

UNLOCKING OUR POTENTIAL

2016 – 2017 ANNUAL REPORT

EXECUTIVE DIRECTOR'S MESSAGE



Stooping to Greatness

It is sometimes necessary to slow down if you want to go faster. Youth Impact did exactly that this past year as it took a close look at itself through two initiatives designed to elevate organizational health. The first initiative is the goal to become an accredited organization. The President's message speaks directly to the process and the close collaboration with the Canadian Centre for Accreditation. It offers perspective on how achieving this designation strengthens accountability, reduces error, builds trust and reinforces efficacy in service delivery.

The second undertaking related to promoting organizational health was to introduce a wellness initiative for the entire staff team. This was done in combination with William Morrison and Associates, and Sage Solutions Inc. The strategy focusses on supporting a healthy and optimized workplace. Three pillars of this workplace framework are: Mental Fitness, Resiliency, and Positive Leadership. Organizational objectives associated with this strategy are to increase employee well-being, level of engagement and work performance; while lowering costs related to absenteeism, stressful workplace interactions and low productivity.

A Mental Fitness and Resiliency Inventory was used to engage all staff to provide a baseline for organizational strength and areas of development related to workplace practices. This initiative included extensive training for management; and the strategy to better engage and support staff members will continue to unfold in 2017.

It would have been easy and far less work not to have invested resources into either of these projects. The Board of Directors could have dismissed these initiatives as being unworthy and too time consuming for a progressive organization that has continued to prosper for over thirty years. Fortunately, the Board was not deterred by its own bias, and chose to take decisive action towards embracing organizational health.

Neither of these two initiatives was meant to be a flash of brilliance or a kind of quick intervention. Both strategies required high levels of discipline, commitment and persistence. Much has been accomplished with further gains to be realized in the coming year. Going forward I am reminded of Winston Churchill who pointed out that continuous effort is the key to unlocking our potential.

Mel Kennah

Executive Director

Our Mission

Youth Impact Jeunesse Inc. helps young people succeed by providing support and new opportunities.

Our Mandate

The purpose of Youth Impact Jeunesse Inc. is to provide quality care and guidance to youth between 10 and 24 years of age who have social, emotional, and behavioural problems.

The goal is to help youth and their families change or eliminate the conditions that have acted as obstacles to their success.

Youth Impact Jeunesse Inc. offers services within an integrated, multi-component continuum of care. These include community services, in-home family support, highly structured residential treatment programs, and less structured transitional housing.

Youth Impact Jeunesse Inc. is the agency of choice for delivery of many programs and services mandated by various government authorities with responsibilities for at-risk youth. It also initiates programs for community outreach and education in the Greater Moncton Area.

“ I am impressed by the work that Youth Impact is doing and the commitment they are making to improve the lives of children and young adults in New Brunswick. Their efforts to provide quality programs, and to share cutting edge research and knowledge with their community is a testament to the quality of their work and the depths of their desire to make a true and lasting difference.

- Bruce D. Perry, MD, PhD.



Management Team

Fourth Row (L-R): Andrew Butler, Cathy Manuel, Jean-Pierre Poirier, Ashley Black, Mel Kennah, Neil Young - Third Row (L-R): Katelyn Murphy, Gail Lutz, Helen GrosLouis
Second Row (L-R): Barb Ferguson, Connie Mowbray, Monique Couture-Belliveau, Paula Fox
First Row (L-R): Amanda Fielding, Christine Richard, Rickii Walsh, Charline Melanson, Tracy Lapointe. Missing: Lanaya Nice

HIGHLIGHTS OF 2016 - 2017

The Multiplier Effect

- Keith Loughheed received the Board of Directors' Award and Honorable Mention went to Tanya Coolen and Ashley Black.
- Social media presence nearly doubled this fiscal year. Follow on Facebook @ Youth Impact Jeunesse Inc, Twitter : @YouthImpactJeun and Instagram @youthimpactjeunesse.
- The Orange Door Project operated by The Home Depot Canada Foundation was a big success in Moncton again this year. The local Home Depot outlet raised one of the highest amounts nationwide in the campaign earning a matching gift from The Home Depot Canada Foundation for a total of \$22,340. Youth Impact was grateful to be chosen as the 2016 recipient.
- E-learning continues to be a cornerstone of professional development in the agency with more courses being added this fiscal year. Staff completed 899 modules in 2016.
- In August, 27 Augusta Terrace became the new home of the program that had formerly operated out of 19 Anne Street for thirty years. The home underwent several renovations prior to the relocation of residents and staff. The new space is significantly more spacious and luxurious and provides for an enhanced living and working environment.
- The 2016 recipient of the first Vickie Babineau Memorial Scholarship was Jessica Comeau.
- As of February, the South East Regional Adult Learning Board took over the employment contract for the instructor of the Impact Learning Centre making it more in line with other such programs. Otherwise the partnership and contract for this program remain unchanged.
- A professional workshop was organized for May 26 & 27, 2016 at the Saint John Trade and Convention Centre featuring Dr. Bruce Perry. It was attended by 373 participants from New Brunswick, Nova Scotia and Newfoundland.
- In August, Myers Street Residential Program hosted its eleventh annual Myers Olympics for youth and staff.
- The agency partnered with Mrs. Dunster's in Sussex for the second year in a row to run a parking lot during the Sussex Flea Market in August. This elevated the agency's profile in that community and raised \$3,000 for Youth Impact.



- Two Youth Works programs took place during the reporting period. One in Moncton and one shared between Saint John and Quispamsis. This is the first time in the agency's history that it operated an outreach program in a community outside of Moncton. The agency wants to thank Service Canada for its continued confidence in Youth Impact; and special thanks to its community partners at KV Oasis Youth Centre in Quispamsis and to the John Howard Society of Saint John.
- Ride for Refuge was held on October 1st. This was the agency's fourth year hosting this national event. 21 teams, 106 riders and 41 volunteers participated to raise \$22,790.
- On February 25th Coldest Night of the Year was held in Moncton, and in 112 other communities across Canada. 54 teams, 398 walkers and 71 volunteers participated to raise over \$70,000 locally.
- A youth who attended the Youth Works program started an Art Night and has continued to lead this program every Thursday night at Youth QUEST Central.
- Under the encouragement of Denise Cassie, Youth Impact was acknowledged for giving 27 donations of blood to the Canadian Blood Services.
- Serial Entrepreneur Dan Martell has been meeting with youth on a monthly basis to coach and encourage them to start their own businesses.



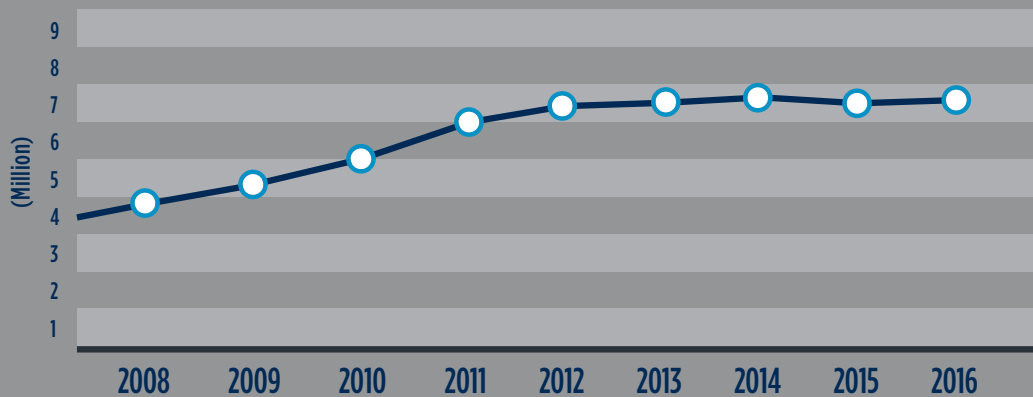
Robert LeBlanc has generously given his time and talent for both of Youth Impact Jeunesse's main fundraising events: Ride for Refuge and Coldest Night of the Year. He has graciously accepted the lead role as Route Captain for both events since 2013. Robert oversees the routes, rest stops, support vehicles, signage and safety of all riders, walkers and volunteers on the routes. Robert is an instrumental volunteer who is always up for doing whatever needs to be done to ensure the safety and success of the events.

Thank you, Robert! We are honoured to have you!

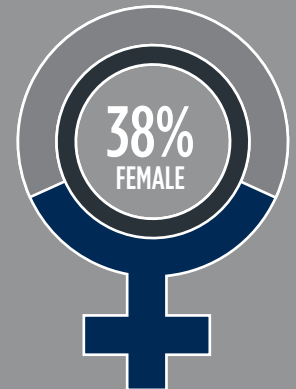
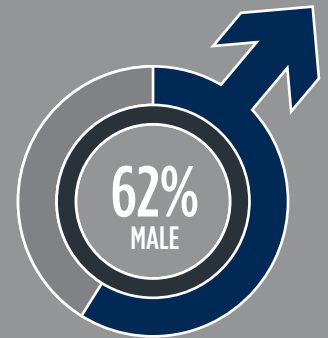
STATISTICAL OVERVIEW

2016 - 2017

Annual budget of \$7.7 million



Served 1,054 youth in the past year



The average length of stay in Youth Impact's residential facilities



Employees



22
PART
TIME



59
CASUAL



128
FULL
TIME



Feedback From Youth

Not to get mad over little things, like when my mom says no to me. (50 Myers)

Learned how to cope differently with confrontation, conflict and life decisions. (Augusta)

The most important thing I learned is that no matter how low you get in life there is always someone there to help. (Transitional Housing)

Being in a group home can be hard and tough but it is for the best. What I learned here is really important for my future. (50 Myers)

Thank you guys for helping me through everything, even when I can be rude and especially with my attitude, so thank you, I really appreciate it a lot. (Cumberland)

I really appreciate all that you guys have done for me and the many other youth that you've impacted with the Transitional Housing Program. Thanks for giving me the opportunity to be a part of it. You all helped me more than you'll ever know. (Transitional Housing)



“ Youth Impact is a leader in youth service provision, supported by staff who are passionate advocates for the needs of all in their care. The CCA team further commends the board, leadership and staff on the work invested in this process, and the principles of continuous quality improvement demonstrated across its programs, services and operations.

- Bryan Heal,

Accreditation Manager
Canadian Centre for Accreditation

Residential Programs



Augusta Terrace Residential Program

Manager: Monique Couture-Belliveau

Augusta Terrace Residential Program in Moncton has the capacity to serve six at-risk youth with emotional and/or behavioural difficulties. The goal is to teach the youth and their families the social, emotional, and life skills necessary to overcome their challenging behaviours.

- 17 youth resided at this home during the past year: 9 males and 8 females.



Snow Avenue Residential Program

Manager: Connie Mowbray

This five-bed therapeutic facility in Moncton is designed to individually address the needs of youth who are aging out of the care of the provincial government or in need of highly structured long-term care. Special emphasis is placed on preparation for independent living by educating residents in social and life skills such as cooking, budgeting, and problem solving.

- 13 youth were served this year: 9 males and 4 females.



Lancaster Avenue Residential Program

Manager: Andrew Butler

This five-bed facility in Saint John serves youth with behavioural and/or emotional challenges who are in long-term care. The focus of this service is to provide youth with a safe, structured, and highly supervised home environment. The goal of the home is to teach through empowerment - social, emotional, and life skills that will enable the youth to become independent and contributing persons within their community.

- 8 female youth were served this year.



Vincent Road Residential Program

Manager: Katelyn Murphy

This three-bed residential facility is located in Quispamsis. It provides services to children and youth up to the age of 15 with behavioural and/or emotional challenges. The focus is to provide the youth with a safe, structured, and highly supervised home environment. As the program has a younger population, the team makes use of play therapy to teach new skills that promote a sense of empowerment and accomplishment. Staff work closely with the school personnel and families to support the transfer and development of these skills in other areas.

- 5 male youth were served this past year.



Priestman Street Treatment Centre

Manager: Rickii Walsh

This three-bed residential facility is located in Fredericton. Youth aged 12-19 are referred to this program by the government Complex Case Committee. The aim of the program is to reintegrate youth back to their community while teaching essential life skills, building positive relationships, and fostering family connections. The treatment centre has an onsite clinician from Mental Health Services who works closely with the youth and staff.

- 3 male youth resided at the home during the past year.



Cumberland Residential Program

Manager: Ashley Black

This six-bed residential facility located in Sussex provides services to male and female youth from the Saint John region who have emotional and/or behavioural difficulties. One of these beds is used for emergency placements by the Department of Social Development. The goal is to coach and support youth and their families in overcoming various challenges. The youth are either reintegrated to the community independently, or to their family setting.

- 18 female youth resided at the home during the year.
-



Dufferin Row Residential Program

Manager: Lanaya Nice

This five-bedroom facility is located in Saint John. This residence provides services to male youth aged 12-18 with behavioral and/or emotional challenges. The focus of this service is to provide the youth with a safe, structured, and highly supervised home environment. The goal of the program is to teach through empowerment – social, emotional, and life skills that will enable the youth to become independent and contributing persons within the community.

- 8 male youth resided at the home during the past year.
-



Pierre Caissie Centre

Manager: Christine Richard

Located in Moncton, this three-bed provincial assessment facility for youth aged 12 to 18 with ongoing emotional and/or behavioral difficulties, is operated by Youth Impact Jeunesse Inc. and Mental Health Services. Youth referred here are removed from their community for five weeks of assessment and treatment. They return home with recommendations that will help them thrive based on their strengths.

The Centre also operates a three-bed program for long-term Not Criminally Responsible (NCR) and Complex Case residents. These youth are assessed, and recommendations are put in place for eventual reintegration into the community.

- The centre provided assessment for 18 youth throughout the province: 15 males and 3 females.
 - 56 percent were Anglophone and 44 percent were Francophone.
 - Mental Health referred 5, Social Development referred 5, Public Safety referred 3 and Education referred 5.
 - 6 youth were admitted long-term as NCR and Complex Case residents.
-



50 Myers Street Residential Program

Manager: Helen Grosblouis

This is a three-bed stabilization unit in Moncton. Youth requiring stabilization of behaviour, family circumstances, and assessment are placed for short periods of time. The maximum period of time for placement in this program is sixty days. During this period, the team meets bi-weekly to discuss progress and develop a plan for discharge.

- 23 youth were admitted during the year: 8 females and 15 males.

52 Myers Street Residential Program

Manager: Helen Grosblouis

This home is a long term, three-bed residential facility in Moncton. Here youth participate in extensive therapeutic programs in conjunction with Mental Health Services.

- 5 youth were served this past year: 3 males and 2 females.

Outreach Programs

Intensive Support Program (ISP)

Manager: Tracy Lapointe

This program serves youth who are involved with the criminal justice system and at-risk of progressing to a custodial sentence without support in their community. ISP also works with youth who are serving one-third of a custodial sentence in their community. ISP provides programming that is reflective of a youth's strengths and struggles with self, family relations, substance abuse, education, employment, and positive community involvement.

- 32 youth and their families participated in the program: 21 males and 11 females.
- On average, youth participated in the program for 17 weeks.

Anger Management & Violence Prevention

Instructors: Tracy Lapointe and Denise Reidpath

This program, offered exclusively to clients of Public Safety, delivers 14 sessions and covers topics such as social skills, self-esteem, recognition of what triggers anger, and appropriate expressions of anger.

- One program was offered during the past year with 4 males and 5 females.

Work Your Pace Program (WYPP)

Instructor: Valerie Lutes

WYPP provides an alternative learning environment to youth from 10 to 18 years of age where they can gain academic, social, life, and vocational skills. It operates three full days per week during the school calendar year. The program is open to the agency's residential youth who are not attending school on a full-time basis. These students have difficulties fitting into the current education system and are unable to succeed due to behavioral difficulties, unconventional learning styles, and the inability to work within a traditional classroom setting.

- Over the past year 19 youth have participated in the program: 14 males and 5 females.
- 7 youth were reintegrated into the regular school setting, 6 youth worked toward grade advancement, and 5 youth entered the workforce.

Youth Works Moncton & Quispamsis/Saint John

Managers: Jean-Pierre Poirier and Samantha Hamilton

This 20-week program employs eight at-risk youth, between the ages of 16 and 24 who are employment disadvantaged. It is a group-based employability skills intervention program that gives the youth an opportunity to build on their existing strengths in a safe environment where they can experience a sense of belonging and build upon success in their lives.

- Youth Works Moncton ran from September to January. 8 youth participated in the program: 3 males and 5 females.
- Youth Works Saint John and Quispamsis started in late November to April. 8 youth participated in the program: 7 males and 1 female.

Impact Learning Centre

Instructor: Jill Durepos

This centre is an academic upgrading program for youth 18 to 24 years of age who have not experienced success in an ordinary classroom setting. They progress at their own pace with the goal of successfully completing the General Education Development (GED) exam. The program is offered in a facilitated classroom at Youth QUEST Central.

- Over the past year, 53 youth participated in this program: 32 males and 21 females.
- Of the youth who wrote the GED exam: 14 successfully passed, 9 passed parts and are re-writing and 2 went on to post-secondary education.

Drug Intervention Program

Manager: Neil Young

This voluntary program serves youth ages 15 to 24 who struggle with illicit drug use and have had conflict with the justice system. It provides youth with information, support, and strategies that will assist them in alleviating their drug usage and alter their criminal behavior. Through the development of a directional plan tailored to individual strengths and needs, youth will become more engaged in education, employment, and community.

- 66 new referrals were received this year.
- 61 youth were considered active clients and 8 had brief interventions: 46 male and 23 female.

“ We all strive to build up confidence in the youth we work with so that they can move on and succeed. It is organizations like Youth Impact Jeunesse, with the strength of your staff and administration, that makes a difference in these young people's lives.

- Norman Bossé, Child and Youth Advocate - 2016 Youth Impact AGM

Youth Quest



QUALITY
UNDERSTANDING
EMPOWERMENT
SELF-SUFFICIENCY
TRANSITION

Transitional Housing Program

Manager: Amanda Fielding

Youth aged 16 to 22 who are homeless or potentially homeless access this program to stabilize and change their lives. Up to four males and four females have the opportunity to reside in supported environments that offer them a chance to learn skills that will lead to greater self-sufficiency in areas of budgeting, nutrition, social and life skills, self-esteem, anger management, and finding and maintaining employment. A four-month after-care program is offered.

- This year there were 61 applicants.
- 18 youth participated in the program: 7 males and 11 females.
- 13 youth worked or attended school, and two graduated.

QUEST Case Management

Manager: Jean-Pierre Poirier

This program provides case management, client assessments, and pre-employment and employment preparation services to at-risk youth 16 to 24 years old. QUEST Case Management assists clients in finding and accessing appropriate services and resources, helps identify barriers, and advocates for client services to help youth reintegrate into the educational or vocational sector.

- 224 clients were served: 132 males and 92 females.
112 of these became long-term active clients.
- Of the 112 active clients 79% have obtained employment (42 clients) or returned to school (47 clients).

Youth QUEST Central

Manager: Jean-Pierre Poirier

Youth QUEST Central is a multi-resource centre for youth aged 16 to 24 who are either homeless or at risk of becoming homeless. The facility, located at 199 St. George Street in Moncton, includes laundry and shower facilities, computer communications, academic upgrading, job-readiness training, information sessions, counselling, directional planning, and artistic and recreational programming. It also houses six other agency programs that youth may access.

- Youth accessed the drop-in component 9,820 times. A total of 488 different youth came to Youth QUEST Central: 320 males and 168 females. Of those youth, 70 were first-time clients.
- Basic services (shower, laundry, clothing, and hygiene products) were accessed 3,264 times.
- A total of 15 regular volunteers gave 1,036 hours to assist in the operation of this program.
- The ACE Program (Activity Centred Engagement) held a different activity each week that included Fundy National Park, Parlee Beach, Hip Hop Dance evenings, Girls Night, Movember Gala, Guys Night, Trites Maples, Inspire Festival, Gay Pride Parade, Campfire on Dobson Trail, Treego, Wildcats games, Ski Wentworth and much more. A total of 299 youth participated.

AT-RISK DEFINED

Simply put, it means “at-risk” of not becoming healthy and productive adults. An at-risk youth is threatened by various factors that inhibit learning, impede adjustment, and impair judgment, making it more likely that he or she will make choices that result in further marginalization, often with dire short and long-term consequences.

MESSAGE FROM BOARD PRESIDENT

The Advantage

At the Annual General Meeting in 2016 it was announced that Youth Impact had set the objective to become an accredited organization and it is now time to update our stakeholders. When senior management did the preliminary research, it communicated with several organizations that had already been through the process. Rather amusingly one of the first observations to be shared was to give the warning that such a project entailed an incredible amount of work. I'm here to tell you that they were all spot-on in this assessment. In fact, this project was so vast that it became the agency's strategic plan. It engaged the entire Board of Directors and every member of the management team in a journey that spanned an eighteen-month period.

The project was grounded in accountability and required the agency to drill down into the many details of its policies and procedures. As far reaching as it was, this exercise was by no means a monotonous case of crossing tedious "t's" and dotting irritating "i's." It required Board and management to take a highly systematic review of all aspects of how we do things at Youth Impact. This was a stretch assignment for the organization designed to bring further consistency and precision to its practices. The accreditation process significantly elevates clarity, improves communication, and amplifies accountability.

The return on investment of resources started becoming apparent almost immediately. Many procedures and practices needed to be more clearly articulated and some captured in writing for the first time. This allowed for improvements, filled in gaps, and brought into sharp focus anything that had previously fallen into a gray zone. The process stimulated creativity, strengthened commitment, and ultimately resulted in invigorating the organization. The many small improvements collectively enhance service delivery, improve organizational health, and ultimately provide a competitive advantage.

I want to sincerely thank all members of the management team for leading this process. Your contributions of talent, expertise and time to this exercise are greatly appreciated. It is with great pleasure that I publicly announce that as of June 2017, Youth Impact Jeunesse Inc. was successful in receiving its accreditation designation from the Canadian Centre for Accreditation.

Nicole Angers

President



BOARD MEMBERS: Mario Allain, Betty Hudson, Bruce Wood (**Treasurer/Secretary**), Lucie Côté, Bruno Caron, Dorina St. Onge, Superintendent Paul Beauchesne, Nicole Angers (**President**), Dave Niles (**Vice President**), Kathy LeBlanc
Missing: Sandra Stairs, Blair Hyslop (**Past President**)

Statement of Revenue & Expense

for the year ended March 31, 2017*

YOUTH IMPACT JEUNESSE INC. REVENUES	TO DATE	2017	2016
Residential Grants/Fees-Provincial		6,853,129	6,925,531
Community Outreach Grants/Fees-Provincial		271,199	225,269
Community Outreach Grants/Fees-Federal		140,641	289,338
Donations/Fundraising Events		349,531	311,260
Workshops/Resource Centre		130,838	-
Total		7,745,338	7,751,398

EXPENSES			
Residential		6,883,095	6,925,936
Community Outreach Programs		764,298	814,341
Workshops/Resource Centre		69,185	-
Total		7,716,578	7,740,277

OPERATING SURPLUS/DEFICIT			
Residential		(29,966)	(405)
Community Outreach		(2,927)	11,526
Administration		-	127,508
Workshops/Resource Centre		61,653	-
Total Operations Surplus		28,760	138,629

CAPITAL ASSETS-NET BOOK VALUE			
Land		445,132	414,789
Buildings		2,864,472	2,703,615
Furniture		32,408	31,549
Equipment		30,410	28,823
Total		3,372,422	3,178,776
Deferred Contributions		(1,155,940)	(1,216,114)
Assets Held for Resale		24,341	0

* For a detailed financial statement, contact Youth Impact Jeunesse Inc. at (506) 869-6333.

“ANBL has signed on to be a sponsor of Youth Impact’s Drug and Alcohol Intervention program for a 3-year term. After having the opportunity to spend time with Mel and to tour the facilities I felt strongly that Youth Impact was a very good fit for our social responsibility program and consequently we have committed \$25,000/year for the next three years.

- **Brian Harriman**, President and CEO, Alcool NB Liquor

Donors & Funders

Brandon Adams
Alcool NB Liquor
Serge Langis and Nicole Angers Langis
Assurance Goguen Champlain Insurance Inc.
In Honor of Baylee Wylie
Cadillac Fairview Corp Ltd
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CIBC
City of Dieppe
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Coldest Night of The Year
Correctional Service of Canada, Regional Headquarters
Lucie Côté
Barb Daisley
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Department of Health
Department of Justice Canada
Department of Post-Secondary Education, Training & Labour
Department of Public Safety
Department of Social Development
Downtown Moncton Centre-Ville Inc.
Dr. Bruce Perry Conference
Dynamic Fitness
École L'Odyssée
Entreprise Rent A Car Canada Foundation
Excellence In Literacy Foundation
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Goldbrick Masonry
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Lockhart Foundation
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Dave and Jane Manuel
Francis P. McGuire
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NAV Canada
David and Sharon Niles
In Honor of Patricia MacKenzie
Raising the Roof
Ride for Refuge
Rotary Club of Moncton
Robert and Donna Savoie
SERALB
Service Canada
Shoppers Drug Mart #184
TD Bank Financial Group
TELUS Atlantic Canada Community Board
Visions United Church
Frank Wild

Ride for Refuge

91.9 The Bend
Avant-Garde Construction Management
BSE Enterprises
Consolvo Bikes
Controls and Equipment
Crystal Mountain Party Palace
Dynamic Fitness
FERO Waste & Recycling Inc.
Frank Cowan Company

Gugi's Massage Therapy
Lawn Rangers Landscaping
Lounsbury Group
Newco Construction
Rotary Club of Moncton West and Riverview
Southampton Computers
St. Andrews Presbyterian Church
Unplugged

Coldest Night of the Year

91.9 The Bend
Argus Hearing Centre
BMW Moncton
Campbell's Soup
GUGI's Massage Therapy & Acupuncture
House of Lam Restaurant
JCB Interpretation Inc.
KPMG
Moncton Lions Club
Nanna's Bakery
Newco Construction
Rotary Club of Moncton West and Riverview
Royale
Sage Solutions Inc.
Sobeys
Starbucks
Sugar Shack Construction Inc.
Tangerine
The Co-operators
Victoria Park Dental
Wilbur Law Office

NOTE : Listed above are financial donors in the 2016-2017 fiscal year who gave over \$100

Youth Impact Jeunesse Inc. would like to recognize its staff and Board of Directors for their generous contributions. We deeply appreciate all the organizations, businesses, and individuals for their in-kind and financial support that added to the quality of life for our youth and their families. It is through your continued commitment that we are able to engage at-risk youth in making positive life changes.



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