



Lower Fraser Valley Cerebral Palsy Association



Operators of:

- South Fraser Child Development Centre
- Lookout Preschool
- Residential Services

47th Annual Report
1999 - 2000



I. EXECUTIVE SUMMARY FROM THE PRESIDENT & THE EXECUTIVE DIRECTOR:

The Lower Fraser Valley Cerebral Palsy Association achieved the following key results during the period from April 1999 to March 2000:

- 1. Management of Funds:** The Board of Directors and Staff reversed a cumulative deficit from preceding years to finish this period with a \$332,075 Excess of Revenues Over Expenses. This brought the agency within \$51,138 of eliminating its cumulative deficit. The staff of the agency deserve enormous credit for the many sacrifices they made to achieve this result including taking voluntary leaves of absence without pay and working within an austerity budget that deeply constrained program expenditures. Additional credit is owed to the Management Team and Staff in accomplishing this during a time of turnover in the position of Executive Director.
- 2. Mission and Policy Priorities:** Immediately following the appointment of a new Executive Director in October 1999, the Board of Directors and Staff reviewed and revised the key directions of the agency through a series of strategic planning sessions facilitated by the Executive Director with each department and the overall agency. The process resulted in the identification of key issues and solutions, implementation of project teams to address them and prioritized directives from the Board to the Executive Director for immediate action. (Please see the section on “Mission and Policy Priorities” below for details.) The key result of this effort was the consolidation of a strong foundation for current operations and pursuit of development and growth.
- 3. Organizational Governance:** The pre-existing organizational governance structure of the organization was improved during the year by the development and/or refinement of existing mechanisms. Further to the section on Mission and Policy Priorities, a key outcome was increased openness of communication and partnering between the Board of Directors, Management Team and Staff. These mechanisms are discussed in further detail in the section on “Organizational Governance” below
- 4. Programs and Services:** While it may not appear particularly dramatic, the major outcome in this regard was that staff continued to deliver high quality programs and services to approximately 1,700 children and families in Surrey, White Rock, Delta and Langley without significantly reducing service levels despite the fiscal restraints and organizational changes and challenges described above.

PLATINUM LEVEL DONORS \$25,000 +

- **Ministry for Children and Families, Government of British Columbia**
- **South Fraser Health Region**
- **B.C. Housing Management Commission**
- **Canadian Cable Television Association**
- **Fraser Valley Credit Union**
- **United Way of the Lower Mainland**
- **Z95.3**

Ken McBain
President
Board of Directors

Gerard Bremault, M.S.W., R.S.W.
Executive Director



Table of Contents:

I. EXECUTIVE SUMMARY FROM THE PRESIDENT & THE EXECUTIVE DIRECTOR:	2
II. INTRODUCTION:	5
1. AGENCY OVERVIEW:.....	5
2. OUR HISTORY:	9
III. MISSION AND POLICY PRIORITIES	10
1. ISSUES AND SOLUTIONS.....	10
2. STRATEGIC CLIENT SERVICE PLANNING.....	10
a) <i>Summary of Outcomes from Staff Planning Sessions</i>	10
b) <i>Summary of Outcomes from Board Planning Session</i>	11
IV. MANAGEMENT OF FUNDS	12
a) <i>Key Achievements in 1999/2000</i>	12
b) <i>Audited Financial Statements (March 31, 2000)</i>	12
c) <i>Figures – Revenue by Source & Expenditure by Type</i>	13
V. ORGANIZATIONAL GOVERNANCE	14
1. KEY BODIES COMPRISING THE AGENCY’S ORGANIZATIONAL GOVERNANCE STRUCTURE	14
a) <i>Board of Directors</i>	14
b) <i>Executive Committee</i>	14
c) <i>Finance Committee</i>	14
d) <i>Fundraising Cabinet</i>	15
e) <i>Management Team</i>	15
2. HUMAN RESOURCES MANAGEMENT STRUCTURES	15
3. KEY ISSUES AFFECTING ORGANIZATIONAL GOVERNANCE	16
VI. PROGRAMS AND SERVICES	16
1. COMMUNICATION THERAPY	16
a) <i>People Served</i>	16
b) <i>Programs & Services Provided</i>	16
c) <i>Key Achievements in 1999/2000</i>	16
2. DEVELOPMENTAL MEDICINE.....	17
3. FAMILY SERVICES	17
a) <i>People Served</i>	17
b) <i>Programs & Services Provided</i>	17
c) <i>Key Achievements in 1999/2000</i>	17
4. OCCUPATIONAL THERAPY	18
a) <i>People Served</i>	18
b) <i>Programs & Services Provided</i>	18
c) <i>Key Achievements in 1999/2000</i>	18
5. PHYSIOTHERAPY	18
a) <i>People Served</i>	18
b) <i>Programs & Services Provided</i>	18
c) <i>Key Achievements in 1999/2000</i>	19
6. PRESCHOOL PROGRAM/SUPPORTED CHILD CARE PROGRAM.....	19
a) <i>People Served</i>	19
b) <i>Programs & Services Provided</i>	19
c) <i>Key Achievements in 1999/2000</i>	20
7. PSYCHOLOGY	20
a) <i>People Served</i>	20
b) <i>Programs & Services Provided</i>	20



c) Key Achievements in 1999/2000	20
8. RECREATION SERVICES	21
a) People Served	21
b) Programs & Services Provided	21
c) Key Achievements in 1999/2000	22
9. RESIDENTIAL SERVICES.....	22
a) People Served	22
b) Programs & Services Provided	22
c) Key Achievements in 1999/2000	23
10. ACCOUNTING, ADMINISTRATION & FINANCIAL DEVELOPMENT	23
11. DONOR LISTING	23
PLATINUM LEVEL DONORS \$25,000 +	23
GOLD LEVEL DONORS \$10,000 +	23
SILVER LEVEL DONORS \$5,000 +	23
BRONZE LEVEL DONORS \$2,500 +	24
MERIT AWARD DONORS \$1,000 +	24
DONATIONS IN KIND.....	24
EQUIPMENT.....	24
IN MEMORY	24
SPECIAL THANKS TO THE FOLLOWING ORGANIZATIONS FOR THEIR GENEROUS SUPPORT	24
LOOKOUT PRESCHOOL RENOVATION.....	25
PARADE OF LIGHTS	25



II. INTRODUCTION:

The purpose of this Annual Report is to provide members of the association, funders, donors and the public with an account of the Lower Fraser Valley Cerebral Palsy Association’s performance for the period from April 1, 1999 to March 31, 2000.

As the Broadbent Report points out, “voluntary organizations are self-governing agencies which hold a public trust related to a particular mission and they generally use donated funds to accomplish this mission. As a result, these organizations are responsible for what they choose to do and how well they do it. This means they are, at minimum, accountable for:

- Establishing an appropriate mission and/or policy priorities and ensuring their relevance;
- Sound management of funds received from donors and governments and of expenditures;
- Effective organizational governance (including structures and processes for managing human resources); and
- The outcomes, quality and range of their programs and services.”¹

Given the above accountabilities, this report is organized accordingly.

1. AGENCY OVERVIEW:

GOLD LEVEL DONORS \$10,000 +

- Canada Safeway – Fleetwood
- Injury Management Solutions (formerly PRISM)
- National Bank of Canada
- North Surrey Lions Club
- Portrait Homes
- Royal Canadian Legion
- Whalley Branch #229
Royal Canadian Legion
Ladies Auxiliary to Pacific Command

The Lower Fraser Valley Cerebral Palsy Association is a non-profit, charitable organization governed by a volunteer Board of Directors. It operates within an annual budget in the range of \$4.5M - \$5M and provides its services through approximately 125 professional health sector staff operating from 5 sites: South Fraser Child Development Centre, Lookout Preschool and three adult service group homes: Bear Creek Villa, Guildford Glen & Newton Place.

Lookout Preschool is part of our Preschool and Supported Child Care Department. Lookout Preschool serves children from 30 months to 6 years of age in North Delta, including children with disabilities.

Bear Creek Villa, Guildford Glen and Newton Place provide residential services to adults with disabilities. Our residential services

group is dedicated to enabling adults with disabilities to live in their community as dignified and valued citizens.

South Fraser Child Development Centre is our primary and largest site. It is a regional children’s neurological facility offering therapeutic services to children with disabilities and support to families residing throughout the South Fraser Region in Surrey, Delta, Langley and White Rock. The Centre serves children from birth to 19 years of age with a variety of neurological, orthopaedic, development and learning difficulties including cerebral palsy, spina bifida, muscular dystrophy, down syndrome, autism, attention deficit hyperactivity disorder, brain injuries & infections, seizure disorders and other developmental disabilities.

¹ Ed Broadbent, Panel on Accountability and Governance in the Voluntary Sector, Final Report, “Building on Strength: Improving Governance and Accountability in Canada’s Voluntary Sector” (February 1999), p. 17



South Fraser Child Development Centre:

- *is the only facility in the South Fraser region providing comprehensive services for children with special needs and their families with family services, medical assessments, communication therapy, occupational therapy, physiotherapy, psychology services, preschools, supported child care, recreation therapy*
- has an equipment team providing full evaluation for seating, mobility, home care equipment, environmental and home design, complemented by an extensive equipment and toy loan program
- has specialists in assistive technology for communication to prescribe and adapt state of the art computer and communication technology for children of pre-school age and to help caregivers include those children who use assistive technology in community programs.
- has staff across a wide variety of service areas trained in adult education who provide parent classes and training programs for early childhood educators
- has an “eating skills team” of specialists who work with children who are physically disabled and have eating difficulties
- provides on-site casting and splinting services
- provides on-site equipment manufacturing and adaptation
- has recreation therapy with an indoor hydrotherapy pool with a water temperature of 92 degrees

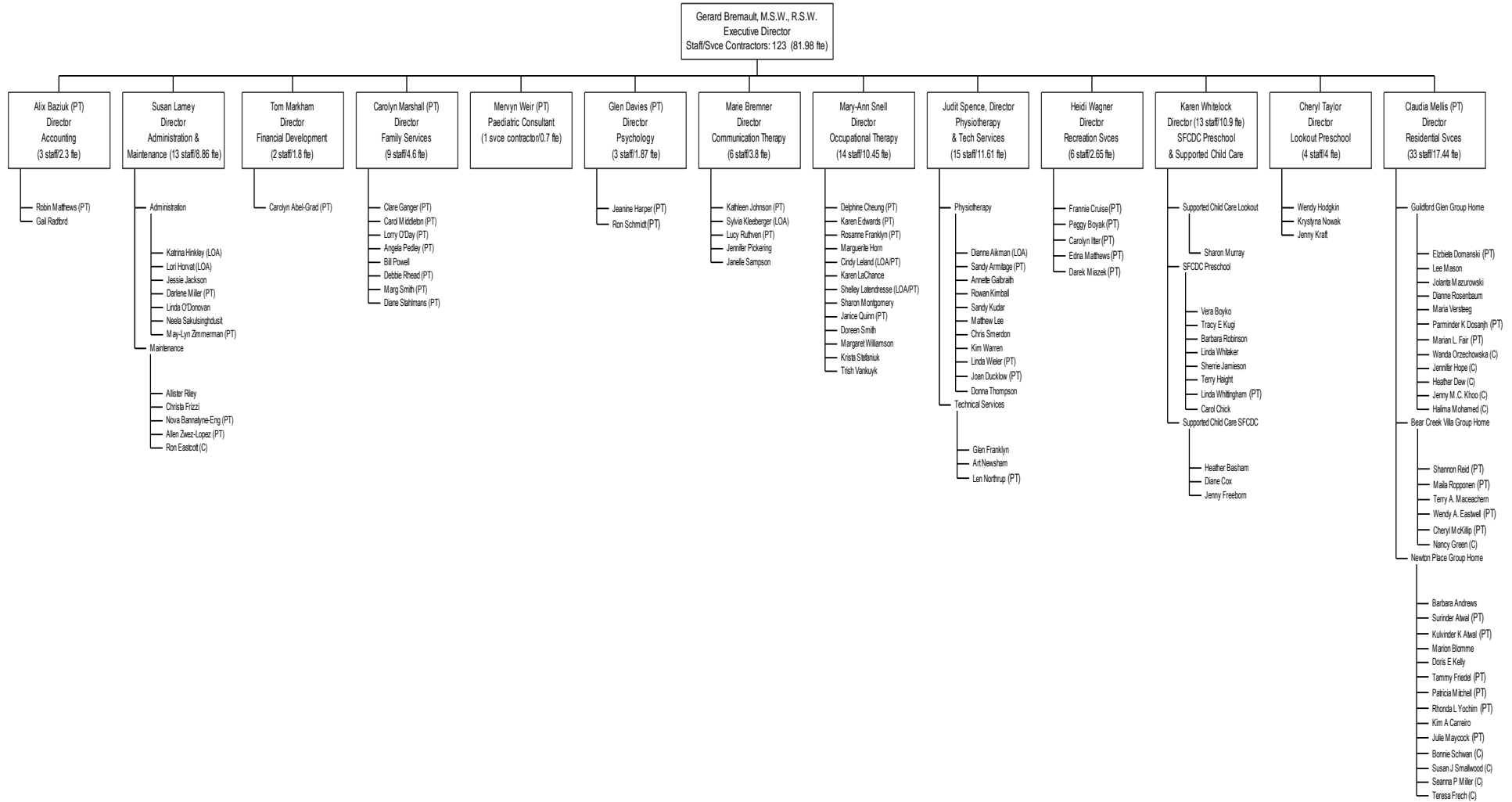
**SILVER LEVEL
DONORS \$5,000 +**

- Delta Cedar Products
- Delta Credit Union
- Independent Order of Foresters
- Royal Bank of Canada
- Staff of South Fraser Child Development Centre
- Surrey-Guildford Rotary Club
- Surrey Metro Savings Credit Union
- Surrey Place Mall
- Tilbury Cement
- West Coast Amusements
- Westminster Savings Credit Union

Lower Fraser Valley Cerebral Palsy Association staff include psychologists, occupational therapists, speech-language pathologists, physiotherapists, social workers, early childhood educators, supported child care consultants, recreation specialists and technicians, and residential care workers.



Lower Fraser Valley Cerebral Palsy Association Staff Organizational Chart (As of November 1999)





2. OUR HISTORY:

BRONZE LEVEL DONORS **\$2,500 +**

- Barbara Murray
- North Delta Dogwood Lions
- Pythian Cerebral Palsy Committee
- Doris Skelton
- Surrey Rotary Club
- TD Bank & Trust
- Voices of India – New Westminster Secondary School
- Ministry of Human Resources

The Association was formed in 1953, and the membership consisted of parents. The Association had members from Cloverdale, Ladner and White Rock. The first president, Norm Sherritt, was active on the board for almost 40 years. The Association became a registered society in 1954 and a charter member of New Westminster United Good Neighbour Organization, the forerunner of the United Way.

The Association purchased a second-hand nine-passenger vehicle to transport children, at no charge, to the nearest clinic which was in Vancouver. The Association's first employee was the driver, a retired RCMP officer from White Rock. The Association also underwrote treatment fees. Additional financial assistance was provided by the Easter Seals campaigns in Langley, Surrey, and Delta.

In 1961, Surrey Memorial Hospital allowed the Association to use some of its land on which to place a building. The Van Zor Grotto Club constructed a 24 foot by 60 foot prefabricated building. The first Centre treated children with any crippling condition that required physiotherapy and special education. When Surrey Memorial Hospital needed the land for expansion, the Centre was relocated on three acres of land across the street from the entrance to the BC Forestry Association's Green Timber's Forest reserve.

In 1971 the Association purchased three acres of municipal property at its current location, 9460 - 140th Street, Surrey. Variety Club International and The Vancouver Sun combined to build a new centre and the therapy pool. The Vancouver Sun conducted a campaign which included a preschool, nursery school, occupational and speech therapy departments. These were constructed at the same time as phase one. In January 1974 the building was officially opened and named Variety Treatment Centre for Children - operated by the Lower Fraser Valley Cerebral Palsy Association. In 1976, Variety Club contributed to the construction of the Administration Wing. In 1980, The Vancouver Sun Tiny Tim campaign helped to expand the preschool and therapy pool space.

In 1988, Variety Club funds helped renovate and enlarge the building. The following year, the name of the building changed to the Variety Child Development Centre.

Lookout Preschool, the Association's Delta facility was made possible by the Marpole Richmond Sportsman's Association and the Variety Club.

In 1991, the Centre adopted the philosophy of Family Centered Care, which allows families to guide and direct care provided to their child.

In October 1996, in order to reflect the geographical area that the Centre serves (Delta, Surrey, White Rock and Langley) and to help alleviate confusion over our funding, the Centre changed its name to South Fraser Child Development Centre.

In 1999 the Centre expanded its mandate in relation to the diversity of children we provide services to, moving from serving only a neurological impaired population to serving children with any form of disabling condition.



III. MISSION AND POLICY PRIORITIES

During 1999/2000 the LFVCPA undertook an intensive series of consultation and planning sessions first to identify pressing issues and solutions and secondly to establish strategic directions.

1. ISSUES AND SOLUTIONS

During October/November 1999, the Executive Director met with each Department and shop stewards to identify current issues and solutions. The purpose of these sessions was to ensure a solid organizational foundation towards proceeding with the strategic planning described in the next section, "Strategic Client Service Planning".

The issues identified through consultation were in the areas of Mission, Vision, Mandate; Agency Leadership; Board/Staff/Executive Director relations; Financial Health; Funder Relations; Staff Morale; Volunteer Support; English as a Second Language; Intake and Referral; Waitlists; Fees; Telephone System.

The solutions identified through consultation included Strategic Planning Sessions (as described in the next section); the Executive Director providing agency leadership in partnership with the Board of Directors, Management Team, Staff, Unions, Employer Associations, Clients & Families, Funders, Donors, Government and other key stakeholders; open communication and role clarification between all parties; cost reduction and revenue improvement strategies; volunteer coordination; translation support; and the establishment of project teams in relation to Intake and Referral, Waitlists and Fees.

2. STRATEGIC CLIENT SERVICE PLANNING

During December 1999/January 2000, the agency undertook a series of strategic planning sessions with each Department, the Management Team and the Board of Directors. Sessions were coordinated by the Executive Director and facilitated by the Executive Director, Board Members and Management Team members.

a) Summary of Outcomes from Staff Planning Sessions

The staff planning sessions identified strategic directions for individual departments and the agency as a whole. The common strategic directions from these sessions for the agency were presented to the Board of Directors at their January 22, 2000 planning session as follows:

Our Main Client "Areas":

- 1) people with disabilities in South Fraser Health Region (mostly 0 – 19 years of age, but also a small number of adults receiving residential services)
- 2) their families and caregivers
- 3) other service providers such as child care centres, teachers, schools, other professionals



Our Main Goal/Outcome “Areas”:

- 1) Re: people with disabilities in South Fraser Health Region
 - a) *Ability/Skill/Knowledge*: increasing a broad range of personal skills and abilities to overcome, offset or reduce the effect of their disability
 - b) *Physical Well-being*: reducing trauma, stress, pain, deterioration; increasing comfort, strength, mobility, health
 - c) *Emotional Well-being*: reducing trauma, stress, pain, anger, frustration; increasing self-confidence, sense of success, happiness and hope
 - d) *Independence*: reducing helplessness/dependence; increasing ability to function independently
 - e) *Social Acceptance/Integration*: decreasing isolation; increasing peer acceptance, support, normal relations, participation

- 2) Re: their families and caregivers
 - a) *Ability/Skill/Knowledge*: increasing ability to assist and enable child who has a disability
 - b) *Emotional Well-being*: reducing trauma, stress, grief, loss, pain, anger, frustration; helping to cope with the challenges of raising a child with a disability and increase self-confidence, sense of success, happiness and hope
 - c) *Independence*: reducing helplessness; increasing ability to function independently
 - d) *Social Acceptance/Integration*: decreasing isolation; increasing mutual support amongst caregivers who have children with disabilities and support from caregivers who have typical children

- 3) Re: other service providers such as child care centres, teachers, schools, other professionals
 - a) *Ability/Skill/Knowledge*: increasing their ability to assist and enable children in their care who have a disability
 - b) *Social Acceptance/Integration*: increasing social acceptance/integration within these individual sites and the broader community through strategic partnerships & teamwork; creating advocates on behalf of children with disabilities

b) Summary of Outcomes from Board Planning Session

On January 22, 2000, the Board of Directors held a strategic planning session facilitated by Brian Moist, Vice President and Gerard Bremault, Executive Director. The Board identified Agency Outcomes, Mission and Action steps for implementation as follows:

- *Agency Outcomes*
 1. To be a refuge of support and resources; less institutional
 2. To provide quality and breadth of services
 3. To be viable, robust and visible
 4. To provide Family Centred Care
 5. To implement a Form of Measurement
 6. To be a “leader” in the field in BC
 7. To be financially self-sufficient
 8. To Emphasize/reflect diversity

- *Agency Mission*

The following two options were developed by two working groups:

- The leader in quality family centred support services for special needs persons
- The leader in providing services and support in a caring environment for people with special needs and their families

- *Action Steps*

With respect to the above Agency Outcomes, the Board directed the Executive Director to implement the following actions:



- a) implement a tracking system to measure what we're doing now; keep it simple, implement it quickly, keep it transparent and visible to all
- b) develop and implement service standards that will give the agency "a greater sense of welcome, accessibility; for the centre to become less "institutional" and more of a "haven" (family centred care)
- c) ensure financial viability
- d) implement a focus group with families/parents to get feedback about what they need from the centre (e.g. hours of operation? Evenings? Weekends? Summer? Holidays?)
- e) revitalize parent advisory committee

By February 2000, a new tracking system was in place and the Board had received the first of ongoing monthly reports with key client service information and a customer service specialist had volunteered to provide free training and assist with standards. While Parent consultation and revitalization of the Parent Advisory Committee remain to be accomplished, by March 2000 it was apparent that the staff and volunteers of the agency had engineered a remarkable financial turnaround.

IV. MANAGEMENT OF FUNDS

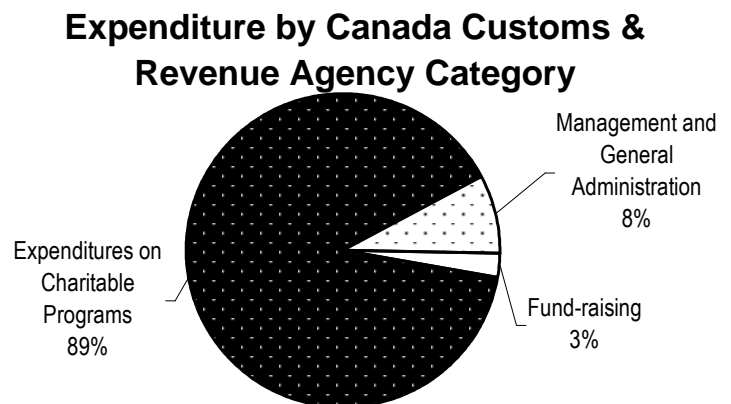
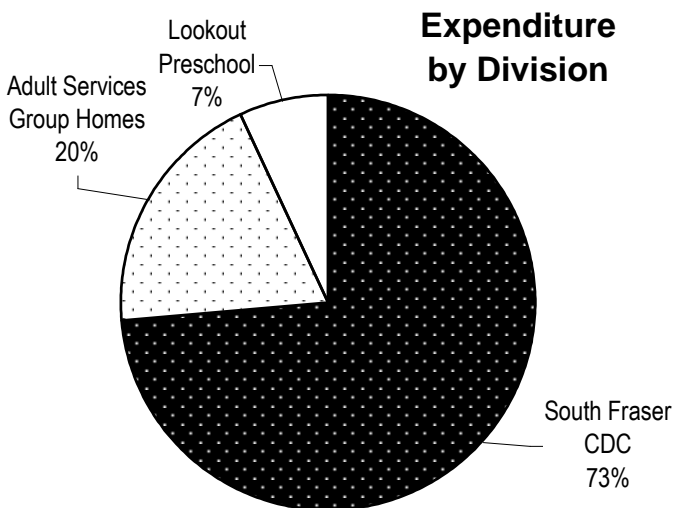
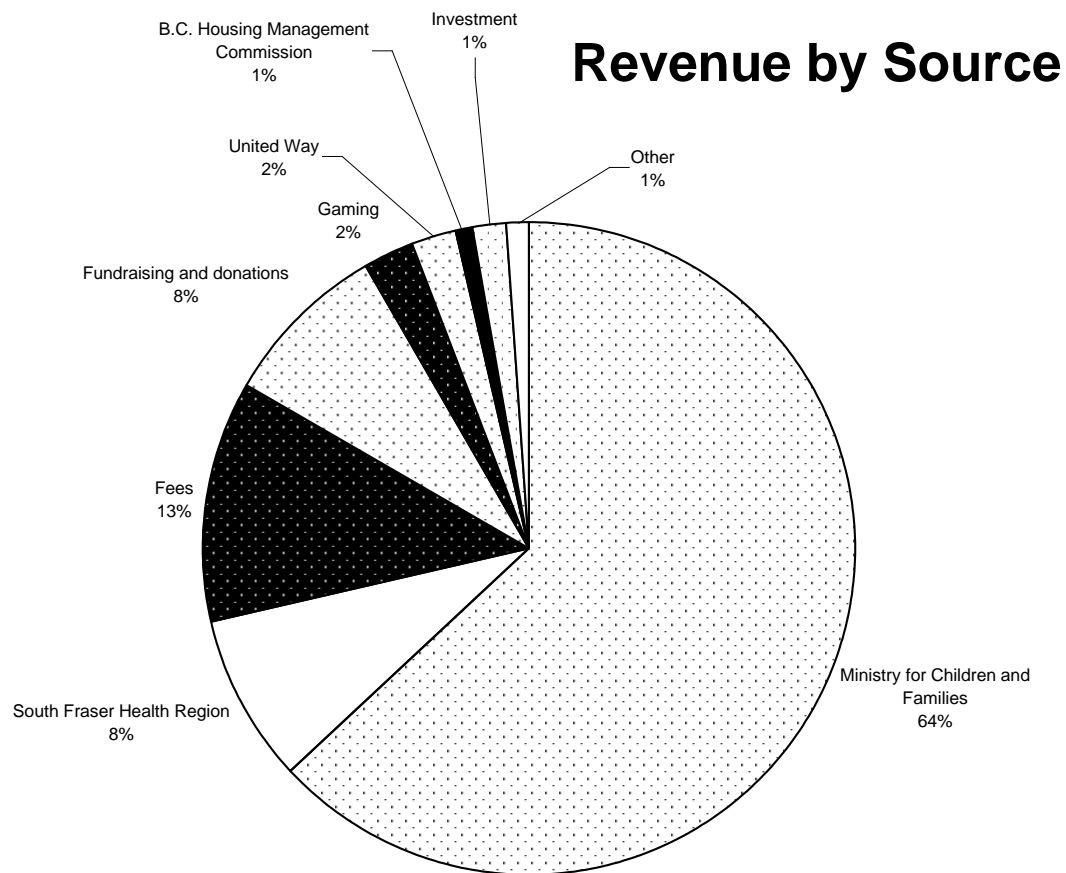
a) Key Achievements in 1999/2000

- Produced a \$332,075 Excess of Revenues Over Expenses for 1999/2000.
- Offset the prior year Deficit in Unrestricted Net Assets of \$379,858 at March 31, 1999 to within \$51,138 of eliminating this deficit.
- Increased Lower Fraser Valley Cerebral Palsy Association (LFVCPA) revenue by 5% (\$4,862,070 in 99/00 vs \$4,638,092 in 98/99)
- Decreased LFVCPA expenditure by 6% (\$4,529,995 in 99/00 vs \$4,826,731 in 98/99)
- Increased revenue through SFCDC Fundraising and Donations by 24% (\$404,273 in 99/00 vs \$325,378 in 98/99).
- Increased revenue through SFCDC Fees & Lookout Preschool Fees & Donations by 14% due primarily to increased registrations at the Preschools (\$586,828 in 99/00 vs \$515,154 in 98/99)

b) Audited Financial Statements (March 31, 2000)

Attached please find the following summary statements, "Auditor's Report to the Directors" and "Lower Fraser Valley Cerebral Palsy Association, Statement of Financial Position, March 31". To obtain a copy of the Audited Financial Statements in full, please contact Gerard Bremault, Executive Director.

c) Figures – Revenue by Source & Expenditure by Type





V. ORGANIZATIONAL GOVERNANCE

1. KEY BODIES COMPRISING THE AGENCY'S ORGANIZATIONAL GOVERNANCE STRUCTURE

Key bodies comprising the agency's organizational governance structure in 1999 – 2000 were as follows:

a) Board of Directors

Membership:

Ken McBain, President & Chairperson
Brian Moist, Vice President
Larry Plume, Treasurer
Marilyn Watts, Past President
Roy Foster, Member
Barb Harteveeld, Secretary
David Morris, Fundraising Chairperson
Paul Mosher, Member
Dawn Proudlove, Member
Jenny Taylor, Member
Shaley Boese, Member (resigned in 1999/2000)
Patti Carmichael, Member (resigned in 1999/2000)

(Staff Support: Gerard Bremault, Executive Director; Susan Lamey, Office Manager)

b) Executive Committee

Membership:

Ken McBain, President & Chairperson
Brian Moist, Vice President
Larry Plume, Treasurer
Marilyn Watts, Past President

(Staff Support: Gerard Bremault, Executive Director)

c) Finance Committee

Membership:

Larry Plume, Treasurer & Chairperson
Ken McBain, President
Dawn Proudlove, Member
Paul Mosher, Member

(Staff Support: Alix Baziuk, Director of Accounting; Gerard Bremault, Executive Director)



d) Fundraising Cabinet

Membership:

David Morris, Fundraising Chairperson
Gerry Anderson, Community Sector
MaryAnne Connor-Simpson, Communications
Roy Foster, Service Clubs
Lyle Griffith, Corporate Sector
Joe Hall, Financial Sector

(Staff Support: Tom Markham, Director of Financial Development; Carolyn Abel-Grad, Fundraising Coordinator; Gerard Bremault, Executive Director)

e) Management Team

Membership:

Gerard Bremault, Executive Director & Chairperson
Alix Baziuk, Director of Accounting
Marie Bremner, Director of Communication Therapy
Glen Davies, Director of Psychology
Susan Lamey, Office Manager
Tom Markham, Director of Financial Development
Carolyn Marshall, Director of Family Services
Claudia Mellis, Director of Residential Services
Mary-Ann Snell, Director of Occupational Therapy
Judit Spence, Director of Physiotherapy
Heidi Wagner, Director of Recreation Services
Karen Whitelock, Director of Preschools

2. HUMAN RESOURCES MANAGEMENT STRUCTURES

Significant human resources management changes during the year related to organizational governance included the following:

- *Preschools:* Reorganized the management of the Centre Preschool & Lookout Preschool such that Lookout Preschool and Delta Supported Child Care were placed under the Manager – Lookout Preschool (Cheryl Taylor) and this position reported to the Director of Preschools (Karen Whitelock). Previously, both Preschools had formally operated separately resulting in a moderate to high degree of isolation between them. The new management arrangement has encouraged greater integration between the preschools, decreased isolation and increased sharing of resources to benefit children and parents.
- *Residential Services:* Developed new management model to enhance service delivery to residents by providing for supervisors on all morning and afternoon shifts. Previously, only partial shift coverage was available.



3. KEY ISSUES AFFECTING ORGANIZATIONAL GOVERNANCE

In addition to the above mentioned “Issues and Solutions” planning and “Strategic Client Services Planning”, the agency committed to agency wide accreditation of all programs and services by an external accreditation council recognized by the Province of British Columbia. The accreditation project commences from the 2000/2001 financial year and will affect essentially all aspects of organizational governance and operations. The aim of the process is *continuous improvement* of programs and services to children and families.

VI. PROGRAMS AND SERVICES

1. COMMUNICATION THERAPY

a) People Served

Communication Therapy served 104 clients during the month of March, 2000 (including 92 children and 12 parents) and a similar number of clients in each of the preceding months. We actually served our clients many more times than that (each client received 1 – 8 service meetings/episodes per month and each service meeting/episode ranged from 30 minutes to 1 hour). Our clients received direct and indirect services (e.g report writing, customized planning of therapy sessions, preparation of materials and communication devices). We also provided training or support to family members or caregivers during these service meetings/episodes. Our services were delivered approximately 50% of the time at SFCDC and 50% of the time at our client's home or pre-school.

b) Programs & Services Provided

- Assessment of children’s communication skills
- Courses for parents to learn skills for helping their child, including the Hanen Parent Program
- Individual therapy sessions
- Individual sessions to teach parents, baby-sitters, siblings, etc. how to help their child develop communication
- Group sessions for parent and their children, including the Songs & Rhymes Program
- Information on learning and using sign language with children
- Information on learning and using alternative communication methods with children, such as picture-boards or speech-output devices
- Eating skills consultation to parents
- Parent library (books, videos, brochures).
- Communication Equipment Loan

c) Key Achievements in 1999/2000

- Responded effectively to an increase of 30% over the previous year in the number of referrals to Communication Therapy by increasing early contact with parents and providing them with skill development to assist their children while awaiting therapy sessions.
- Developed and evaluated the Songs and Rhymes Program run jointly by a speech-language pathologist and Infant Development Consultant – a group of parents and their young children meet once a week for 8 weeks to learn how to interact with their children and build communication skills through songs and rhymes. Parent comments: “Since this program began we have a ‘new’ girl who is social and learning language and communication skills”; “It sure benefits my child”.
- Developed staff knowledge in areas such as autism, disability issues for teens and young adults, genetic counselling and new equipment for augmentative communication resulting in enhanced treatment strategies for children and families.



- Produced customized picture cards and games for speech therapy activities for children to match their learning targets. This was made possible by a parent who organized a successful fund-raising event to purchase the required software. Thanks, Julie Bruce!
- Developed the department's resources for visual strategies – a technique that pairs pictures with spoken words. Two wonderful volunteers carried out the painstaking work of preparing the resources.

2. DEVELOPMENTAL MEDICINE

The developmental pediatrician sees children and youth 0 to 19 years of age who are clients of the Centre. This service includes medical examinations and assessments, prescriptions for equipment referrals, consultation and follow up to parents and staff, and referrals to other service providers. The developmental pediatrician plays a key collaborative role in the Centre's Eating Skills Team.

3. FAMILY SERVICES

a) People Served

Family Services served 277 clients during the month of March, 2000 (including 127 families, an additional 88 parents and an additional 62 children) and a similar number of clients in each of the preceding months. Each client received 1 – 10 service meetings/episodes per month and each service meeting/episode ranged from 30 minutes to 2 hours.

b) Programs & Services Provided

- Parenting Skills (behaviour management; aggression in young children; childhood fear; household coordination; recreation, play & leisure counselling; activities of daily living – eating, sleeping, dressing, toilet training, hygiene, etc.)
- Specialized counselling or intensive support (for family members of children with special needs – child, parent, family)
- Parent/Caregiver Support Groups (for Mothers, Indo-Canadian Mothers, Fathers, Grandparents, Parents/Caregivers of Teens Approaching Adulthood)
- Qualified childminding (while attending South Fraser Child Development Centre services)
- Advocacy (helping families navigate the maze of services for families)
- Family Resources (resource & education information, e.g. housing, respite; workshops relevant to parenting a child with special needs; parent library; family links; family fundraising information guide, e.g. equipment, renovations)
- Summer Respite Program (registration each May)

c) Key Achievements in 1999/2000

- Continued supporting families through professional family support, counseling, advocacy and parent education programs on an individual basis. Referrals increased again this year as the support and resources available for families continues to decrease throughout the community.
- Facilitated parent support and connections through the running of three support groups for mothers and fathers of children with a range of disabilities from the region. (35 participants)
- Continued to offer a South Asian mothers support group at the Centre, co-facilitated by Centre staff and staff from the Surrey Delta Immigrant Services Society in Surrey. Discussion, education and support takes place in both English and Punjabi.
- Provided families with information and resources through lobby table displays, bulletin boards, seminars, and workshop/training sessions (as requested by parents through the MPOC survey carried out by the Parent Advisory Committee).



- In partnership with SFCDC Preschool, increased awareness and provided education and assistance to staff for dealing appropriately and promptly with the issue of child abuse.
- Offered the childminding program for client parents again this year which provides specialized childminding while parents attend Centre appointments.
- Continued to work towards improving accessibility to our services. Family Services chairs and participates in the Promoting and Honoring Diversity (Ph.D.) Committee at SFCDC. This committee (in its second year) includes parents and staff who bring awareness, education and practical solutions to the Centre about issues of diversity.

4. OCCUPATIONAL THERAPY

a) People Served

Occupational Therapy served 260 children with disabilities during the month of March, 2000 and a similar number of clients in each of the preceding months. Each child received 1 – 8 service meetings/episodes per month and each service meeting/episode ranged from 30 minutes to 1 hour). Our clients received direct and indirect services (e.g report writing, preparation of materials, orthotics, devices). We also provided training or support to family members or caregivers during these service meetings/episodes. Our services were delivered approximately 50% of the time at SFCDC and 50% of the time at our client's home or school.

b) Programs & Services Provided

- Early Intervention Program (services for children from birth to school entry)
- School-Aged Therapy Program (services for children who have entered public schools in Surrey, Delta and Langley)
- Specialty Teams: Equipment Team, Eating Skills Team, Casting and Splinting Team, Assistive Technology
- Services: Assessments, Home Programs, Consultation, Individual therapy blocks, Group therapy blocks, Provision of resources, Education and workshops, Partnerships program, Transitions planning

c) Key Achievements in 1999/2000

- Successfully managed increased waitlist and caseload numbers following the opening of the centre's mandate through the first full year of implementation of the OT Department re-organizational strategy.
- Continued to meet the occupational therapy needs of children and families served by the centre within the financial constrictions of the past year in support of the financial well-being of the centre as a whole.
- Established the Occupational Therapy Interview room - a private space for parent interviews and discussions - with donated furniture and other items.
- Made additions to the children's computer, largely through the generous donations from the Slide-a-Thon event.

5. PHYSIOTHERAPY

a) People Served

Physiotherapy served 271 children with disabilities during the month of March, 2000 and a similar number of clients in each of the preceding months. Each child received 1 – 8 service meetings/episodes per month and each service meeting/episode ranged from 30 minutes to 1 hour). Our clients received direct and indirect services (e.g report writing, preparation of materials, orthotics, devices). We also provided training or support to family members or caregivers during these service meetings/episodes. Our services were delivered approximately 50% of the time at SFCDC and 50% of the time at our client's home or school.

b) Programs & Services Provided

- Early Intervention Program (physical therapies for children from birth to nineteen years old)



- In-School Support Program (consultation services to children who attend public schools in the Surrey, Delta, Langley school districts)
- Acute Post Surgery Program (increased frequency of physical therapy, to school-aged children, to maintain and maximize benefits of surgery)
- Specialty Programs: Equipment Team; Casting and Splinting Team; Therapeutic Groups – strength training, fitness and endurance, play group, adapted dance, adapted aquatics; hippotherapy
- Services: developmental assessment, consultation to families and other care providers, individual therapy, developmental groups, workshops and seminars, equipment selection, orthopedic clinics, referral to other services, transition planning, individualized therapy plans

c) Key Achievements in 1999/2000

- Continued success of all group programs offered by the Physiotherapy department to maximize opportunities and experiences for children and manage caseload and waitlist. Increased integration of our groups into community facilities.
- Completion of the South Fraser Health Region Innovation Grant, “Health and Competence through Sport” project. The BC Wheelchair Basketball Association has recognized the need, picked up the program and will maintain it for the benefit of youth in the South Fraser region.
- Successful regionalization of the casting/splinting service to serve families from other agencies in the South Fraser region.
- Initiatives in education: Rowan Kimball as a member of the Equipment Team presented at two major conferences as well as three workshops within BC. The Physiotherapy department maintained strong ties to UBC, Westcoast college of Health Care and Okanagan University College, hosting a total of 37 UBC students for two 1 day clinical education sessions and 4 individuals, including an out of province student, for four to six week clinical practica.
- Established a collaborative relationship with Drs. D. Reid and S Harris at UBC School of Rehabilitation Science, Physiotherapy Division for the standardization of outcome measures for Fitness group. The potential now exists for a further research collaboration with regard to that group.
- Selected to take on the editorship of the Newsletter of the Pediatric Division of the Canadian Physiotherapy Association for three years.

6. PRESCHOOL PROGRAM/SUPPORTED CHILD CARE PROGRAM

a) People Served

Our Centre Preschool in Surrey served 31 children with disabilities and 75 children without disabilities during the month of March, 2000. Our Lookout Preschool in Delta served 15 children with disabilities and 91 children without disabilities in the same period. Supported Child Care staff served 78 children with disabilities and supported 145 Child Care Service Providers during that time. We served similar numbers of clients in each of the preceding months.

b) Programs & Services Provided

- Preschool Program (integrated community based preschool programs that are inclusive of all children and serve children from 30 months to 5 years of age in the Surrey, White Rock, and Delta areas).
- Supported Child Care (for children 0 – 12 years of age who need extra supports or may be at risk due to delays or difficulties in social skills, speech and language, motor skills, cognitive/intellectual skills or require support due to a visual impairment, hearing impairment or physical challenges):

Services:

- Consultation to families and childcare providers
- Observations, assessments
- Visits to the child care facility to provide support and/or monitor progress
- Referrals to other services
- Access to specialized equipment



- Training for childcare staff
- Individual program design
- In some cases, additional staffing for children who require extra support while attending a child care setting

c) Key Achievements in 1999/2000

- Maintained high quality delivery of integrated community based preschool programs serving the Surrey, White Rock, and Delta areas.
- Maintained high quality delivery of Supported Child Care community based programs providing support to children, families and caregivers in the Surrey, White Rock and Delta areas.
- Provided educational practicum placement, through the Centre Preschool in Surrey and the Lookout Preschool in Delta, for students from our local university colleges in basic Early Childhood Education and post basic special needs. Provided placements for high school students for career preparation.
- Partnered with the local community and provincial committees in hosting educational seminars. Developed future plans for our communities and region through these partnerships.

7. PSYCHOLOGY

a) People Served

Psychology served 77 children with disabilities during the month of March, 2000 and a similar number of clients in each of the preceding months. Each child received 1 – 8 service meetings/episodes per month and each service meeting/episode ranged from 30 minutes to 1 hour. We also provided training or support to family members or caregivers during these service meetings/episodes. Our services were delivered approximately 50% of the time at SFCDC and 50% of the time at our client's home or school.

b) Programs & Services Provided

Psychologists at South Fraser Child Development Centre provide the following services to children and youth with special needs, and their families:

- assessment of cognitive, developmental, emotional, social and behavioural functioning
- counselling and therapy to the child or youth, parent or family including designing and implementing behaviour management programs
- consultation to families as well as the other professionals involved in the child or youth's care.

As well, this program provides two specific services for caregivers and parents:

- Community Outreach Program (for caregivers with clients 0 to 13 years of age who have serious mental health problems and one or more other challenges. A wide range of needs are addressed in this program. Families receiving this service must reside in Surrey/White Rock. The program provides case consultation, program consultation and inservice to community programs, preschools and daycare providers).
- Parent Outreach Program (for parents of children and youth 0 to 13 years of age who are multi-handicapped, including having a mental health need and behavioural challenges. Families receiving this service must reside in Surrey/White Rock. It is a home-based outreach program that emphasizes the development of behaviour management skills for families and other caregivers).

c) Key Achievements in 1999/2000

- Provided timely, professional psychology services to a large number of families within the challenge of very limited staff resources and generally increasing demand for services

- Provided small group sessions to parents in the evenings around children of similar ages and problems to partially address increasing demand for services
- Provided general education workshops (e.g. regarding behaviour plans)
- Provided Program Development Consultation for child care staff
- Consulted to child care centres on individual case situations
- Collaborated extensively with supported child care consultants, teacher, community speech language pathologists and pediatricians regarding topics ranging from service delivery model options to Individual Education Plan preparation.
- Conducted an assessment pilot project wherein supported child care consultants were trained to conduct an initial clinical interview with parents.
- Continued to participate as an active member of the eating skills team.
- Provided psycho-educational assessments for educational placement planning for children with special needs entering Kindergarten.

8. RECREATION SERVICES

a) People Served

Recreation Services served 114 children with disabilities and 58 adults with disabilities during the month of March, 2000 and a similar number of clients in each of the preceding months. Each client received 1 – 12 service meetings/episodes per month and each service meeting/episode ranged from 30 minutes to 75 minutes.

b) Programs & Services Provided

- Adapted Aquatics (1 to 1): (Individual weekly adapted aquatic sessions booked for 3-4 months at a time to work on therapeutic recreational, physiological, psychological and/or social goals.)
- Aqua Percept: (A combination gym and swim program for children with learning delays, gross motor delays and/or ADHD or children with developmental co-ordination disorder - a joint project with the Learning Disabilities Association- Surrey Chapter)
- School Swim Program: (for special needs students in the Surrey and Langley school districts)
- Community Drop-In: (open to anyone in the community who requires warm water and/or our level of accessibility two mornings per week. Typically used by adults with physical disabilities)
- Adult Aquafitness: (an adapted aquafitness program offered three times per week on a drop-in basis for individuals who have hip/knee replacements, osteoarthritis, osteoporosis, rheumatoid arthritis, severe back injuries, stroke and/or heart programs and require the benefit of the warm water - must receive a recommendation from their physiotherapist for the program)
- Parent and Tot: (for young SFCDC clients and their parents who would like an introduction to adapted aquatics. Staff provide suggestions for handling, independent movement and floatation aids and help parents in designing a program specific to their child)
- Swim Team: (An introduction to competitive swimming for clients with physical disabilities who have learned to swim through our adapted aquatics program - October to July in preparation for the BC Games for Athletes with a Disability.)
- Wheelchair Basketball Program: (Introduction to wheelchair basketball for juniors.)
- Physiotherapy & Recreation Pool Groups: (for Centre parents and caregivers to learn how to best work with their child in the water. Sessions are 4 weeks long and offered in the evenings – joint program with Physiotherapy Department.)
- Family Swim: (A time for Centre client families to use the pool on their own.)
- Track & Field: (for clients aged 10 and up. Runs each spring in preparation for the BC Games for Athletes with a Disability.)



c) Key Achievements in 1999/2000

- Three members of our boccia team qualified and competed at the 1999 Canadian Boccia Championships. This was quite an accomplishment for all three youths after many hard years of work and dedication to the sport.
- Thirty athletes from the Centre's boccia, swim and track & field teams competed in the BC Games for Athletes with a Disability in North Vancouver in July of 1999. Athletes brought home many gold and silver medals and lots of best performances.
- Received a South Fraser Health Region New Initiatives Grant to run a sports program for children in wheelchairs. This was a joint program run through the physiotherapy department and recreation services. Program ran from April 1999 to June 2000.
- Initiated a joint program between the physiotherapy dept and recreation services to help educate parents and families on integrating aquatics into therapy programs for their special needs child.

9. RESIDENTIAL SERVICES

a) People Served

Residential Services served 11 adults with disabilities during the month of March, 2000 and a similar number of residents in each of the preceding months. (Residential capacity is for 12 adults – one vacancy arose during the year.)

b) Programs & Services Provided

- Newton Place (24 hour; 7 days): high needs clients; 4 clients are served; multiple professionals involved with each client including public trustee, social workers, psychologists, nurses, O.T., P.T., podiatrists, dentists, physicians, dietitians (intensive case coordination)
- Guildford Glen (24 hour, 7 days): semi-independent clients: 3 clients served; moderate to high support for personal care/independent living
- Bear Creek (16 hours/day, M-F; 24 hours/day, Sat, Sun.): semi-independent clients; 4 clients served; low to moderate support provided for independent living
- total spaces available are 12; an emphasis is placed on client directed service to the highest degree possible
- programs and services range from minimal to intensive personal care and program planning (health, vocation, recreation, financial, social)



c) Key Achievements in 1999/2000

- Delivered programs & services to residents while managing the following challenges:
 - Guildford Glen and Bear Creek Villa (S.F. Health Region)
 - Ministry review of the two homes to identify current issues and future plans.
 - Newton Place (Ministry of Child and Family)
 - Staffing challenges included staff injury-W.C.B claim, staff illness and hospitalization.
 - Resident health care concerns and issues increasing as residents age, resulting in increased medical support required to the home and residents.
- A resident, at Guilford Glen home moved out, to live independently with individualized funding and support in September 1999
- Updated and revised Policy and Procedures manual to ensure the health and safety of all the residents.
- Developed new management model to enhance service delivery to residents.
- Addressed identified need for increased communication access for residents, staff, Ministry and Licensing through purchase of a fax machine and cordless phone

10. ACCOUNTING, ADMINISTRATION & FINANCIAL DEVELOPMENT

The Accounting, Administration and Financial Development Departments played key roles in supporting the delivery of services to children and families during 1999/2000, in particular, through their coordinating efforts to reduce agency operating expenditures and increase revenues. In addition, they delivered essential corporate services ranging from managing client records and financial records to supporting the Board of Directors and its committees.

11. DONOR LISTING

PLATINUM LEVEL DONORS \$25,000 +

Ministry for Children and Families
Canadian Cable Television Association
United Way of the Lower Mainland
B.C. Housing Management Commission

South Fraser Health Region
Fraser Valley Credit Union
Z95.3

GOLD LEVEL DONORS \$10,000 +

Canada Safeway – Fleetwood
Injury Management Solutions
(formerly PRISM)

National Bank of Canada
North Surrey Lions Club
Portrait Homes

SILVER LEVEL DONORS \$5,000 +

Delta Cedar Products

Delta Credit Union



Independent Order of Foresters
Staff of South Fraser Child
Development Centre
Surrey Place Mall
West Coast Amusements

Royal Bank of Canada
Surrey-Guildford Rotary Club
Surrey Metro Savings Credit Union
Tilbury Cement
Westminster Savings Credit Union

BRONZE LEVEL DONORS \$2,500 +

Barbara Murray
Pythian Cerebral Palsy Committee
Surrey Rotary Club
Voices of India – New Westminster
Secondary School

North Delta Dogwood Lions
Doris Skelton
TD Bank & Trust
Ministry of Human Resources

MERIT AWARD DONORS \$1,000 +

Bank of Montreal
Cloverdale Elks Lodge #335
Denny's
Gruppo Folchloristico
Marpole Richmond Sportsman Assoc.
Royal Canadian Legion
Tsawwassen Branch #289
White Rock Lioness Club
White Rock-Peace Arch Rotary Club

Centre for Christian Philosophy
Delta Cable Communications
Fraserway RV Centre Ltd.
Ladner Rotary Club
Richmond Savings Foundation
United Civic Savings
West Coast Reduction
White Rock-Peace Arch Monarch Lions

DONATIONS IN KIND

General Paint
Grisza & Barbara Laufman

Suraiya Khan
Video Pro Productions

EQUIPMENT

Canadian Airlines International
Employee's Charitable Donation
Foundation

Chris Spencer Foundation
CKNW Orphans' Fund
Syd Vernon Fund
Surrey Foundation

IN MEMORY

Irene Frederickson Memorial Fund

SPECIAL THANKS TO THE FOLLOWING ORGANIZATIONS FOR THEIR GENEROUS SUPPORT

The Brick
hi signs Manufacturing Ltd.
Mediacom
The Peace Arch News
Tom Lee Music

Global Television Network
The Leader
Minter Gardens
Real Estate Weekly



LOOKOUT PRESCHOOL RENOVATION

Craftsman Homes Ltd.
Greater Vancouver Home Builder's
Renovation Council
RJR Construction Management Ltd.
Sea to Sky Roofing
Triple A Aluminum

Kauri Building Contractors Inc.
Kenorah Construction Ltd.
Miller Projects Inc.
Rodger the Plumber
T.Q. Construction Ltd.

PARADE OF LIGHTS

Speedy Auto & Window Glass
Surrey Metro Savings
B.C. Hot House
City of Surrey
Fleetwood Sausage
Rotary Club of Surrey

Wireless Wave
Alderbrook
Chevron
CKNW/98
Mr. Lube
Surrey Chamber of Commerce



Lower Fraser Valley Cerebral Palsy Association
9460 - 140th Street
Surrey, B.C. V3V 5Z4
Phone: 584-1361, Fax: 583-5113

Special Acknowledgements:

Ministry for Children and Families, Government of British Columbia

South Fraser Health Region

A United Way Member Agency

