeting Program

Our budgeting program had 8 sessions to improve our clients' financial literacy. We had interactive activities like discussing spending habits, estimating monthly expenses, finding the best prices for essential items, and reflecting on past financial decisions.

We also had a presentation with TD Bank representatives about investment opportunities and government programs. Lastly, we helped our clients create a realistic monthly budget based on their income and expenses using simple language.



Emoji Time

“Emoji Time” is a program that teaches our clients all about the different aspects of emotions; what they are, and how to identify when they become a problem. Clients are learning how to identify their emotions and to communicate these feelings appropriately.

The ideal outcome of this program is for the clients to learn a new valuable life skill, to quickly identify their emotions, and feel comfortable sharing their feelings. Our clients are loving the program and have expressed how thrilled they are to finally learn more about their emotions in a fun, engaging, and exciting way.

Research Study

The Ranting Group

This research study, conducted by a 4th-year student of Behavioral Psychology, focused on helping mothers develop coping strategies to address negative thinking patterns and confront anxiety-related tasks. The Ranting Group facilitated sessions where mothers learned assertiveness, self-advocacy, planning, problem-solving, and trust-building. Four important topics were discussed, with related activities:

Understanding Positive

Thinking: Discussions on negative thoughts and anxiety responses. Mothers used a thought journal to explore alternative perspectives and shared insights with peers.

Stigma: Exploring stigma and personal experiences.

Mothers analyzed stories of characters facing stigma, identifying its effects and possible responses.

Deconstructing Procrastination:

Examining procrastination and its influence on phone calling and what behaviours it can influence. Mothers were given a menu from a random restaurant and asked to create a script with questions about the rest of the menu when they called the restaurant (price, location, food items etc.).

Self-Care / Self-Regulation Techniques / Termination:

Discussing current and future self-care techniques for managing overwhelm. Mothers reflected on the sessions, shared their emotions, and expressed their interest in continuing the sessions in the future.

Connect the Tots Program!

This program allows mothers to bond with their children and promote their healthy development. Through interactive activities, mothers enhance their parenting skills, communication, leadership, and empathy.

Activities include: playing with paints, parachutes, and sensory bins filled with Jell-O, encouraging fun and exhaustion for energetic children. Mothers can also create sensory bins using pantry items and toys for toddlers to explore textures and flavors. It's a refreshing and enjoyable way for moms and children to learn and grow.



“Tam Tam for Tots” with Angelique

Angelique, an enthusiastic volunteer, and accomplished music teacher, spearheaded the Tam Tams for Tots program, which focused on providing music therapy to mothers and their children, including expectant mothers. The program's primary objective was to foster a stronger mother-child bond, as evidenced by the significant progress observed during each session.

Angelique employed a range of techniques to engage clients, including encouraging them to sing to their children, play instruments, and dance with them while also associating colors and images with song lyrics to stimulate their senses.

Moreover, the program enabled children to develop language skills by singing songs in English, French, and Spanish. To ensure continued practice, Angelique curated a playlist on Spotify, which she frequently updates, allowing clients to practice at their own pace and convenience.

The Tam Tams for Tots program received an overwhelmingly positive response from clients, who expressed a strong sense of motivation and excitement during each class.

Black History Month!

Elizabeth House celebrated Black History Month with various activities including a guest speaker, cultural cooking, a Rosa Parks skit, Afrobeats dance, and a client-created mural to raise awareness. Staff also attended a workshop on preventing workplace macroaggressions and discrimination, sharing experiences and learning intervention strategies. These efforts aim to educate and create a more equitable society, acknowledging both achievements and barriers. Elizabeth House remains committed to a safe, inclusive work environment and a positive living experience for clients.



Guest Speaker: Heartwarming experiences of a teen mom!

Our clients welcomed Tania and her inspiring story at Elizabeth House. She was a teen mom at sixteen, but despite facing numerous challenges, she became a Chartered Professional Accountant (CPA), specializing in audit and financial fraud investigations. Tania's perseverance and hard work paid off when she achieved her CPA designation and became a Certified Fraud Examiner. She balanced motherhood with pursuing her education and career, establishing a stable environment for her son. Tania's story highlights the determination and resilience required to overcome obstacles and achieve goals, inspiring others to pursue their dreams. Anything is possible with hard work and determination..



International Women's Day (IWD) 2023



IWD was a remarkable event at Elizabeth House, and we were delighted to host a panel discussion led by six amazing guest speakers who shared their experiences on topics such as women's rights, women's empowerment, and the impact of education on women's experiences.

Staff and clients welcomed these diverse women's voices from different walks of life and contributed their perspectives to discuss the issues women face in Canada and globally. It was an excellent opportunity to share, learn, and engage in meaningful conversations about the challenges facing women today and rethink ways to work together to create a more just and equitable world for everyone.

WELLNESS MONTH: "Together for a Better Workplace"

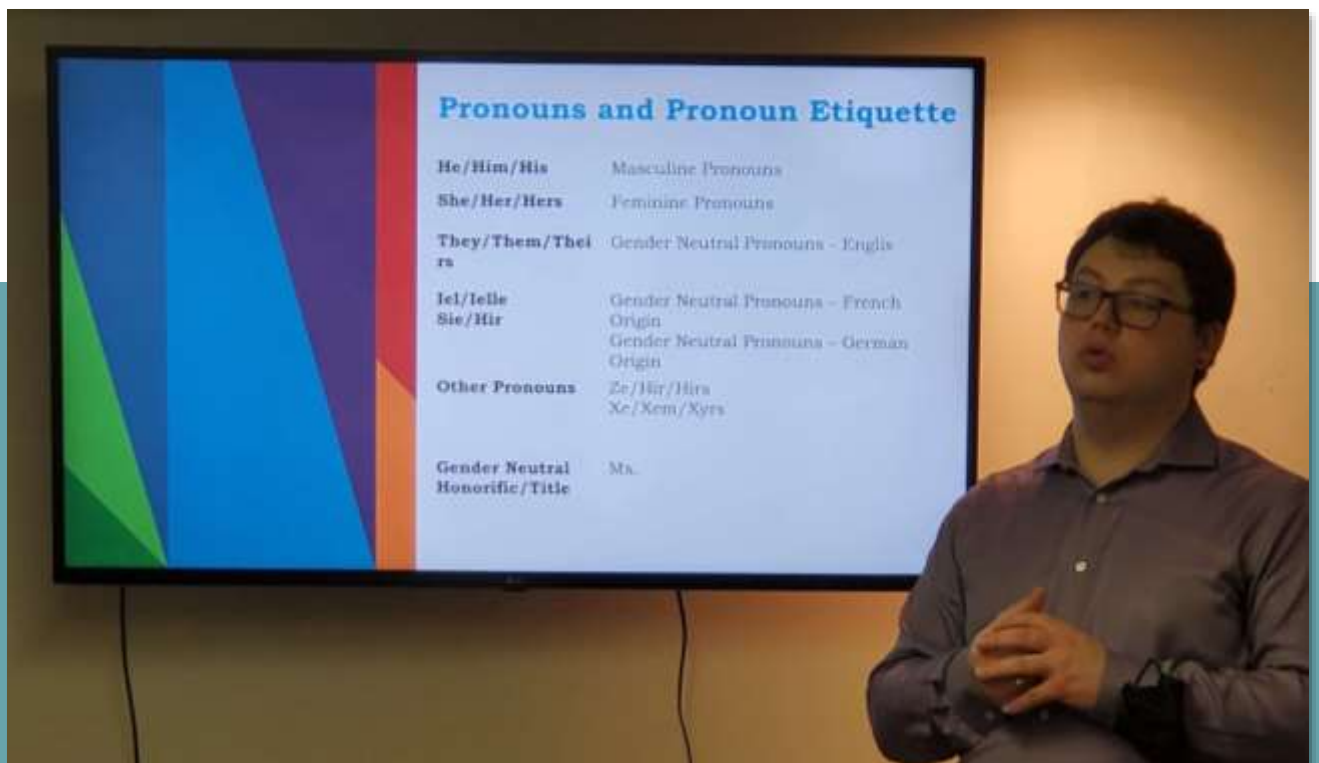
In October, we observed Wellness Month with activities like wellness walks, mindful Mondays, and a wellness dance as a way of upholding the importance of practicing healthy mind and body activities at Elizabeth House. The goal was to enhance our organizational culture and promote an overall healthy work-life balance.

Our clients and staff were engaged in wellness activities to explore different perceptions and practices that define wellness and a healthy workplace for us. While these activities were welcomed and enjoyed by staff and clients, they are certainly not limited to one month as we continue to share awareness and incorporate several mindfulness and wellness events to promote physical, psychological, social, and community well-being at Elizabeth House.

What Inclusion and Diversity Mean to Us

David Hawkins, the Executive Director of the West Island LGBTQ2+ Centre, gave an insightful presentation to the Elizabeth House clients and staff. This was an occasion to answer questions that had been raised by clients and enrich the conversation about diversity.

As we welcome a more diverse clientele and build an inclusive work environment and community, this was an opportunity to create continuous awareness, have conversations about the LGBTQ2+ community, and empower us to be more mindful as individuals and as an organization.



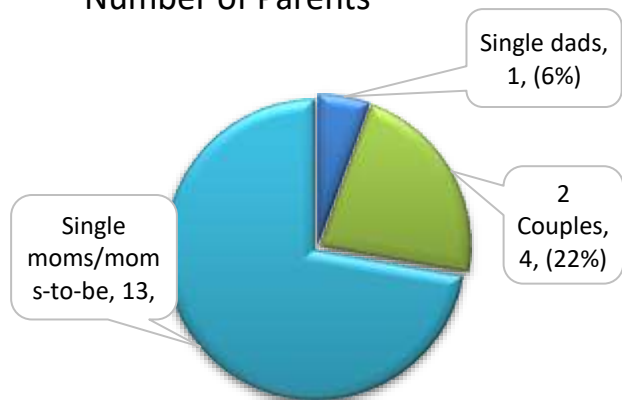


Family Assistance Program

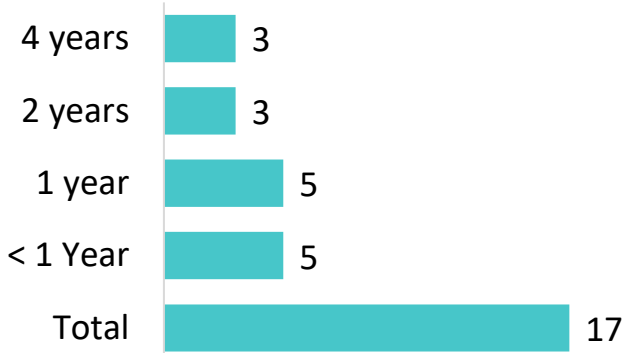
The Family Assistance (FA) Program provides services to EH external clients living in the community. Our clients struggle with their parenting, life skills, and mental health issues and require continuous support to improve themselves. FA continues to work closely with dads to facilitate their parenting role in their children's lives.

Overall, FA played a huge part in case managing clients and tailoring individual plans to meet clients' goals and objectives. We continue to empower clients to reach their goals by providing adequate support and guidance so they can gain more confidence in their parenting roles.

Number of Parents



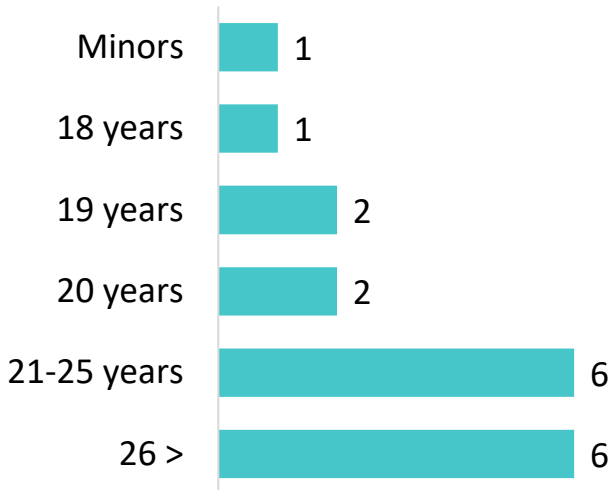
Children's Ages



This year, 18 parents were registered in the Family Assistance program: 12 moms and 1 dad, and 17 children; 1 aboriginal and 7 under Youth Protection.

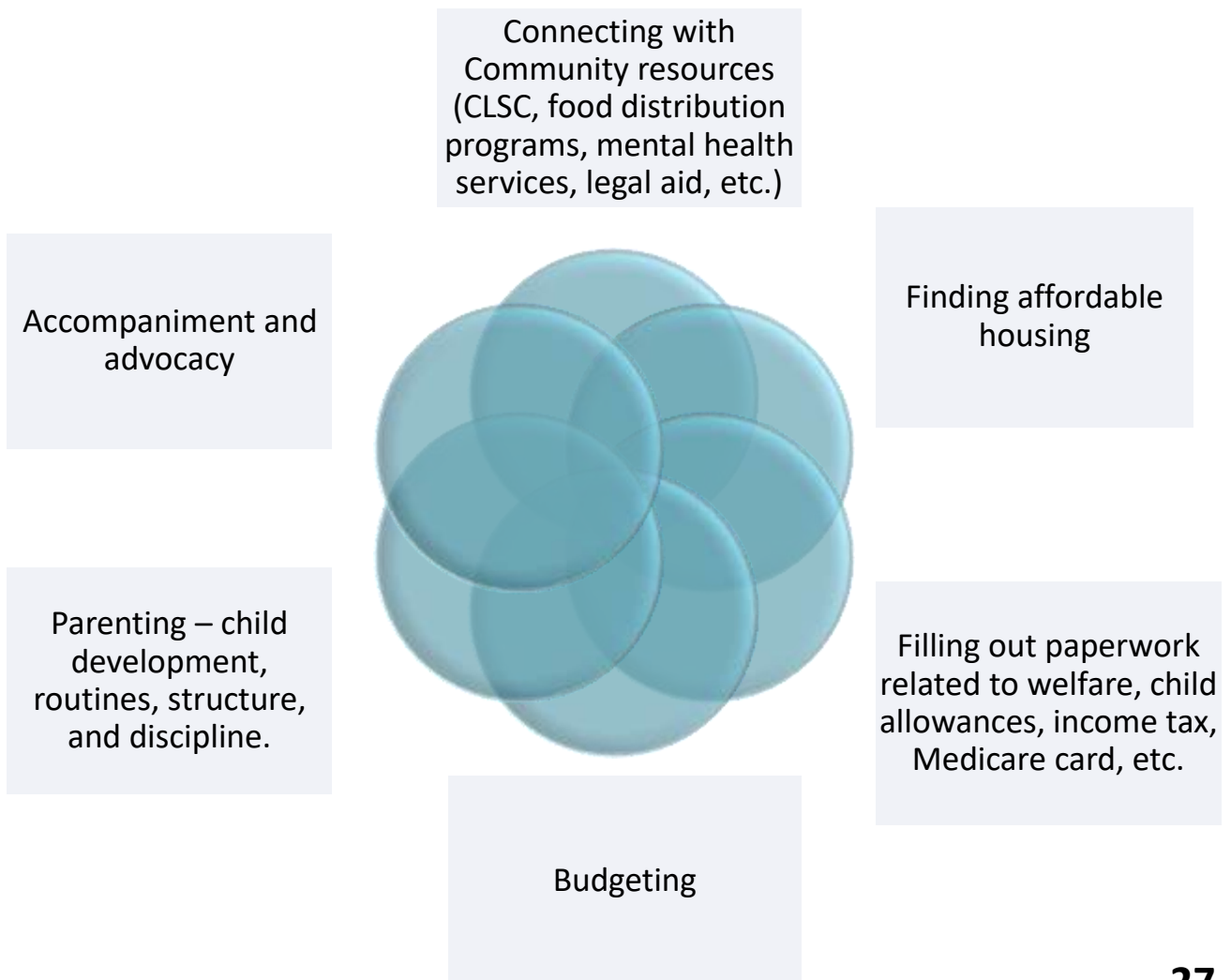
Of the 18 parents this year, 1 (6%) was a single dad, indicating a relatively lower representation of single fathers, a tendency we have observed in the last three years. Two couples made up 22% (4) of the parents, suggesting a fairly notable presence of partnered parents, while the majority, 72% (13) parents were single moms or moms-to-be. Based on the diversity of the representation with a significant number of single mothers and expectant mothers, our services and programs continue to highlight the importance of addressing the unique needs and challenges faced by this population while also recognizing the presence and contributions of single dads and couples.

Parents' Ages (FA)



We observed that most parents, 66% (12), were in their early and late 20s, while 22% (4) were a small representation in their late teens between the ages of 19 and 20 years, and 2 (12%) parents comprised of an 18-year-old and a minor. The distribution suggests that the number of actual teen parents declined this year, and we tend to see that parents are of a relatively more mature age.

Main reasons for referral



The Role of Dads in the FA Program



10 of 17 children had their fathers declared on their birth certificate = 9 fathers (multiple children).

3 children were living in a 2-parent home.

1 dad had primary custody of his child.

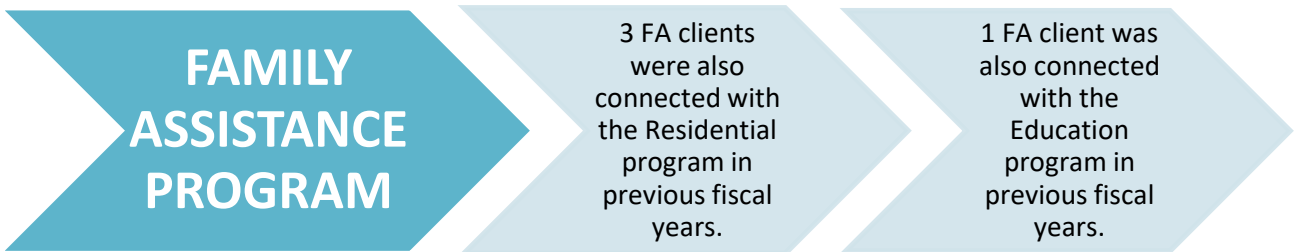
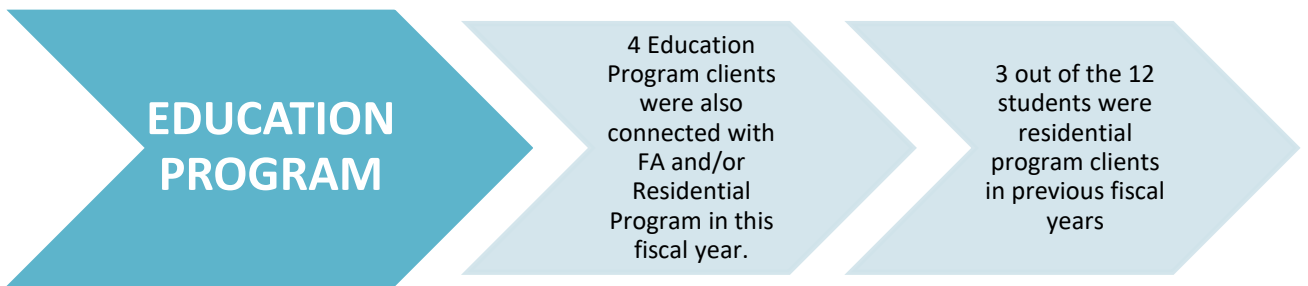
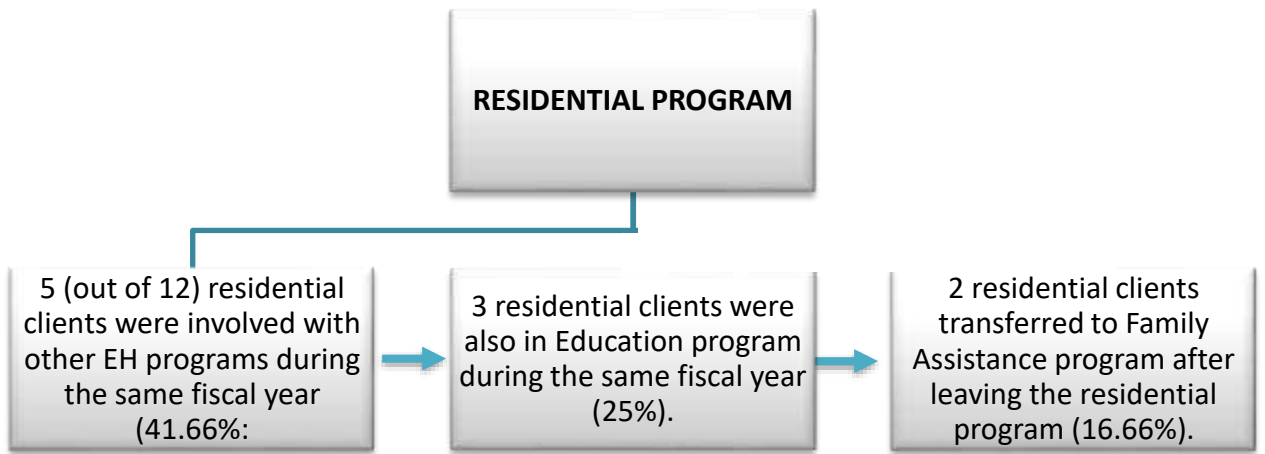
2 children had regular visits with their father.

1 child had limited or supervised contact with their father either due to distance or due to personal issues or issues related to Youth Protection involvement.

2 dads had occasional visits/phone contact with their child.

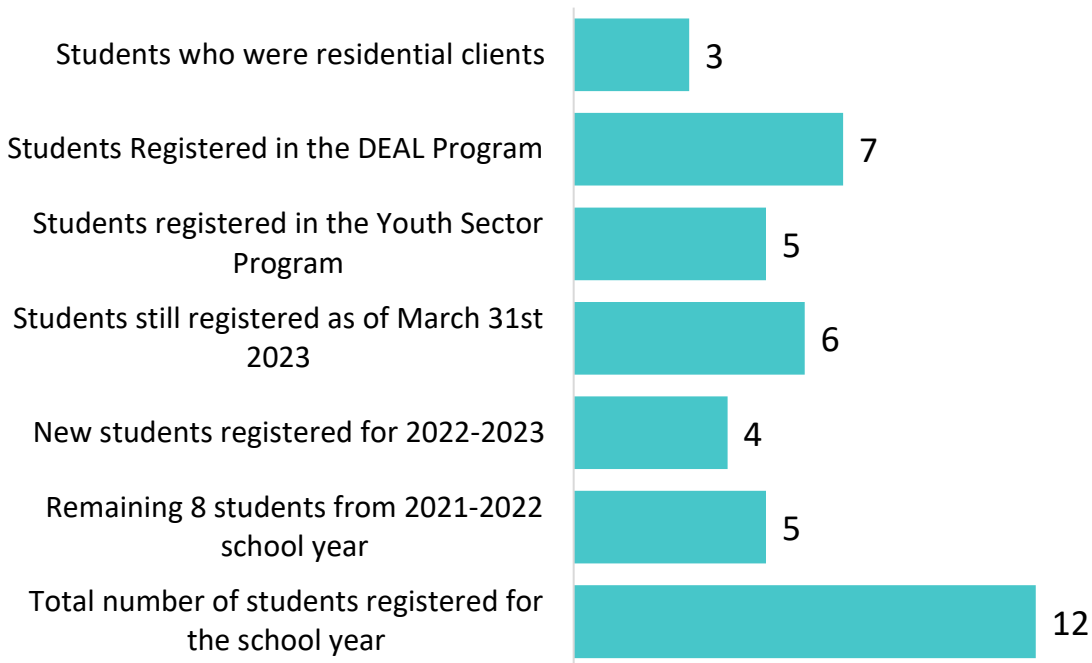
1 dad with a child in the Residential program was involved with the Family Assistance program.

Continuum of Services



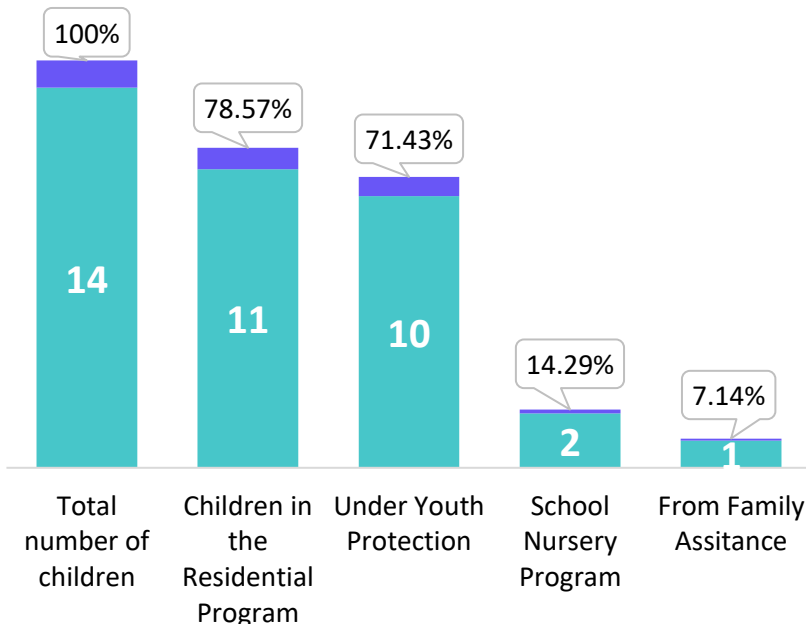
3 clients have been involved in all 3 main programs during multiple fiscal years.

Day Centre / Education Program



These percentages provide a more detailed representation of the student enrollment and program participation within the Day Center/Education Programs during the school year 2022-2023. A total of 12 students registered out of which 5 (41.7) of 8 were carried forward from the previous school year (2021-2022), while 4 (33.3%) were newly registered. As of March 31st, 2023, 6 (50%) students were still enrolled in the program. Among the registered students, 5 (41.7%) were part of the Youth Sector Program, while 7 (58.3%) were enrolled in the DEAL Program. Additionally, 3 (25%) students were residential clients

Nursery Services



Services in the Residential Program provide respite periods for moms and allow them to participate in programming.

Nursery Services are also provided on-site at the Day Center to support young moms registered in the Education program

Administrative Report

Human Resources

Through team-building activities, flexible work policies, and employee wellness initiatives, we prioritized employee satisfaction and work-life balance. We held a collaborative brainstorming session that resulted in a clear roadmap for future programming and strategic goals. By involving all team members in the planning process, we fostered a sense of ownership and ensured that everyone's perspectives were considered, thus increasing overall engagement and commitment to Elizabeth House's objectives.

Accounting

The accounting department underwent several changes within the team, but despite these transitions, they displayed remarkable diligence in their efforts to enhance processes and streamline operations. One significant improvement involved transitioning from traditional cheque payments to electronic funds transfer (EFT) payments. This shift aimed to simplify accounting procedures by eliminating the need for physical cheque issuance and associated manual tasks. By embracing EFT payments, the department not only reduced paperwork but also expedited payment processing, leading to increased efficiency and accuracy in financial transactions.

Additionally, investing in professional development initiatives ensured that the team remained well-equipped with the necessary skills and knowledge to deliver outstanding financial services. These concerted efforts collectively contributed to making the accounting department more efficient and better equipped to support the organization's financial needs.



Information Technology

We have expanded our social media reach, actively engaging with our audience through various platforms. Additionally, we are excited to announce that we will be launching a quarterly newsletter that will provide regular updates on the latest happenings at Elizabeth House, ensuring our stakeholders stay informed and connected.

We have transitioned from relying solely on virtual meetings via Zoom or Teams to incorporating in-person meetings whenever possible. However, we still utilize both platforms consistently to maintain strong connections with those working remotely or at a distance.

Maintenance

After dedicating significant time to assessing the needs of both our properties, PATH and Elizabeth House, we have compiled an extensive list of repairs and major renovations that require attention within the next two years. Our primary focus is to carry out these renovations with minimal disruption to our services and programs.

We have recently completed the replacement of our oil heating system with a more efficient gas heating system. Additionally, we have upgraded our front stairs, replacing the old wooden stairs with a composite wood material that ensures greater longevity and safety.

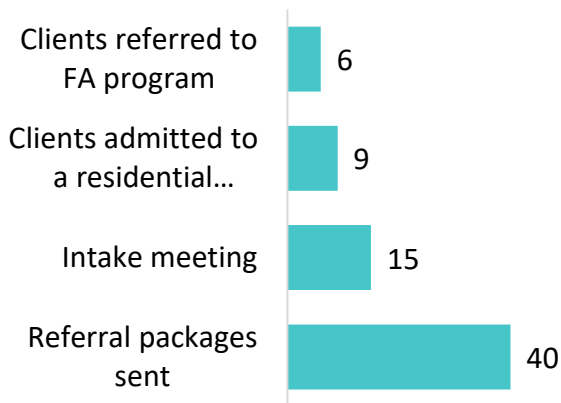
Furthermore, we have scheduled repairs for the railings at the front of the house, which will be undertaken during the summer. Lastly, we bid farewell to Sergiu Malai, who has relocated from Montreal. We deeply appreciated Sergiu's presence and invaluable contributions to Elizabeth House, and his absence will be greatly felt.



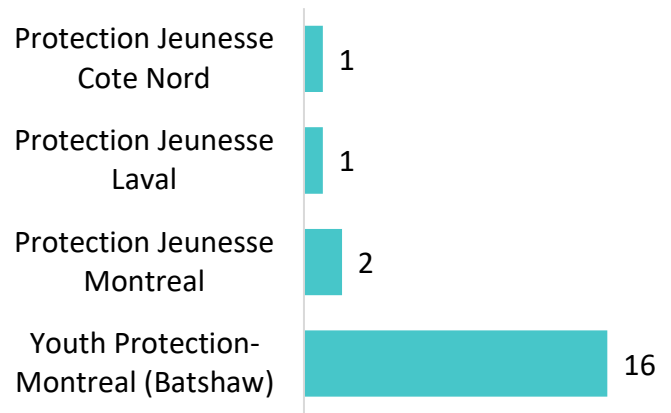
SECTION 4

Partnerships, Collaborations, and Community Links

Intakes



Clients Referral



17 Community Organizations

- Native Women’s Shelter
- Sacre Coeur Hospital
- CLSC Cote des Neiges
- CIUSSS nord de l’ile
- Pointe St Charles Community Clinic
- Maison Transitionnelles O3
- Logi-fem
- Maison Bleue de Verdun
- La Maison Bleue Cote des Neiges
- La Maison Bleue Cote des Neiges
- Garage a Musique (fondation Dr Julien)
- Point Legal Inc (law firm) – Laval
- CLSC Montreal North
- CLSC Eastern Township
- KSCS Kahnawake
- Aire Ouverte
- Valorispr (Ontario Community Resource)
- CIUSSSE CHUS de l’Estrie





Support for our Staff, Clients, and Organization

After a period of limited interaction caused by the pandemic, we have resumed collaborating with our community partners. As we work towards enhancing our community partnerships in the upcoming year, we are currently in contact with the following organizations:

RESOURCES	PARTNER ORGANIZATIONS
YOUTH PROTECTION	Batshaw Youth and Family Centres Centre Jeunesse Montreal
MEDICAL SERVICES	Jewish General Hospital Montréal Children’s Hospital - Adolescent Medicine Clinic Montréal Children’s Hospital St. Justine Hospital
COMMUNITY HEALTH	CLSC Benny-Farm
	Maison Bleue de Verdun
	Garage a Musique (Fondation Dr. Julien)
TABLES DE CONCERTATION AND PARTNERS	<ul style="list-style-type: none"> • Table 0-5 ans Cavendish • SIPPE • Comité stratégique du Programme Alliance à NDG • Regroupement pour la Valorisation de la Paternité • English Montréal School Board • Table de Concertation Locale en Violence Conjugale du Territoire du CIUSSS Centre-Ouest-de-L’île-de-Montréal • Batshaw Youth and Family Centres • Quebec Writers’ Federation
SUICIDE	<ul style="list-style-type: none"> • Service de police de la Ville de Montréal - Poste de Quartier 11 • Suicide Action Montreal • TRACOM
ADDICTION	<ul style="list-style-type: none"> • Pavillion Foster, Montreal • NA / AA meetings online • Dependance therapy at CLSC Benny Farm
DOMESTIC VIOLENCE	<ul style="list-style-type: none"> • Auberge Shalom • Shields of Athena
FOOD	<ul style="list-style-type: none"> • Montreal Diet Dispensary • NDG Food Depot
HOUSING	<ul style="list-style-type: none"> • Maisons Transitionnelles O3-On Our Own • Logifem • Escale Famille le Triolet • Chez Doris • Heberjeunes
COMMUNITY	Mosaik Family Resource Centre
EDUCATION	Mini-Biblio
COMMUNITY	Unitarian Church of Montréal
VOLUNTEER / PLACEMENT STUDENTS	<ul style="list-style-type: none"> • Volunteer Bureau of Montreal • Concordia University • St. Lawrence College • Vanier College • CDI College
COMMUNITY	Generations Foundation

SECTION 5

Risk Management and Quality Improvement



Accreditation

Exceeding national standards of excellence in high-quality care

Elizabeth House is accredited by Accreditation Canada, exceeding national standards of excellence in high-quality care in the health and social services. We are proud to announce that we achieved accreditation again in 2021 with Commendation, meeting 94% of national accreditation standards. This result reflects the dedication and commitment of Elizabeth House staff, Board members, and volunteers to helping, supporting, and empowering young mothers, fathers, and children so that they all have the opportunity to develop to their full potential.

Governance: Our governance initiatives include prioritizing improved communication with staff, clients, and board members while maintaining a focus on ensuring quality and safety. Additionally, we are actively updating our strategic plan to stay aligned with our goals and objectives.

Leadership: We are evaluating our needs and developing a strategic plan to renovate and expand our capacity in order to meet our objectives. We are also focusing on enhancing work satisfaction and promoting work-life balance to improve staff retention while actively seeking feedback from both staff and clients to identify areas for improvement.

Rehabilitation Services: In our rehabilitation services, we are strengthening our connection with research to stay updated on best practices and provide the highest quality of care. Additionally, we actively involve clients in decision-making processes that impact them and collaborate with them and their families to identify indicators that monitor progress for each quality improvement objective.

The Safe Provision of Care and Services

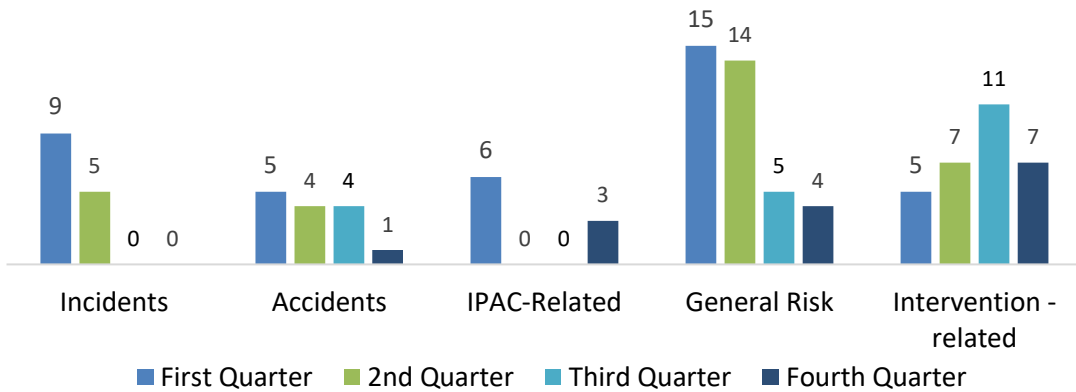
Elizabeth House is committed to enhancing safety and service quality, while also complying with the Law on Health and Social Services. To go beyond these requirements, Elizabeth House has implemented its own system to monitor and report risk events that may not meet the legal definitions of incidents and accidents. This comprehensive surveillance aims to identify and address any risks that could potentially harm the well-being and security of clients, students, visitors, volunteers, and staff.

To foster a culture of risk prevention and reporting, we actively involve all parties mentioned above. As soon as individuals become associated with Elizabeth House, we provide them with orientation on risk prevention and reporting. This ensures that everyone is aware of their responsibilities in this regard.

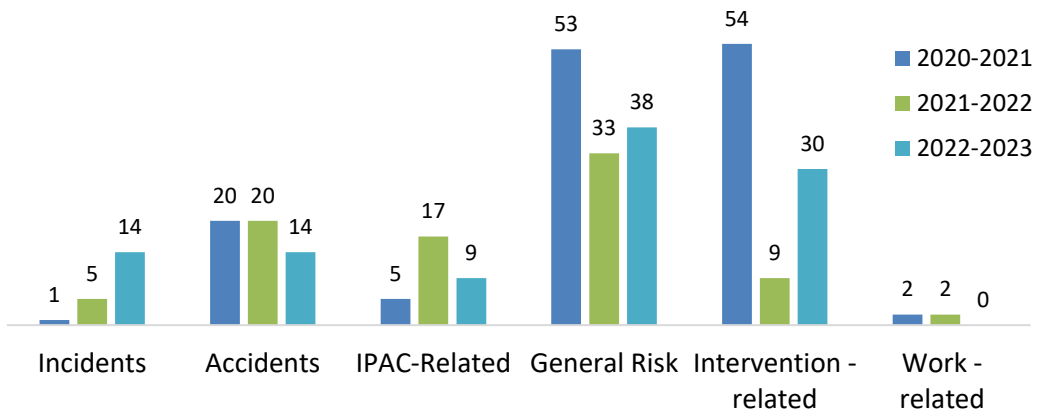
The process is overseen by the legally mandated Risk Management and Quality Improvement Committee, with ongoing follow-up being conducted by the management of all departments.

Incidents/Accidents and Events

Comparison between quarters



Comparison with previous years



Overall Trends and Accreditation Results

There were several trends in the occurrence of incidents and accidents over the course of the year. A significant decrease in incidents (44%) was reported in the second quarter, and no incidents were reported for the rest of the year. Of 14 reported incidents, 43% (6) were medication related.

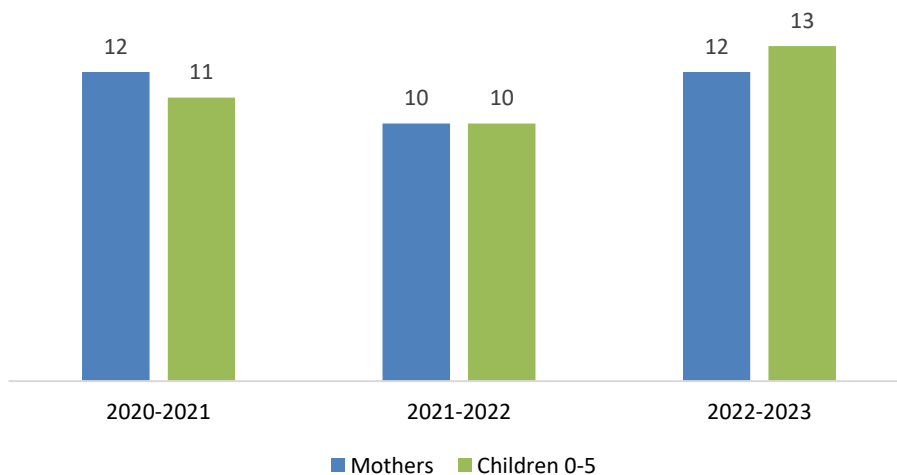
Accidents, on the other hand, remained consistent throughout the year, with a total of 14 reported and 64% (9) related to falls. There were variations in 9 IPAC-related incidents, with 89% (8) reported as COVID-related events.

We also saw a declining trend in 38 general risk incidents throughout the year, with 79% (30) related to general safety. 30 intervention-related events were recorded, and more than half (53%) were co-sleeping events.

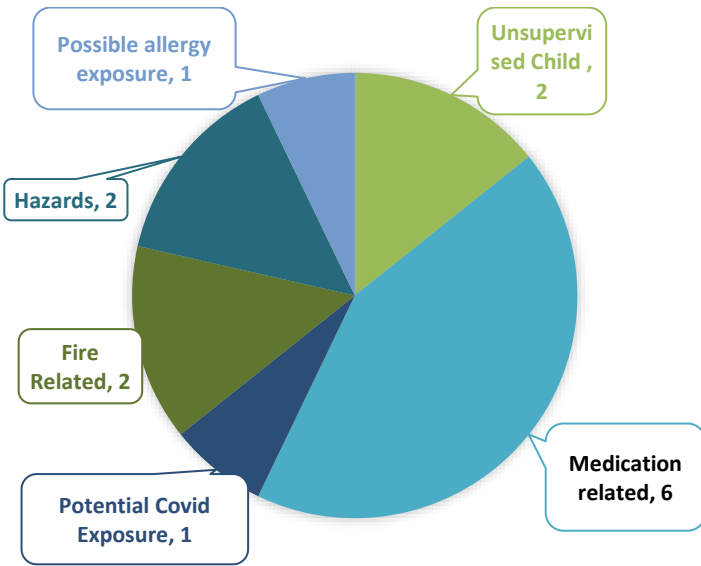
Overall, a comparison with previous years reveals a rise in the number of incidents compared to the previous year, which could be explained by a 40% increase in the client population this year.

Nonetheless, all other areas show a downward trend throughout the year except for interventions that spiked in the third quarter and average reporting compared to previous years.

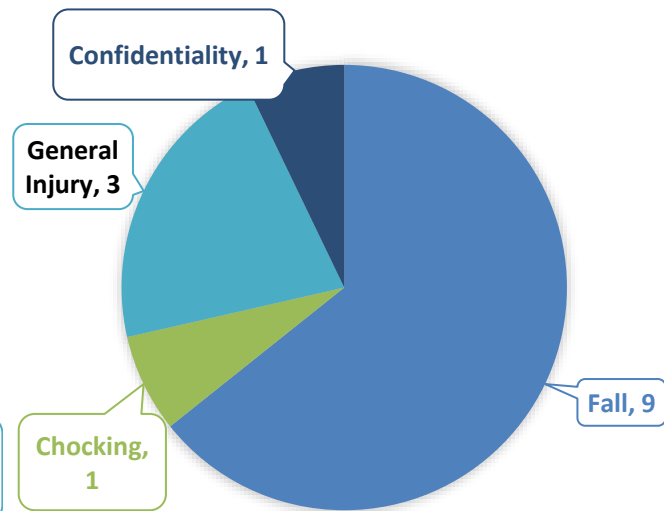
Comparison of number of clients in previous years



Incidents



Accidents



Analysis

Area of concern: there were 6 incidents related to medication left unattended / dropped by clients. This is possibly caused by distraction, not observing mothers taking their medication once distributed, or lack of proper orientation for clients on medication handling.

All other areas indicate average reporting.

Incident Accident Description

INCIDENTS	DESCRIPTION
Unsupervised Child	<ul style="list-style-type: none"> Two children were left unattended on 2 occasions
Medication-Related	<ul style="list-style-type: none"> Medication left unattended on 1 occasion Medication dropped on 5 occasions
Hazards	<ul style="list-style-type: none"> Two small beads were found on the floor. A baby crushed 2-3 cigarettes that were left in his crib
Potential COVID Exposure	<ul style="list-style-type: none"> A staff with COVID symptoms was let into the house
Possible Allergy Exposure	<ul style="list-style-type: none"> A client brought seafood lunch to the summer program
Fire Related	<ul style="list-style-type: none"> Flames came out of a burner when staff was boiling water A small fire was caused by heating food in the microwave

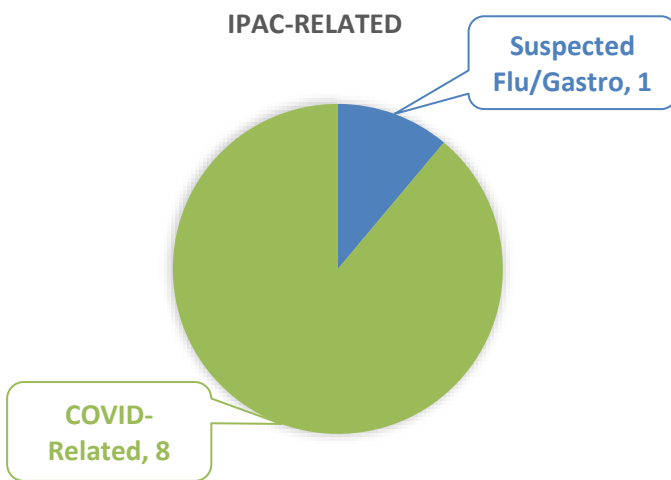
Accident / Description

ACCIDENTS	DESCRIPTION
Confidentiality	<ul style="list-style-type: none"> Client information was left on the photocopier
Choking	<ul style="list-style-type: none"> Baby choking on a sticker
General Injury	<ul style="list-style-type: none"> One mother falling unconscious Baby's skin was bruised as staff tried to hold him from falling Baby's knee was stuck in the crib bar
Fall	<ul style="list-style-type: none"> Toddlers falling on 7 occasions One mother falling in the bathroom One mother slipping and falling on the ramp outside

Events

a) Infection Prevention and Control

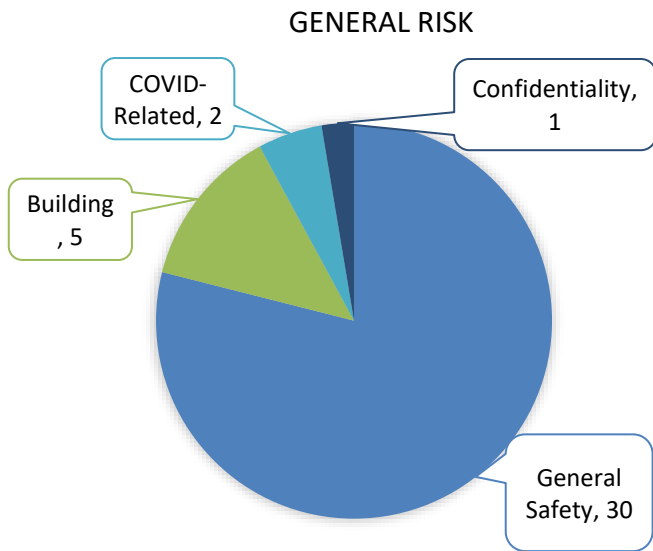
Analysis



IPAC events were relatively fewer this year compared to last year, considering that COVID has generally been under control. Elizabeth House experienced a spike in the first quarter when the pandemic was tapering off and 2 cases in the fourth quarter. A suspected case of the flu virus/gastro was reported but never confirmed. We continued to maintain masks and hand hygiene in these areas when an event was reported.

All IPAC events and required follow-up was shared with staff and clients immediately in order to prevent the spread.

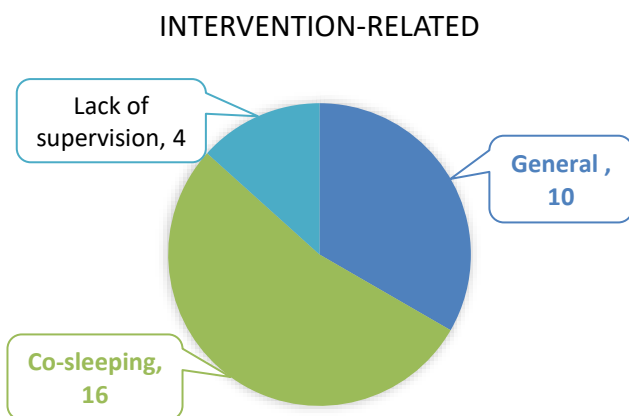
b) General Risk Events



Analysis

The number of general risk events was slightly higher compared to the previous year. However, COVID-related risks greatly decreased as staff and clients were more aware of prevention protocols. 30 (79%) risk events were related to general safety: several of them were baby gates left open, a door at PATH left open, other safety risks for babies, mothers, and staff, cigarette butts not properly disposed of, hazards found in baby cribs, hazards pulled out of babies' mouths, and a situation of confidentiality risk. All 5 reports related to the building and equipment were addressed promptly by the maintenance staff. While some follow-up was needed around general risk events, others resulted from a busy house, with the possibility that staff and clients could overlook certain risks. Nonetheless, regular feedback was provided to staff around these reports.

c) Intervention-Related Events



Analysis

Intervention-related events were significantly higher this year compared to last year, which could be attributed to an increase (40%) in client population. More than 50% of events were reported in the area of co-sleeping, while 33% and 13% were general interventions and leaving babies unattended respectively. Open safety gates, leaving possible dangerous materials within children's reach, and fish products found in the fridge and were recorded in the general intervention category.

d) Work-Related Events: There were no work-related events recorded this year.

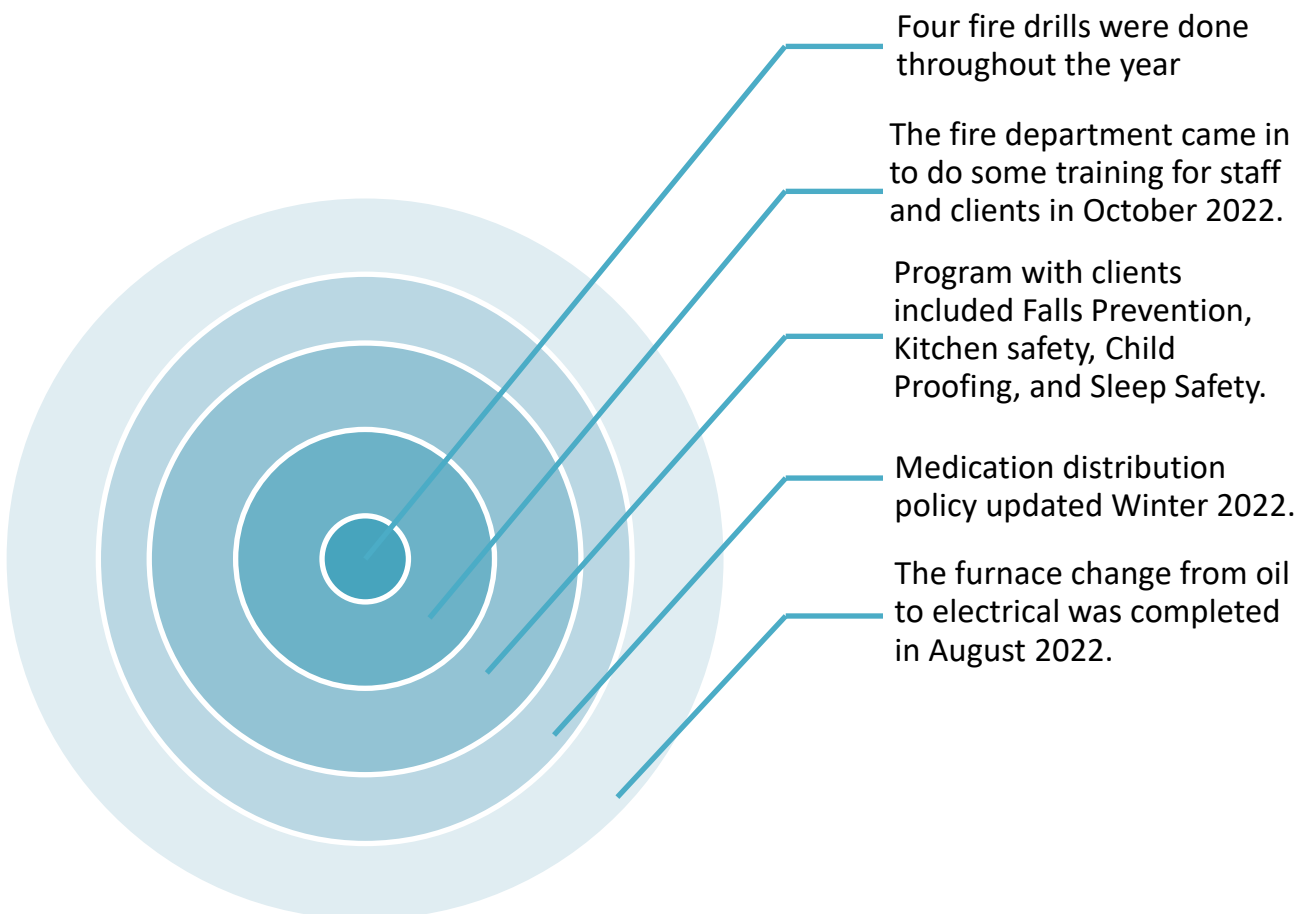
Internal Processes

There were two IRMQI meetings this year, and incidents, accidents, and events have continued to be discussed with the clinical team as they arise, with regular feedback given to staff and clients.

a) Risk Management-Related Training (internal only)

- A portable suction anti-choking rescue for removing blocked objects, an airway suction device, and a First Aid Kit for child and adults was purchased, and all clients and staff have been shown how to use it.
- Hand Hygiene Audit occurred in September 2022

b) Proactive Risk Management Activities



COVID-19

This year, we witnessed a decline in COVID-related risks given the widespread vaccination and a proper understanding and implementation of prevention protocols. Up until December, everyone was putting on masks; nonetheless, Elizabeth House had a small outbreak of COVID in December 2022, the house remained open, and services were maintained for clients. All staff and clients were diligent in mask-wearing for 2 weeks until the outbreak was cleared. Social distancing was also maintained during meetings, and staff was asked to stay home if they were not feeling well. We continued to receive PPE from the CIUSSS a couple of times this year.

Follow-up and objectives for 2022-2023

- Continue to provide regular feedback to clients on risk management issues during resident meetings and User Committee. (Accreditation unmet standard)
 - The furnace/electrical room renovation completed
 - Complete the objectives listed on the Risk Management Improvement Plan.
-

Measures of Control and the Management of Dangerous Client Behavior

Elizabeth House adopts a comprehensive approach to treatment and interventions, prioritizing non-physical crisis intervention and seeking alternatives to applying any measures of control. Staff are trained in Therapeutic Crisis Intervention methods, emphasizing a therapeutic and supportive environment. This year there has been no need for extraordinary measures like physical restraints, chemical substances, or isolation. Instead, the emphasis remains on implementing alternative strategies, with the involvement of external resources such as police assistance kept to a minimum.

Report on the Activities of the Service Quality Vigilance Committee

The Service Quality Vigilance Committee met via Zoom two times this year, on April 26, 2022, and January 10, 2023 due to changes in administration. It received and analyzed quarterly Incident, Accident, and Event reports and reports from the Complaints Commissioner. The Committee monitored that recommendations were followed regarding the quality, safety, and effectiveness of services; the handling of client complaints, and the COVID-19 response and ensured that clients were aware of their rights.

Report from the Local Service Quality and Complaints Commissioner

Over the course of this fiscal year, the Office of the Service Quality and Complaints Commissioner, the Medical Examiner, and the Revision Committee of the CIUSSS for West-Central Montreal received no complaints, opened no interventions, nor received no request for assistance from the users of Elizabeth House. During the said year, the Commissioner did meet with the Vigilance and Quality Committee and with the new management of the institution. It is our understanding that Elizabeth House has promoted the Commissioner's services to their users and employees over the course of the year through official posters and literature they prepare. The Commissioner looks forward to strengthening the relationship with this institution over the coming years.

The Complaints and Service Quality Complaints Commissioner for the CIUSSS for West-Central Montreal and Elizabeth House.

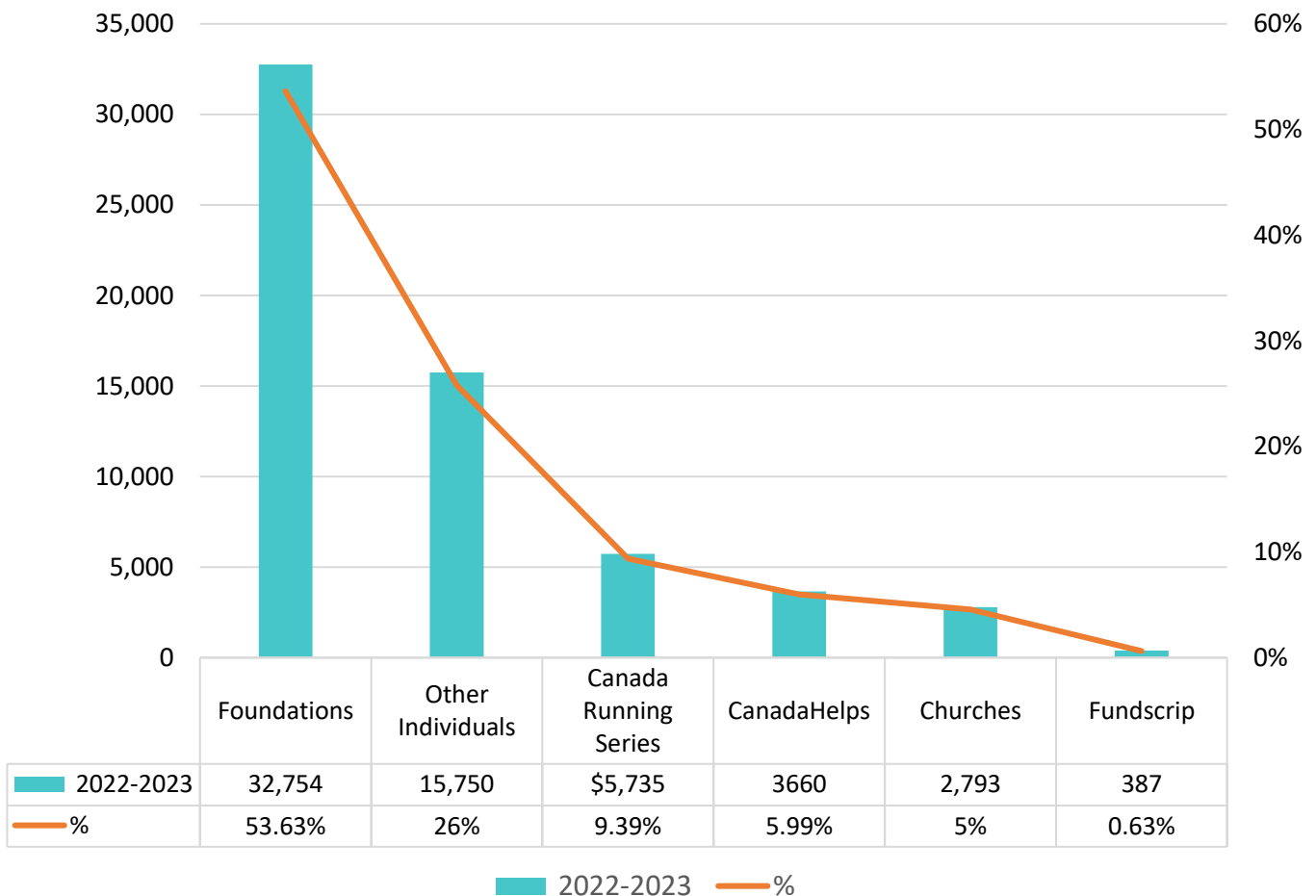
Jean-Philippe Payment
Accredited Civil Mediator

SECTION 6

Donations and Fund Raising

This year, we received a total of \$51,684 in donations, with foundations providing 63% of this amount, equivalent to \$32,754. Individual and corporate donors also played a significant role, contributing 30% (\$15,750), which includes donations for the Canada Running Series and through CanadaHelps made up 11% (\$5,735) and 7% (\$3,660), respectively. The smallest donations came from churches and the Fundscrip platform, amounting to 5.3% (\$2,793) and 0.7% (\$387), respectively.

Donations April 2022 - March 2023





This report provides valuable insights into our fundraising efforts and offers important guidance for future strategy development. We are thankful to all our donors who contributed this year, especially our foundation partners who generously made up over half of our total donations.

Your support enables us to continue our important work and make a positive impact on the lives of the young families we serve. We also express gratitude to individual donors for their ongoing support and commitment to Elizabeth House. Special thanks to the church of St. Andrew and Paul, Canada Running Series, and Fundscrip for helping us reach a broader audience and connect with like-minded individuals.

We deeply appreciate those who supported us with gifts in kind, including the church of St. Andrew and Paul, Contactivity, Westmount Public Security, the Hylcan Foundation, Hatley, and the Estate of Giovanna Esposito Cassin.

Building strong partnerships with foundations remains a priority as we explore more funding opportunities. We will continue cultivating relationships with individual supporters and seek new community partnerships to create a brighter future for the young families we serve.

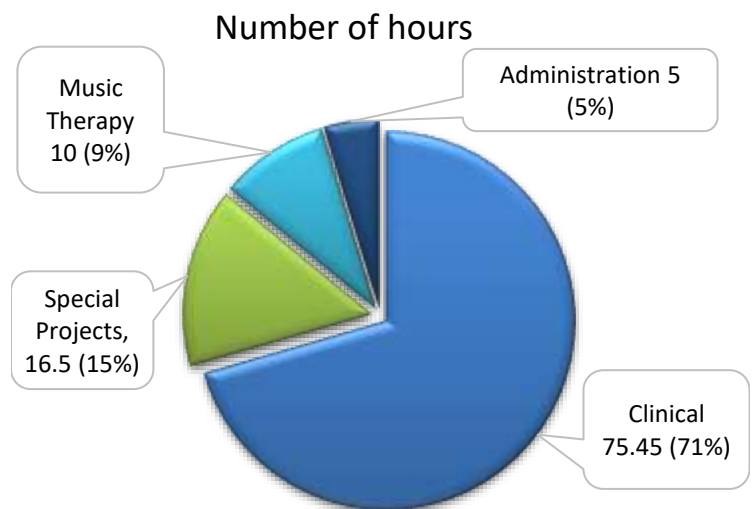
Volunteer Report

Volunteers continue to be valued team members, and this year, 17 volunteers recorded 106.95 hours to support four major categories of our services and programs: music therapy, residential services, special projects, and administration.

We are particularly grateful for 3 volunteers who contributed 75.45 hours in the nursery services, providing vital support to our clients. We also thank the music therapist for dedicating 10 hours to sharing her talent with our clients.

We recognize the 11 volunteers who contributed 16.5 hours to undertake special projects around the house and two volunteers who spent 5 hours supporting the realization of some administrative tasks. We are immensely grateful to members of the Governance Board and the Elizabeth House Foundation Board who volunteer a total of about 600 hours in overseeing the strategic direction and major fundraising projects for Elizabeth House.

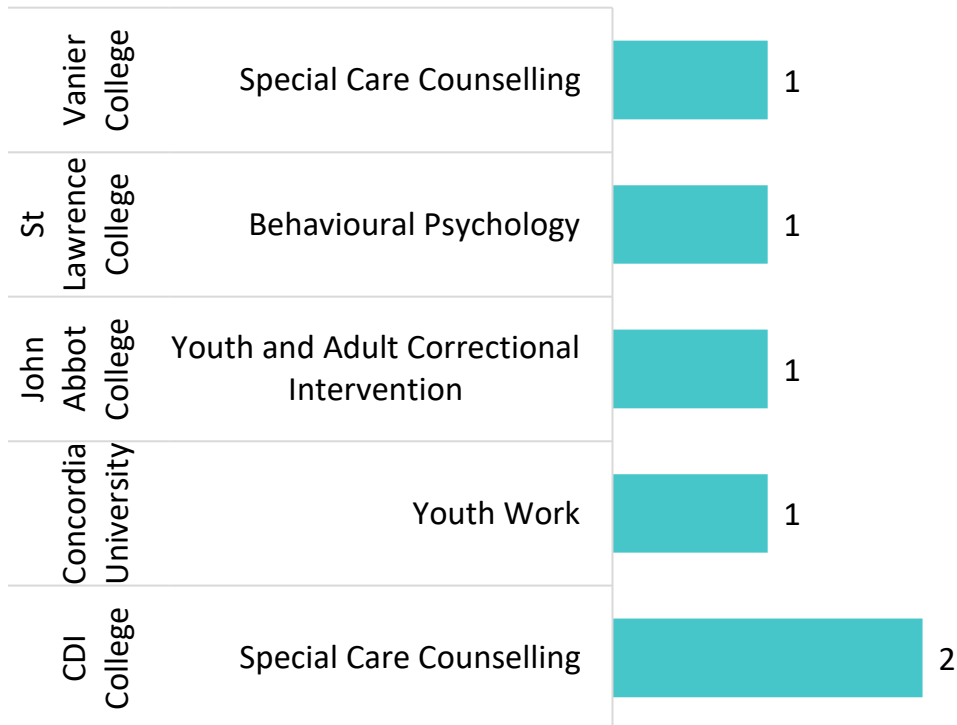
Your dedication is making a significant impact on the lives of our clients and helping us advance our mission. We look forward to another year of working together to continuously make a positive impact in our community.





Stagiaire Report

Number of Stagiaires by Program



This year, we had the pleasure of hosting six stagiaires from five institutions who were pursuing specialized programs in four fields.

The stagiaires brought a high level of dedication and commitment to their learning, which has been immensely valuable to our clients and clinical team. We are deeply grateful for the contributions and support

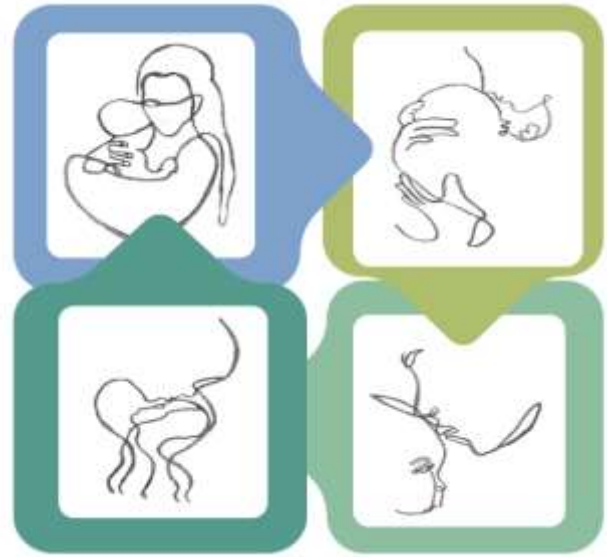
they provided during their time with us, and we greatly appreciate the clinical staff who supervised these students.

We recognize the hard work and effort put in by our interns, and we hope that the experiences they had with us will serve them well in their future endeavors. We wish them all the best in their future careers.

Input from Clients and Staff

Client Artwork

We were thoroughly amazed by the artwork our client provided for our Thank You cards. Cassidy's remarkable talent shines through in these drawings, and we take great pride in featuring her artwork.



A Client's Testimonial

“

My experience at Elizabeth House was amazing. I went there when I was 4 months pregnant, and the staff was very careful and lovely. They gave me a lot of attention and took care of me and my pregnancy. Before coming to Elizabeth House, I had nowhere to go, and I was not eating well. During my stay there, they helped me with my diet problem as I had developed diabetes due to my poor eating habits. The staff helped me with my nutrition, and I started eating healthy again.

Elizabeth House helps moms with their babies in a respectful way, and you will learn other things like budgeting, renting an apartment, and a lot of good programs. Elizabeth House can improve their curfew, and when pregnant moms are craving, let them order out even if it is late.

If you are selected to stay at Elizabeth House, you are very lucky to be there. I would personally recommend moms to go there because it's a great place that offers a lot of services and will give them the knowledge that will help them in raising their children. You won't regret it!

”

- Gemina -



A Staff's Reflection after 29 Years of Service at Elizabeth House

Scattering Seeds

“

I seem to recall I started working at Elizabeth House in February 1994. I love working at E.H. as no two days are the same. I love the work as it constantly challenges me. Even though the work is not easy, I feel it's vital because I know that many of our moms have the potential to build full and happy lives.

I feel I am here to help individuals regain a sense of self and belief of belonging. It is also about letting people know that I will stand by them for the small wins and the big wins. I will be there every step of the way. I proudly tell our individuals that E.H. is a “safe haven” for when they feel lost. It is a place of “restoration”. I feel most often our moms have the potential to parent.

There are few tangible rewards working at E.H. However, I feel when a mom comes to me to say she cannot parent right now, I praise her for being so brave and being able to admit that.

And for prioritizing the needs of her child over her own needs – very rewarding to me.

Also, I remember helping a mom write her letter of intent to go to Dawson College. When she received a response, she came running into the office in tears as she had been accepted. I was so proud of her.

On the other hand, some parents are not able to parent and they are discharged without their children. I find this the most difficult part of my job. I can't help but reflect on my behaviour and question if I did everything I could have done?

However, over the years, I have seen firsthand how my work at E.H. transforms lives. By scattering a few seeds, our individual's time of renewal begins.

”

- SPIKE COLES -

My Experiences at Elizabeth House for almost 34 years

“

More than three decades ago, I came and applied for the position of cook and residential aide and started a journey of many experiences that until now I am still enjoying.

I started working as a full-time cook and residential aide with around six clients; some had babies that I also supported with babysitting. I prepared dinner, and on special occasions, I did some lunches and dinners for meetings like Board meetings, Users Committee, etc. My other responsibilities have included doing groceries and food inventories, teaching clients how to cook and make food for their babies, and teaching food handling and preservation.

After working for about five years at Elizabeth House, I was transferred to Elizabeth High School to work in the daycare while the moms went to school.

I used this opportunity to improve my skill in attending to babies between 3 months to a year, and with the help of several volunteers, the daycare ran smoothly.

After working there for four years, I was brought back to the residential program as a full-time cook, and since I knew some of the clients, it was an easy transition for me while building relationships with new clients.

Over the years, what I have enjoyed the most is how clients interact and consider me a close friend while also making sure they understand their limits. Sometimes I have arguments with them, but they are always resolved by the end of the day. My experiences with clients have been a learning process, and I do not take that for granted.

I am lucky to have worked with six Executive Directors who have been supportive, and I can only say it has been a pleasure working with them, including Anitra, who completes the “whole package.” I am pleased to say that I have had a good experience with the staff and clients, and I consider Elizabeth House my second home. Through my work and interactions, I have built my self-confidence and am truly grateful to work for this organization.

”

- Remy -



SECTION 7

Human Resources

Staffing Levels

	Nombre d'emploi au 31 mars 2023	Nombre d'ETC en 2022-2023
	2023 Total	2023 Total
2- Personnel paratechnique, service auxiliaires et métiers	9	3.15
3- Personnel de bureau, techniciens et professionnels de l'administration	5	3.6
4- Techniciens et professionnels de la santé et des services sociaux	16	9.38
6- Personnel d'encadrement	1	1
Total	31	17.13

Elizabeth House operated with 14 permanent full-time and 4 permanent part-time employees for a total of 18 full-time equivalent positions. There were 8 educators, 3 night attendants and 2 Residential Aides on the on-call list, working replacement shifts as needed.

In addition, Elizabeth House also used the services of consultants, contract workers and occasional laborers.

SECTION 8

Financial Resources

Use of financial resources by program

	2022 – 2023		2021 - 2022		Variance	
	Expenses	%	Expenses	%	Amount	%
Programs - Services						
Public Health	-	0%	-	0%	-	0,00%
Youth in difficulty						
(Clinical Programs, Youth health & others)	879 044	49,82%	885 233	48,10%	(6 189)	8,15%
Support Programs						
Administration						
(Administration, IT & others)	694 882	39,38%	773 902	42,05%	(79 020)	104,05%
Support Services						
(Food services & others)	26 358	1,49%	26 610	1,45%	(252)	0,32%
Building and Equipment Management						
(Hygiene, safety, functioning & Maintenance)	164 241	9,31%	154 726	8,40%	9 515	-12,52%
Total	1 764 525	100%	1 840 471	100%	(75 946)	100%

Budget Equilibrium

Budget Equilibrium Under article 2 of the Balanced Budget Act in the Health and Social Services Network (Chapter E-12.0001, an establishment must maintain a balance between its expenditure and its revenues during a fiscal year and must not have a deficit at the end of the fiscal year.

Elizabeth House finished the year 2022-2023 with a surplus of 25 371\$.

We rely on the continuous support of the Elizabeth House Foundation to supplement the operating budget for needs related to client services, safety and program equipment replacement.

SECTION 9

Observations Reported by Independent Auditor

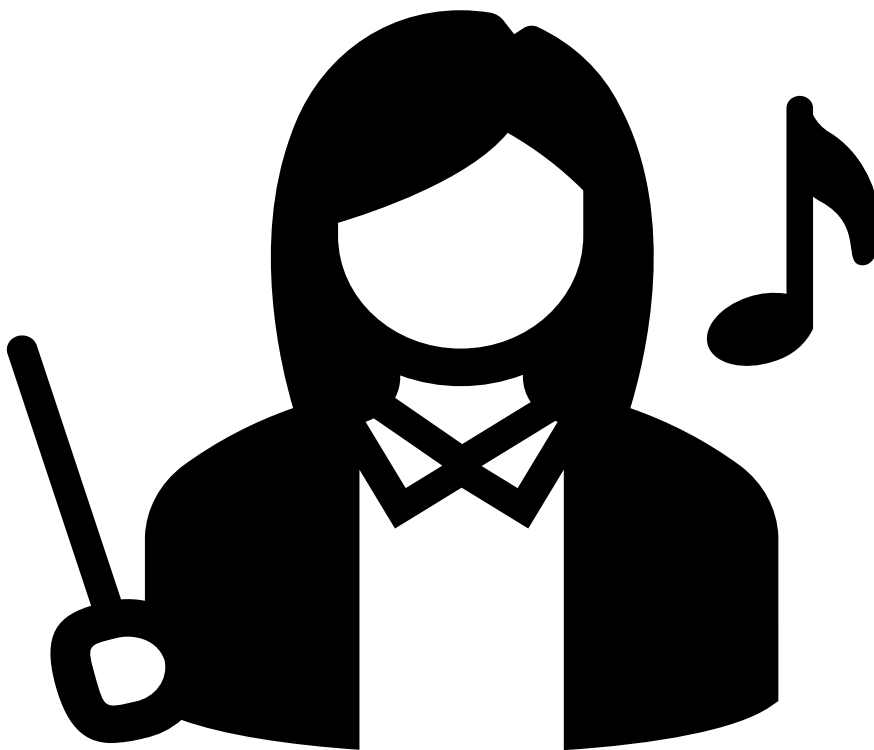
[CLICK HERE TO READ THE FULL REPORT](#)



SECTION 10

Disclosure of Wrong-Doing in the workplace

There were no reports of wrongdoing at Elizabeth House in 2021-2022



Annex 1: Code of Ethics

Code of Ethics

- Originally approved by Board of Directors: June 2003
- Updated: July 2021, 2018
- Latest update approved by Board of Directors: September 13, 2021

Introduction

The code of ethics sets out the rules and standards of conduct for everyone at Elizabeth House, including all staff, volunteers, board members, and students, in dealing with clients. It goes hand in hand with professional codes of ethics, applicable laws, and internal policies and procedures but does not replace them in any way. An annex at the end of our code of ethics also tells clients and their families what rights they have and what their responsibilities are.

General Principles

1. We recognize that everyone is unique.

We do this by:

- Developing individualized plans and approaches;
- Actively and continuously seeking to inform ourselves and take into account the values of others;
- Identifying and linking with community resources that can partner with us to provide better-informed care for our clients.

2. We recognize that a pregnant woman or adolescent 14 and over has the right to determine her plans regarding her pregnancy. We will provide the information and support she needs to make life decisions without imposing personal views or judgments.

3. We act with the knowledge that parents retain primary responsibility for their children.

What we want for our clients

4. We help the young person who chooses to become a parent to assume this role, while ensuring that child has a healthy, stable and safe environment.

5. We promote responsibility and autonomy and appropriate interdependence.

We do this by:

- Intervening when and only when necessary;
- Ensuring clients do not remain in our services longer than necessary;
- Encouraging clients and their families to define their own problems, needs, strengths and service priorities;
- Helping clients develop problem-solving abilities, rather than automatically imposing our own solutions;
- Equipping the client with knowledge and information so they can make informed choices, and understanding the consequences of their decisions.

6. We help each client experience success and encourage the fullest possible development of the mother's, the child's and the family's potential.

We do this by:

- Identifying and helping others see strength and potential in individual clients, their families, and their natural environment;
 - Providing opportunities for success, and positive reinforcement;
 - maximizing educational and/or employment opportunities.
- 7. We encourage grandparents, siblings, members of the family, and significant others, as defined by the client to be involved in the care and services we provide.**

We do this by:

- Promoting the involvement of family members in activities with the client, while taking into consideration their particular situation;
- Incorporating family context and matters in our interventions;
- Recognizing that fathers play an important role in the life of a child;
- Drawing upon the strength and contributions of parents, other family members, significant others and the larger community in the provision of care and services;
- Providing parents with information about their rights and responsibilities and supporting them in carrying these out.
- Developing an understanding with their families of how they will be involved in decisions and activities and informed of the client's progress;

8. We promote ongoing collaboration among clients, families, colleagues and partners within and outside the health and social service system, in order to provide the best possible services.

We do this by:

- Conducting periodic and timely reviews of each client's service and intervention plans, involving the client and their family in the process;
- Expressing differences of opinion, discussing them openly, and abiding by the decided outcome;
- Being transparent with clients and those involved in their care;
- Recognizing strengths, talents, and expertise, and by recognizing ways other individuals or organizations can contribute to the wellbeing of young mothers and children;
- Build partnership with other professionals and /or organizations and refer clients as needed to ensure comprehensive services;
- Ensuring open communication with and about clients with the aim of promoting continuity and understanding;
- Consulting with colleagues on our work with clients and families, and incorporating their feedback whenever possible;
- Working in consultation and collaboration with, and not in isolation from, others (colleagues, supervisors, clients and their families);
- Providing an environment conducive to dialogue, which allows room for the expression of differences of opinion and the resolution of conflict.

Who we are as professionals

- 9. We care about and are committed to the well-being of our clients, recognizing their physical, emotional, spiritual, social, and cognitive needs and capacity.**

We do this by:

- Placing these needs at the center of the intervention plans, activities, and programs we develop;
- Looking beyond behavior in an effort to understand its meaning;
- Giving clients space and time to attend to their own needs by carrying out our mandate in the least intrusive manner while still providing what is necessary;
- Promoting healthy habits (physical, emotional, social, etc.);
- Ensuring that our expectations towards clients and families are realistic, growth-producing, and in accordance with their capacities;
- For clients with children, supporting the parent and ensuring that they provide for the baby's physical, emotional, cognitive, and social needs;
- Committing ourselves to finding creative and resourceful ways of meeting their needs;
- Validating our understanding of a client's needs with them before acting;
- Respecting the client's individual pace in working through difficulties;
- Identifying the special needs of clients and finding ways of having them met;
- Advocating with and on behalf of our clients according to their needs.
- Helping clients access the resources they need.
- Providing the tools and resources the parent needs and teaching them how to make use of them.

10. We treat everyone with dignity, care, and respect, regardless of their race, religion, ethnic origin, socio-economic status, sexual orientation, gender identity, disability, or age.

We do this by:

- Using respectful language and tone with all;
- Keeping ourselves informed about the issues faced by clients and their rights;
- Upholding each person's right to self-determination, consistent with that person's capacity and with the rights of others;
- Participating in activities and/or developing programs that promote an understanding of differences between people.
- Condemning and confronting all behaviours and attitudes which are prejudiced or discriminatory;
- Focusing on the prevention of maltreatment, violence or harassment of any form;
- Addressing issues in a manner that prevents/reduces the harm to those involved.

11. We recognize the potential vulnerability of the clients we serve and use our authority in an appropriate and responsible manner as we carry out Elizabeth House mandates.

We do this by:

- Acting in a non-threatening manner;
- Being aware of the power vested in our position and recognizing the potential for abuse;

- Allowing clients and the parents of minor clients to state their disagreement, and supporting them in using the appropriate channels to do so;
- Working at resolving conflicts as they arise, and seeking the necessary support to do so;
- Informing clients and their families of their right to make a complaint, and assisting them if requested or required.

12. We acknowledge that we are accountable for our actions and decisions. We are aware of the impact of our actions on others and act in a manner that exemplifies integrity, consistency and caring. We acknowledge that we are all role models for our clients.

We do this by:

- Actively measuring our performance and participating in the evaluation of our work, our programs, and the services we provide;
- Recognizing our mistakes and shortcomings with humility and working to improve on them;
- Constantly seeking to understand how our words, actions or decisions may be perceived by or affect others;
- Following through on the plans we develop and adjusting them, when necessary, in a manner that promotes continuity and clarity;
- modelling appropriate behavior without usurping the role of the parent.

13. We exercise care, prudence, and diligence in the performance of our duties, and act honestly and in good faith in the best interest of Elizabeth House and our clients.

We do this by:

- We prioritize the interests of Elizabeth House and our clients when discussing any business related to the agency with private individuals and outside organizations;
- We make judicious use of the resources at our disposal;
- Establishing strictly professional relationships with clients.

14. We act in a dependable and trustworthy manner while maintaining professional boundaries and objectivity.

We do this by:

- Recognizing our values, biases, and limitations and how they influence our practice and work relationships;
- Following through on our commitments;
- Introducing ourselves in a personalized way, by name and job title, in order to create links and a humanized approach.

15. We avoid actual or potential conflicts of interest, or even the appearance of conflict of interest, in the decisions we make and the way we work.

We do this by:

- Identifying situations of potential conflict, informing the appropriate people, and consulting with our supervisor when in doubt;
- Prioritizing our clients' needs above our own;
- Being constantly aware of what motivates our actions and decisions;
- Not using information or resources obtained through Elizabeth House for our benefit or that of others.

What we provide

16. We promote a safe and secure environment.

We do this by:

- Involving ourselves in planning, strategizing and implementing ways to create safe and secure environments on a day-to-day basis;
- Knowing, respecting, and applying safety and security procedures and informing clients of their existence;
- Identifying and acting on any situation which poses a threat to safety or security;
- Clearly communicating to colleagues, information that can have an impact on the safety of clients and staff;
- Working on conflict resolution in a manner that does not jeopardize the safety of those involved;

17. We provide the necessary information to clients, potential clients and family members regarding Elizabeth House services and other resources available to them.

We do this by:

- Making information about our programs and services available to our clients or potential clients
- Using clear, accessible language when sharing information;
- Posting, distributing and explaining the content of, and reasons for important rules and decisions.
- Ensuring that the client is connected with the necessary resources to support them and that pertinent information is shared with new caregivers or workers;
- Planning transitions (change of program, new worker, discharge, etc.) to allow for continuity of care;

18. We communicate — whether verbally, non-verbally, or in writing — in ways that protect the privacy of individuals, as well as their right to confidentiality.

We do this by:

- Always ensure that confidential information is stored safely and only shared with authorized individuals;
- Never discuss clients in ways or places where respect for their integrity and right to confidentiality as individuals and as a group might be violated.
- Not discussing confidential agency business with anyone who does not have a legitimate need to know the information, whether internally or externally.

Our commitment to learning

19. We know and respect the laws, standards, and ethics of our particular professions or occupations and Elizabeth House policies and procedures.

We do this by:

- Keeping abreast of relevant laws, norms, and standards and adjusting our practices to reflect new or changing requirements;
- Abiding by all internal policies and procedures and asking for clarification when there is something we do not understand;
- Knowing and promoting client and family rights;
- Acknowledging that in situations of risk and protection, the rights and interests of the child prevail over those of the parent.

20. We invest in our personal and professional development in order to carry out our respective roles.

We do this by:

- Actively participating in ongoing supervision;
- Making use of available training opportunities relevant to our work;
- Keeping up-to-date on information pertinent to our work with young parents and children, sharing the knowledge with our colleagues where appropriate;
- Gathering expertise while providing services and carrying out our duties.

Conclusion

Any person who becomes aware of a conflict of interest or unethical behavior must bring the situation to the attention of their supervisor. The supervisor will then follow up with an investigation and recommendations.

Possible responses could range from a case study to disciplinary action, depending on intent and severity.