



# **25<sup>th</sup> Anniversary** **Annual Report: –2024-25**

**Friday September 26, 2025**  
**aussi disponible en français**

## **Chair's Report**

As the Chair of the Board of Directors for Contact Niagara I am pleased to mark 25 years of service, celebrating connection and community impact.

25 years ago, Contact Niagara began with a simple yet powerful vision: to ensure that children, youth, and families in Niagara could access the services they need—without barriers, without confusion, and be serviced with dedication and compassion. Today, that vision has grown into a lifeline for thousands in our region. This milestone is not just about how long we've been here—it's about how deeply Contact Niagara has served the Niagara region.

Over the 25 years, the organization has successfully helped families navigate complex systems, supported youth through mental health challenges and developmental needs, and worked to strengthen collaboration across the service sector. Contact Niagara has been a steady and consistent hand in moments of uncertainty, a listening ear in times of crisis, and a trusted guide when the path forward wasn't clear.

This work is not easy—and it doesn't happen in isolation. It is a partnership, between the Contact Niagara team with the community, and partners inside and outside of Niagara.

To Nadine: Thank you for your incredible leadership. The Board of Directors and the entire organization are truly fortunate to have you at the helm. Your unwavering dedication

### **Mission:**

To make a positive difference for individuals, families and the communities we serve, by providing coordinated information and processes to facilitate access to inclusive services and support collaborative community planning.

### **Vision:**

A community where every individual and family feels respected, valued, and supported, and is able to reach their full potential.

### **Values:**

At Contact Niagara, to guide our decisions and actions, we have a belief in and a commitment to the following core values:  
Client and Family Centred  
Personal Development  
Integrity,  
Accountability,  
Trust and Transparency,  
Respect

to Contact Niagara and the families it serves is evident every day. You lead with heart and soul, and I've never met anyone as selfless and committed as you. You are a remarkable person, and on behalf of the Board, thank you for everything you do.

To the Contact Niagara staff: Your dedication, empathy, and professionalism are unmatched. You show up each day not just with expertise, but with purpose. You've built trust in

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the community, one phone call, one meeting, and one family at a time. On behalf of the Board of Directors, thank you for everything you do. It is because of people like you that Contact Niagara has served for 25 years and will continue to serve for many more years to come.

To our partners in health, education, justice, social services and other sectors: We are only as strong as our connections, and we are grateful to walk alongside you. Your collaboration and shared commitment make this system work. You help make the invisible, visible. Together, we work to ensure each individual's strengths and needs are recognized, leaving no one behind. We value our ongoing collaborations and partnerships that keep clients at the heart of all we do.

To our community: Thank you for trusting us in times of vulnerability. Thank you for reaching out when it wasn't easy. And thank you for reminding us—day after day—why this work matters so much.

And finally, to my fellow board members, past and present through the last 25 years: Your guidance, oversight, and belief in our mission have been critical to our growth. It's been an honour to serve alongside each of you of whom I have had the privilege to work with so far, and I look forward to more years of service with both current and future board members. On that note, I want to express a big thanks to Jordan Clark, who has served 9 years on the Board of Directors and will be leaving us. Jordan has dedicated countless hours, effort, and expertise to the Board. He brought tact and thoughtful insight into crucial conversations and critical moments over the years. His dedication to service as a board member will always be remembered. On behalf of the Board, we wish you all the best.

As we look ahead, the need for a strong, responsive, and compassionate system is more urgent than ever. The world is ever changing, and these changes will have an impact on families.

While the challenges we face are real, so is our resolve. The coming years will demand creativity, equity, and resilience—I have no doubt Contact Niagara is ready, because at its core, Contact Niagara is not just about services. It's about people. It's about relationships. It's about hope. It's about moving forward to reach a resolve.

Today is a time for us to celebrate how far we've come—and we recommit to the road ahead. Thank you for being part of this journey with us. Here's to another 25 years of positive impact—and to the next chapter we will write together.

Thank you.

Sincerely,  
***Conrad Scala, Board Chair***

### ***Executive Director's Report***

I would like to begin by acknowledging the voices and experiences of children, youth, and families. These voices are diverse—in experience, in culture, in language, and in the many strengths they bring to each day. We are ever so aware of the trust you place in us when you share your stories. We recognize that we are not perfect, and we are deeply thankful for the kindness and grace you extend to us and to others every day.

As Contact Niagara marks its 25th year, we celebrate that we were born out of the voices of families, through the *Making Services Work for People* (1997) framework. This foundation reminds us that equity in health and social services begins with listening—listening for strengths, hopes, and accomplishments, as well as needs.

Over the past 25 years, our organization, the services we provide, the programs in which we are fortunate to participate, and Niagara's diverse communities have continued to grow, evolve and transform. With each year that

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passes, we learn more about how to do our best to ensure services are accessible. Barriers to care and service can exist for anyone. The reality is also that barriers are much more common for those who identify as Indigenous, Francophone, Newcomers, those who are part of Black and Brown communities, and others who are part of vulnerable or marginalized communities for any reason. Recognizing these barriers does not lessen the realities faced by each of us. Grounding our services in Health Equity requires us to “see” each person—valuing their culture, their experience, their dignity, accomplishments, and resilience. Contact Niagara is committed to identity-affirming, trauma-informed services that honour our humanity.

As we recognize our milestone this year, we reflect on the ways our services have changed and evolved, and we look with hope and responsibility to the opportunities ahead.

I want to extend a very sincere and heartfelt thanks to the volunteer members of our Board of Directors. The staff at Contact are so grateful for your dedication, and for the time and energy you give to ensuring we remain strong and responsive.

To those who volunteer their time and expertise in other ways—to family members, the Youth Wellness Hub Ontario–Niagara Youth Advisory Committee, direct service partners, and the many others across the community—we thank you for your wisdom and your voices. Together, you remind us that collaboration grounded in grace, kindness and respect is essential to health equity.

Each year, I struggle to capture in words my gratitude to those who “work” at Contact Niagara. Each of you brings unique strengths and gifts, and together you are truly unstoppable! I know this work can sometimes come at a cost. Your commitment, dedication, passion has been, and continues to be unbreakable. You inspire, and reflect hope, you support endlessly, and embody resilience. You

take risks in the interest of growth. I think most importantly, you support one another with respect and humour. Your ability to see and hear each other is what allows us to continue moving forward with purpose, grounded in kindness and grace and all important laughter. I continue every day to be inspired by you and I am grateful every day to work alongside you. You are, truly, family.

For 2025–2026, we continue to commit to leaning forward—to approaching all we do with curiosity, kindness, empathy, and respect. We recommit to listening deeply to one another, and to embracing different perspectives, as it makes us better.

It is a privilege to share these reflections on behalf of “our” agency. We thank the Ministries, funders, service partners, and—most importantly—the children, youth, families, and individuals in the community who form the shared “our.” Contact Niagara belongs to and exists for the community. We are grateful for the opportunity to continue working together, learning together, and partnering in ways that reflect the best of us.

And we continue to affirm every day:  
#ChallengeAccepted!

Sincerely,  
***Nadine Wallace, Executive Director***

***Our Commitment to Indigenous  
Communities through Truth and  
Reconciliation***

The staff and Board of Contact Niagara recommit to recognizing Canada’s history and treatment of Indigenous Peoples, and the enduring effects of colonization, including on-going trauma, the loss of culture and language, and ongoing effects of systemic racism, and unconscious bias. We are dedicated to reconciliation through meaningful, concrete action, including:

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- ✚ ***Decolonization and Reconciliation:*** We speak up, working to ensure recognition of the continued effects of colonization colonialism and systemic racism and our collective roles in furthering the decolonization and reconciliation process.
- ✚ ***Education and Awareness:*** We participate in on-going learnings, trainings, activities and events highlighting the effects of colonization and on-going trauma carried by Indigenous People.
- ✚ ***Hiring and Workplace:*** We work to ensure hiring practices are meaningfully inclusive of members of the Indigenous Community, recognizing the responsibilities we have to ensure a safe and culturally supportive work environment and experience.
- ✚ ***Celebration and Inclusion:*** We participate in activities and events that celebrate Indigenous People, recognizing their unique strengths, talents and connection to the land.
- ✚ ***Access and Identity:*** We explore Indigenous identity to ensure opportunities for identity-affirming care and service choice (internal and/or external to our agency).
- ✚ ***Financial Resources:*** We protect financial resources and flow funds to ensure Indigenous care by Indigenous People.
- ✚ ***Cultural Practices:*** We work to ensure that our spaces are inclusive of needs associated with ceremony, as requested and supported by Indigenous People, e.g., space for smudging.
- ✚ ***Policy Development:*** Adhering to a Professional Code of Practice with Indigenous guidance, grounded in the TRC Calls to Action (CTA) and Calls to Justice (CTJ).

We recognize these as daily responsibilities, requiring openness, reflection, and taking action to do better.

### ***Our Commitment to Francophone Communities***

Approximately 2.3% of the population of Niagara is Francophone (2021 Census, Canada), and another 9.3% of residents have French roots; both Welland and Port Colborne, are recognized under Ontario’s French Language Services Act as designated French Language communities, guaranteeing Francophone residents the right to receive provincial government services in French. We honour our responsibilities to Francophone communities in Niagara and to ensuring the over 15,000 members of Niagara’s French-speaking communities can exercise their rights and access services in their own language, regardless of where they live. In addition, we continue to strengthen partnerships across Niagara to work to reduce barriers and improve access to culturally competent French-language services.

This year is especially meaningful, as September 25th marks the 50th anniversary of the Franco-Ontarian flag—a proud symbol of French heritage and culture in our province. For additional information please see Vivre à Niagara website (<https://vivreaniagara.com/>), a French community resource page for those living in Niagara.

### ***Our Commitment to Health Equity***

We continue to commit to prioritizing “seeing” each person’s uniqueness and experiences, to being conscious of the barriers to accessing service that can exist, and to doing our best to reducing those barriers, and to grounding our work in considerations of health equity. We continue to believe how we support people must be done through this understanding of unique journeys (gender, culture, language, race, faith), and that one “size” truly does not “fit” all.

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## 2024-2025 Highlights:

Contact Niagara continues to be fortunate to provide direct service and also partner with many others in planning and implementing changes that seek to improve services, locally and beyond, for children, youth, young adults and their families. We remain steadfast in our belief that it is through these community conversations and collaborations, including with those people with lived experience, those from diverse communities, with direct and indirect service partners, and with all those impacted that the best outcomes will be achieved.

### This year:

- ✚ We continue to partner with Indigenous service providers, including De dwa da dehs nye>s Aboriginal Health Centre (DAHAC), to work to ensure Indigenous identified children/ youth and their families are actively offered and connected with an Indigenous service provider when requested/preferred;
- ✚ We continued to be an active participant on the Niagara Ontario Health Team-Équipe Santé Ontario Niagara (NOHT-ÉSON) (<https://noht-eson.ca/>), to partner with other health and social service providers in Niagara to develop and implement changes and new approaches to deliver identity-affirming care that is integrated, co-ordinated and accessible to all;
- ✚ We continued our Co-ordinated Access and Service Co-ordination roles, providing a single front door to many different funded children’s services in Niagara; and to do our best to ensure children, youth and families are supported in their journey through services;

- ✚ We continued to collaborate on enhancing co-ordination across sectors (e.g., child and youth mental health, autism, developmental, FASD and other needs);
- ✚ We continued in our role of Network Lead for Youth Wellness Hub Ontario-Niagara, providing access to a number of health and social service supports for young people;
- ✚ We continued our participation on various local, West Region, and Provincial committees (e.g., Niagara Poverty Reduction Strategy, Community Wellness and Wellbeing Planning, Complex Special Needs Re-design, Youth Wellness Hubs Ontario- integrated youth service site design).
- ✚ We continued to partner with the Niagara Regional Police Service and other community-based resources on Niagara’s Extrajudicial Measures Referral Program, for youth who intersect with the justice system; and
- ✚ We continued to formally partner with many other Organizations in Niagara, and work on offering innovative programming.

### Stats: Who Called to Make a Referral:

2024/25	Caller / Requestor	
Self/ Family/Friend	635	~31.75%
Physicians	685	~34.5%
Other professionals	367	~18.5%
School	149	7.5%
Police	5	~0.25%
FACS (CAS)	51	~ 2.5%
Other/Anonymous	100	5%
<b>Total</b>	<b>1992</b>	<b>100%</b>

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**2024-2025: Statistics on Intakes and Service Co-ordination:**

Year	Total # of Children/ Youth Served	# of Intakes Created	# of Case Notes Completed
*2024/25	2,115	1056	36,705
2023/24	4,425	3,410	20,574
2022/23	6,158	4,802	27,352
2021/22	5,716	5,460	29,628
2020/21	4,401	4,691	24,222
2019/20	4,961	4,721	27,363
2018/19	4,287	4,949	28,729

***\*Please note: Data reflects full system change in child and youth mental health access and intake responsibilities.***

**Other Programming Highlights:**

***Transitional Aged Youth (TAY) Planning***

TAY Planning is a provincial initiative for youth ages 14-18 who have a suspected or confirmed diagnosis of a developmental disability. The goal of TAY Planning is to support a way of planning that leads to a single, integrated plan to help guide a young person's transition to adulthood. The planning process involves school board officials, principals, teachers, students and their families, and others who support the young person with a developmental disability such as community agency staff and health care providers.

Contact Niagara has led the community TAY planning process since its inception in 2013. Through collaboration with service partner agencies and school boards (both French and English), Niagara continues to enhance how we as a community support young people through their transition to

adulthood by planning early, ensuring necessary documentation is in place, and supporting referrals to adult developmental services and supports.

***Extensive Needs Pilot Program***

The Extensive Needs Service (ENS) is a proof of concept initiative jointly funded by the Ministries of Health, and Children, Community and Social Services. Niagara joined this pilot initiative, led in our area by Hamilton Health Sciences, in November of 2023 and the initiative is currently funded to March 31, 2026. Partners from across developmental, autism, education, child and youth mental health, Indigenous health, and other sectors have come together to partner on providing local, vital integrated services, for children and youth with extensive needs, including co-occurring urgent medical, physical, child and youth mental health, and developmental complexities, and/or social vulnerabilities.

This integrated approach works to provide integrated services to address unmet need(s), and is designed to reduce barriers to accessing timely, evidence-based, cultural and trauma-informed supports and treatment for some of the most vulnerable children in Niagara. To August, 2025, over 90 children, and their families, have been supported by this initiative.

Contact Niagara is excited to continue to work with community partners, and co-lead this initiative in Niagara with the Niagara Children's Centre and the support of McMaster Children's Hospital.

***SNAP® (Stop Now and Plan)***

In October 2023, Contact Niagara, in partnership with education, the Welland YMCA, Niagara College, multi-cultural organizations, Indigenous organizations, and others submitted a successful application for a Community Safety and Well-being Grant

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(CSWB), funded by Public Safety Canada. We have been thrilled to work with community partners, and to implement and deliver SNAP® community programming for ages 6-11 years.

SNAP®, developed in 1985 by the Child Development Institute, an accredited children's mental health organization, has grown and evolved into an internationally recognized set of programs. SNAP® is an evidence-based, cognitive behavioural model, that provides a framework for teaching children struggling with specific behavioural concerns, and their parents/caregivers, effective emotional regulation, self-control and problem-solving skills. The primary goal of SNAP® is to help children to stop and think before they act, and keep them in school and "out of trouble".

***Stats: March, 2024 to August, 2025:***

- ✚ 90 children (and their siblings/families) connected and supported in some way;
- ✚ 52 Intakes completed;
- ✚ 9 (7 boys and 2 girls) Groups completed to spring 2025;
- ✚ 2 (1 boys and 1 girls) Groups running fall 2025.

The CSWB grant will end December 31, 2025, and Niagara continues to explore opportunities for more sustainable funding to continue to provide this critical early intervention programming in Niagara.

***Coordinated Service Planning (CSP)***

Niagara's Coordinated Service Planning (CSP) program is a cross-sectoral collaboration of regional partners from the health, education, developmental, autism, and child/youth mental health sectors. Contact Niagara is the Coordinating Agency for CSP, which promotes the vision of a system in which children and youth with complex and/or multiple needs get timely and effective services to ensure they are able to participate fully at home, school, and in the community. Working with community

partners, Service Planning Coordinators at Contact Niagara facilitate this planning process and liaise with service providers involved with the family ("the Family Team").

CSP operates within a holistic framework, with service providers working together to develop innovative approaches to service and providing families of children/youth with multiple/complex needs a single coordinated service plan that outlines how each service works to support the goals of the child or youth, and family. Service Planning Coordinators offer families a single point of contact to streamline information, eliminate families having to retell their story. Contact Niagara continues to be able to provide full CSP services to Francophone families seeking French language services, as well as Indigenous specific services through our ongoing partnership with De dwa da dehs nye's Aboriginal Health Centre (DAHAC) since April of 2022. We hope that, together, and with guidance of our colleagues at DAHAC, we can further build our system's capacity to support choice and access to culturally aware and inclusive services for members of Niagara's Indigenous Community.

In 2024-2025, Niagara CSP actively supported 161 children/youth and their families across the region. Referrals for CSP are regularly received from partner service agencies in Niagara, McMaster Children's Hospital, FACS Niagara, school boards, and parents/caregivers themselves. A continued upward trend in the number of self-referrals by caregivers based on word-of-mouth experiences supports the positive impact of this program. It is also important to note that Niagara continues to see an ever increasing need for supports in our region, and we continue to advocate for more resources to support this growing need for support.

As the lead agency for CSP, Contact Niagara participates in the Provincial Network of Coordinating Agencies, which works closely with MCCSS on program design and delivery to

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support the broad spectrum of needs many children, youth and their families experience, and CSP is seen as integral in MCCSS' programming augmentation, including the Complex Special Needs program re-design currently occurring and the Extensive Needs Service proof of concept initiative. We are excited for the future of the evolution of programming supporting the needs of this population in Niagara.

### ***Fetal Alcohol Spectrum Disorder (FASD)***

As professionals who work with individuals with FASD, we must always keep the truths that have led to Canada's Truth and Reconciliation Commission's Calls to Action #33 and #34 at the forefront of our work. We must work together with Indigenous peoples and the land to increase community resources to make sure that FASD is properly diagnosed, and that appropriate community supports are in place for those with FASD to maximize their ability to live in their community. We must collaborate with Indigenous partners to adapt appropriate evaluation mechanisms to measure the effectiveness of such programs and to ensure programs are delivered in a culturally appropriate manner to address the specific needs of Indigenous persons in Canada living with FASD.

FASD is a lifelong disability that affects the brain and body of people who were exposed to alcohol in the womb. FASD is often a complex, invisible and misunderstood disorder. Since the implementation of the FASD Coordinator role in 2020-2021, Contact Niagara has continued to support children, youth with/or suspected of having FASD, and their families through referrals, service navigation, and psychoeducation. The work of the FASD Coordinator has closely aligned with Coordinated Service Planning services.

The FASD program aims to support Niagara in responding to programming needs, and providing training opportunities about FASD to

families and professionals, both in English and French. 2024-2025 successes include:

- ✚ Offering direct programming and psychoeducation through the Supporting Neurodiversity through Adaptive Programming (SNAP) Tiny Tots Program in collaboration with Brock University;
- ✚ Hosting of the first FASD Niagara Coalition's FASD Day at the St. Catharines Kiwanis Aquatics Centre;
- ✚ Distribution of activity kits in partnership with the Family Counselling Centre, creating opportunities for connection;
- ✚ Continued participation in the FASD Provincial Community of Practice.

In addition, Contact Niagara has continued to be fortunate to work with the Indigenous Providers and specifically De dwa da dehs nye >s Aboriginal Health Centre, to support Indigenous-specific service pathways and services.

Contact Niagara has seen a steady increase in referrals for the FASD program, both from partner service agencies in Niagara, and also in the number of self-referrals by caregivers since the implementation of the FASD program in Niagara, which highlights the importance of continued awareness and programming for FASD in Niagara.

### ***Youth Wellness Hub Niagara (YWHN)***

The Niagara Region YWHO is an integrated youth service (IYS) site for youth ages 12-25 to access mental health, substance use, primary care, peer support, care coordination, employment support, and a variety of skill-building and wellness activities.

The youth hub main space is located in Welland, with outreach throughout the region. All services are free of charge for youth in the Niagara Region, with many available both in-person and virtually. The Niagara Region YWHO is a collaboration among a number of community organizations, including the

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Centre de santé communautaire Hamilton-Niagara, John Howard Society of Niagara, Community Addiction Services of Niagara (CASON), the Niagara Falls Community Health Centre, and the Niagara Falls Public Library, with Contact Niagara acting as the Network Lead.

In 2024-25, the hub received 1156 visits for clinical and non-clinical supports (287 unique youth) and 1731 visits for skill-building and wellness activities (total visits were 2887). The most requested supports were mental health/substance use counselling (57%), peer support (20%), employment supports (11%) and primary care (10%). A priority of the Hub is to better support transitional aged youth and the creation of a safe space for all young people, with 62% of youth accessing services falling between ages 15-21. Approximately 27% of youth accessing services identify as gender diverse or questioning, and 41% as 2SLGBQ+ or questioning. Lastly, 10% of young people identified as Indigenous, 12% as Black, and 4% as Latin American.

This year, Niagara received both public and philanthropic funding to deliver two exciting new pilot initiatives. The first, the Youth Substance Use Care Coordination project, will co-locate a Substance Use (SU) Care Coordinator in both the hospital and YWHO settings. The SU Care Coordinator will ensure continuity of care services for youth experiencing SU related concerns, and ensure the youth has access to all integrated youth services (IYS) at their local YWHO hub. The second, the Enhancing Health Equity in IYS (EHE-IYS) project, will enhance the Niagara Region YWHO's Network by adding a new youth wellness team member role, situated in a community organization, to work in satellite site(s) and in the Hub. The additional role will allow for more integration of community services, enhancing the capacity of community organizations to provide measurement-based care, and bring services closer to equity-deserving youth. In Niagara, this pilot will focus

on better supporting newcomer youth and is in partnership with Bridges Niagara.

As the Niagara Region YWHO site has developed, we have continued to look for opportunities to better support youth in the Region. One of the main barriers we have heard from young people in accessing services is challenges related to transportation, particularly for youth without access to a vehicle. As a step towards reducing this barrier, we have partnered with the Niagara Falls Library Stamford Branch and, with the support of the McCall MacBain Foundation, have begun offering an after-school program four days a week in Niagara Falls. Additionally, we are now offering services one day a week at the Niagara Falls Community Health Centre providing the full range of IYS supports. This particular location has a high density of transitional aged youth, and we are excited to be able to bring our service offerings to this part of the Region.

Lastly, we want to recognize and extend our deep appreciation to our Youth Advisory Committee (YAC). These members have volunteered countless hours to working to ensure spaces and services are youth friendly, safe(r), engaging, and inclusive.

### ***Board of Directors (2024 - 2025)***

**Chair:** Conrad Scala

**Vice-Chair:** Heather Corey

**Treasurer:** Jordan Clark

**Secretary:** Christine Sidhom

#### **Board Members:**

Nick Baxter

Todd Bright

Nilan Davé

Madison Scodellaro

Tanja Steinbach

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## Financial Report

<b>Financial Report</b>	<b>2025</b>	<b>2024</b>
<b>Revenue</b>		
MCCSS / MOH	1,124,323	1,601,935
Youth Wellness Hub	1,021,454	920,134
Niagara		
Rental and Other (e.g., grants)	326,543	162,599
<b>TOTAL:</b>	<b>2,472,320</b>	<b>2,684,668</b>
<b>Expenses</b>		
All Salaries & Benefits	1,828,147	2,069,734
All Other Expenses (including purchased client services)	644,173	614,934
<b>TOTAL:</b>	<b>2,472,320</b>	<b>2,684,668</b>
<b>Other Revenues (Expenses)</b>	<b>45,008</b>	<b>13,550</b>
<b>Excess Ministry (Deficiency) of Revenue over Expenses</b>	<b>\$0</b>	<b>\$0</b>

## Contact Niagara Staff (2024 - 2025)

### Organizational Supports:

Jackie Frans (IT/Database Administrator)  
 Liliane Guertin (Bilingual Support  
 Translation/Interpretation)  
 Elaine Hand (Admin. /Database Support)  
 Zibya MacLeod (Bookkeeper)  
 Nadine Wallace (Executive Director)

### Resource Coordinators:

Jolene Bateman (RC/SNAP®)  
 Heather Fowler (RC)  
 Kristen Hendry (RC/SNAP®)  
 Angela Lynch (RC)  
 Fred Steinhaus (RC/SNAP®)

Andrew Mekbebe (SNAP®)

### CSP/FASD:

Julie Anderson (SPC)  
 Mia Bakker (SPC)  
 Joanne Bovine (Bilingual RC/FASD/SNAP®)  
 Liana Danyliuk (SPC)  
 Cathy Gales (FASD Lead)  
 Ashley Hardman (System Lead)  
 Katie McKay (SPC/FASD)

### YWHN:

Ali Ahmed (Youth Navigator)  
 Thomas Coyne (Program Manager/Clinical  
 Coordinator)  
 Catharine Gaudette (Youth Navigator)  
 Dana Herriot (Peer Support)  
 Karlie Klinck (Mental Health and Addictions  
 Counsellor)  
 Andrea Medico (Mental Health and Addictions  
 Counsellor)  
 Rachel Roy (Mental Health and Addictions  
 Counsellor)  
 Victoria Sawicki (Intake Co-ordinator)



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**Main Office:** 23 Hannover Drive, Unit 8.  
St.Catharines, ON L2W 1A3

Phone: 905-684-3407

TTY at 905-684-6289

1-800-933-3617

Fax: 905-684-2728

e-mail: [info@contactniagara.org](mailto:info@contactniagara.org)

<https://www.contactniagara.org/>

Hours Of Operation

Monday – Friday: 8:30 am- 4:30 pm

**Main Hub Location:** 225 East Main St.  
Welland, ON L3B 3W7 (Ground Floor)

To access or learn more about services:

Call: 905-229-9946 (Direct Line)

Email: [ywhn.signup@gmail.com](mailto:ywhn.signup@gmail.com)

Hours Of Operation

Monday – Thursday: 11:00 am- 7:00 pm

Friday: 10:00 a-2:00 pm

Learn more about the Youth Wellness Hub  
Niagara Region on social media:

Instagram: @ywhniagara

Facebook: @ywhniagara

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