

Lower Fraser Valley Cerebral Palsy Association



Operators of:

- South Fraser Child Development Centre
(serving all of the South Fraser Region, now through 2 locations in Surrey & Langley)
- Lookout Preschool
(in North Delta)
- Residential Services

48th Annual Report
2000 - 2001



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 2000 to March 2001:

1. **Mission and Policy Priorities:** Further to the Mission and Policy Priorities reported in the 1999/2000 Annual Report, the agency has continued to move forward on key areas identified in the Issues and Solutions Review – of particular significance, Financial Health has been significantly strengthened, and Funder Relations are very strong and positive. For more details please see the section on “Mission and Policy Priorities” in the main body of the report.
2. **Organizational Governance:** While the overall governance mechanisms of the agency remained essentially unchanged with the welcome exception of the arrival of some new faces at the table, there were several associated changes and challenges during the year. These are discussed in further detail in the section on “Organizational Governance” in the report and include:
 - ❖ *Human Resources Management related challenges and achievements:*
 - *Staff growth and recruitment*
 - *Labour relations mechanisms revitalized*
 - *Loss of Loved Ones*
 - *Job Action*
 - *Mother nature’s quakes and floods*
 - ❖ *Beginning steps on the road to accreditation*
 - ❖ *Some infrastructure developments and improvements*
3. **Programs and Services:** This has been a year of many program and service additions and improvements which are detailed in the main body of the report. The list below provides a quick snapshot:
 - ❖ *New and vastly expanded Supported Child Care Program serving over 240 children in Surrey/White Rock across 65 child care centers in addition to existing services in North Delta.*
 - ❖ *New Intake/Referral Service providing children and families with “one-stop shop” access to ALL our services*
 - ❖ *Additional Speech Language Pathology, Occupational Therapy and Physiotherapy*
 - ❖ *New SFCDC Langley site and service*
4. **Management of Funds & Revenue Development:** The agency *eliminated the cumulative deficit from preceding years* and finished the 2000/2001 period with a \$57,601 Excess of Revenues Over Expenses. The agency received significant new support from its primary funder while also benefiting greatly from community fundraising efforts and new fundraising initiatives – see “Management of Funds & Revenue Development” in the main body of the report for more details.

Ken McBain
President
Board of Directors

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



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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, 2000 to March 31, 2001.

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 MISSION STATEMENT:

Our Mission

South Fraser Child Development Centre is making a difference that matters by providing a continuum of programs and services for children and youth with special needs, and their families.

Our Philosophy

The provision of services to children with physical disabilities and their families shall be based on the following beliefs:

- All children with physical disabilities have the right to high quality programs and services, which facilitate their physical, social, emotional, and intellectual development.
- Programs and services should be community-based, readily accessible, and developed to meet the individual needs of the child and youth.
- Effective programs and services focus on the child and youth using a family-centered care approach.
- Programs and services will be provided through a collaborative team effort that includes children and youth, parents and professionals working in an atmosphere of equality and mutual respect.

In the 1999/2000 Annual Report it was reported that 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. The common strategic directions are 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

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



Our Main Client 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

Agency Objectives

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

Ongoing Action Steps

- 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



2. AGENCY OVERVIEW:

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 approximately \$5M and provides its services through approximately 150 professional health sector staff operating from 5 sites: South Fraser Child Development Centre in Surrey and in Langley, Lookout Preschool and two adult service group homes: Bear Creek Villa & Guildford Glen.

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 provide residential services to adults with disabilities.

South Fraser Child Development Centre – Surrey, 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.

South Fraser Child Development Centre – Langley, is our newest site scheduled to open in October 2001 and will extend the above therapies on-site at 5844 Glover Road in Langley.

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

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, residential care workers and a developmental paediatrician.



III. MISSION AND POLICY PRIORITIES

In the 1999/2000 Annual Report it was reported that during October/November 1999, the Executive Director met with each Department and shop stewards to identify current issues and solutions. In addition, the Board of Directors held a planning session and identified agency objectives and actions.

It is fair to say that during 2000/2001 significant progress was made in several of these areas and others remain insufficiently addressed. As for those where significant progress has been made: Board of Directors governance has been enhanced; staff & labour relations are sound; financial health and viability has been significantly strengthened; funder relations are very strong and positive; a quick and simple monthly and subsequently quarterly service delivery tracking system was implemented; a new intake and referral process is in place, therapy fees have been eliminated for 0-6 year olds, a new telephone system is in place and additions have been made to our local area network.

These are key areas of progress, however, interpreter services, waitlists, welcoming service standards, a family focus group and revitalization of the parent advisory committee remain as areas with more work to be done, with only some very small steps taken forward towards making the centre more of a family “haven” including modest improvements to the reception area and revitalization of the parent newsletter with a new edition approaching release. Family Centred Care remains insufficiently revitalized with only modest efforts made through Clinical Services Committee’s discussions of Michael Guralnick’s best practice service models for organizing agency early intervention services in preparation for agency accreditation.

One should not arrive at the conclusion, however, that this has been a year of insufficient Agency outcomes. To the contrary, it has been a year of substantial achievement towards improving and increasing services for children and families in the face of considerable challenges. This is evident in the sections which follow regarding Human Resources Management, Accreditation, Infrastructure Development, New Programs and Services, Financial Management & Revenue Development.

IV. ORGANIZATIONAL GOVERNANCE

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

Key bodies comprising the agency’s organizational governance structure in 2000 – 2001 were as follows:

a) Board of Directors

Membership:

- Ken McBain, President & Chairperson
- Brian Moist, Vice President (resigned in 2000/2001)
- Larry Plume, Treasurer
- Roy Foster, Member
- Barb Hartevelde, Secretary
- David Morris, Fundraising Chairperson
- Dawn Proudlove, Member



Jenny Taylor, Member
James Stewart, Member
Jas Brar, Member
Colleen Kelly, Member

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

b) Executive Committee

Membership:

Ken McBain, President & Chairperson
Brian Moist, Vice President (resigned in 2000/2001)
Larry Plume, Treasurer
Barb Hartevelde, Secretary

(Staff Support: Gerard Bremault, Executive Director)

c) Finance Committee

Membership:

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

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

d) Fundraising Cabinet

Membership:

David Morris, Royal Bank, Fundraising Chairperson
Gerry Anderson/Baron Parker, Parents of the Centre, Community Sector
Roy Foster, Hi-Signs Manufacturing, Service Clubs
Joe Hall, CIBC/Ian Clemens, TD Canada Trust, Financial Sector
David Struthers, Mediacom and Two Cyberguys and a Girl
Linda Hepner, City of Surrey – Community Relations
Karla Pearson, Surrey/Delta Leader – Media Relations
MaryAnne Connor-Simpson, The Connor Group, Media Relations
James Stewart, Hamilton Duncan Armstrong Stewart
Lyle Griffith, The Brick
Shaley Boese, Surrey Place Mall

(Staff Support: Judy Krawchuk, Director of Financial Development; Carolyn Abel-Grad, Financial Development Coordinator; Gerard Bremault, Executive Director)

e) Gala Committee

Membership:

David Morris, Royal Bank, Chairperson
Ian Clemens, TD Canada Trust



Jim Coulter, Surrey/North Delta Leader
Gerry Anderson, Baron and Sandra Parker, Pauline Dooley, Parents of the Centre
Baron Parker, Parent of the Centre
Deborah Gibson, BC Conservation Foundation
Bob Sheridan, Royal Bank
Shawn Saik, Royal Bank
Larry Plume, Thorne-Little
Mary-Jo Johnston, Guildford Town Centre
Bev Poole, Royal Bank
Linda Morris, Royal Bank
Wanda Frisk, CIBC
Henk Veldhuis, Common Exchange
Sherry Lampshire-Hall

(Staff Support: Judy Krawchuk, Director of Financial Development; Carolyn Abel-Grad, Financial Development Coordinator; Gerard Bremault, Executive Director)

f) Management Team

Membership:

Gerard Bremault, Executive Director & Chairperson
Alix Baziuk, Director of Financial Services
Marie Bremner, Director of Communication Therapy
Jeanine Harper, Director of Psychology
Judy Krawchuk, Director of Financial Development
Susan Lamey, Office Manager
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 Supported Child Care and Preschools

2. HUMAN RESOURCES MANAGEMENT

In an agency where approximately 90% of all expenditure is directly in relation to salaries and benefits for staff to provide therapy and supportive services to children with developmental disabilities and their families, Human Resources management is a significant management function. Further to that, the following key accomplishments in this area occurred in 2000/2001:

- We grew from approximately 120 staff to 150 staff
- We recruited for some key senior positions in 2000/2001:

Developmental Paediatrician: Dr. Alison Laswick, formerly of Sunnyhill, joined our agency bringing a wealth of specialized pediatric knowledge and experience to the agency and the community.

Director of Financial Development: Judy Krawchuk joined us from the Heart and Stroke Foundation bringing along extensive private sector experience in sales and marketing.



Director of Psychology: Dr. Jeanine Harper was promoted to this position from her role as a Psychologist with SFCDC, after an extended vacancy due to funding challenges.

- We re-established or initiated some key mechanisms for labour relations within our unionized workplace:

Labour Management Committee: This committee comprised of the chief shop steward, assistant steward(s) and the executive director (with participation from the Health Sciences Association Labour Relations Officer as appropriate) was revived and addresses ongoing labour relations matters pursuant to the applicable collective agreements. This has proved to be a valuable forum for proactively and productively addressing emerging labour relations issues due to changes in our internal or external environment. A key achievement of this committee was to resolve the process for recruitment and appointment of staff for the newly awarded Supported Child Care Program for Surrey/White Rock which brought together staff from another non-profit agency and a private company along with existing SFCDC staff. This required the committee to address complex issues across collective agreements, bargaining units, unionized and non-unionized staff. The committee also carries out the *labour adjustment function* which addresses issues relating to reductions of employment including reduction of hours, layoffs and related matters further to provisions of the applicable collective agreements and the operations of the Health Care Labour Adjustment Agency. A key achievement in this area was to work in a highly professional manner through extremely sensitive matters while also successfully obtaining staff development support through the HLAA process.

Staff Meetings: Monthly staff meetings were initiated at the suggestion of shop stewards as a means for staff to interact directly with the Executive Director as a forum to address questions posed in advance of the meeting by staff and for staff to receive updates from the Executive Director on agency matters. This is becoming an increasingly positive means for enabling consistent communication across all staff on agency matters as the number of agency staff has risen.

- We met and positively managed our way through some difficult challenges:

Loss of Loved Ones: This year brought the tragic loss of members of our “extended family”. Our staff work closely together and bring a deep passion to serving children with disabilities and their families. The untimely death of Tracy Basham deeply affected many people including our staff, volunteers and client families who either knew Tracy directly or through her mother, Heather Basham, a longstanding and highly valued staff member with our Centre. The Board and myself would like to extend our deepest thank you’s to the compassionate and supportive manner in which all staff responded to the circumstances. In particular, we would like to thank Karen Whitelock, Director of Supported Child Care and Preschools for coordinating all of the agency’s actions and liaison with the Basham family on this matter with great sensitivity and respect for all concerned. We would also like to note the gracious generosity of the Children’s Foundation through Jim McLaughlin, Executive Director for finding a way within all their competing and pressing workload priorities to provide the counseling services of Gitanjali Kaluaratchi, Surrey Family Preservation Program and Zdeno Rusnak, Family Counselor to our staff and clients. As much as the assistance itself, we greatly appreciate the generous spirit in which it was offered. Most of all we extend our deepest sympathies to the Basham Family as well as our admiration for their enormous courage in the face of such unfathomable adversity.

Unfortunately this year also saw the passing of Mr. & Mrs. Barr, Mrs. Doris Skelton and Mrs. Coutts - all long-standing supporters and friends of the Centre whose generosity included contributing to the founding of the Centre, building much of its original equipment, volunteering on the Board of Directors, fundraising through the Ladies’ Auxiliary and many generous donations over the years. They cared deeply for the wellbeing of the children we serve and contributed greatly of themselves to support them. Their generosity of spirit is gratefully remembered.

Job Action: While job action was certainly not desirable, it was an unfortunate occurrence during the 2000/2001 fiscal year resulting from factors outside of the scope of the agency’s control. Given this, all members of the



labour management committee, the H.S.A. job action committee and designates, with special mention for the H.S.A. labour relations officer, deserve strong credit for working through a challenging set of job action circumstances in a climate of mutual respect and professional problem solving with a view to minimizing the risk to clients wherever possible while ensuring the rights of unionized staff under the applicable collective agreements.

Mother Nature: In the midst of all of the above, we were presented with some unfortunate experiences in the form of earthquake tremors and a flood. The Seattle earthquake of February 28th, 2001 shook the centre quite literally and served as a disturbing wake up call to the possibilities for a more serious event. As a precaution all children and staff were evacuated and the Centre was closed until a building inspection provided the all clear to safely return. No physical harm was done, but subsequent internal health and safety procedural reviews were also triggered given the paramount objective of ensuring the safety of children, families, staff, volunteers and our many visitors. The more recent flooding due to heavy rainfalls in the spring of 2001 posed a slightly different threat to safety as it affected electrical systems and caused significant site damage. Nonetheless, we've emerged from it having restored the site to a state equivalent to and in some cases better than its original state, including new flooring for the preschool and vastly improved drainage and roofing.

Many thanks to the children and their families and staff for their enormous patience through all of the challenges and disruptions caused by these events.

3. ACCREDITATION

The accreditation project commenced from the 1999/2000 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. Some of the key initial steps made in 2000/2001 were:

- Mavis Holm was engaged as our agency's Accreditation Consultant. Mavis is formerly of Peace Arch Community Services where she oversaw the successful accreditation of PACS under both CARF and COA as the first accredited agency in the province. She is also a CARF Accreditation Reviewer.
- CARF was chosen as our preferred accreditation body on the basis of its fit to our agency's programs and services
- The Medical Rehabilitation standards were chosen as our primary accreditation standards
- The required accreditation manuals for these standards were obtained
- The Accreditation Consultant met with the department heads for each department and commenced the early stages of policy development with each department
- The Accreditation Consultant commenced a review of all SFCDC human resources policies and standards against those required by CARF.
- The Board of Directors scheduled brief but regular sessions at the beginning of each Board meeting for presentations and discussion on the topic of Board Governance.
- SFCDC joined in accreditation resource sharing discussions with Fraser Valley Child Development Centre, The Centre for Ability and Ridge Meadows Child Development Centre.

4. INFRASTRUCTURE DEVELOPMENT

This has also been a year of creating tools and conditions for agency success and that has included many things that may appear somewhat mundane, but are extremely useful for improving our capacity to provide services to children and families. Here are a few of these "tools" that we significantly enhanced or put in place for the first time this year:

- Banking services were enhanced through awarding of consolidated banking services to TD Bank through a tendering process which has reduced costs and improved associated returns.



- Shaw Cable Communications - internet access: This was a very welcome first for our agency made affordable only through the generous donations of Shaw Cable Communications. How did we ever do without external e-mail?
- Website: Hosted through Delta Communications courtesy of John Thomas, this underwent a major revision with continuous support via Two Cyber Guys and a Girl to emerge as the current site providing a new porthole into the Centre.
- New phones: It seemed too much to hope for, but yes, another first was the introduction of voicemail and new telephones as the previous telephone system graciously retired, much appreciated for its many years of service, but equally showing the wear of its more than 15 years.
- New computers: Along with all the above, the increasingly indispensable computer multiplied on our site. We have much room for improved systems access, but a significant improvement in access was achieved during the year with the addition of several new computers expanding access for staff to our existing network.

V. PROGRAMS AND SERVICES

1. NEW AND IMPROVED SERVICES:

- ***New Supported Child Care Program*** - The Surrey/White Rock Supported Child Care Program was initiated from August 2000. The contract for service was awarded by the Ministry for Children and Family Development to SFCDC further to extensive community consultation and an ensuing RFP process. The program has brought together the joint expertise of SFCDC and Kensington Green under the auspice of the SFCDC to provide coordinated, consistently high quality supported child care services to now over 240 children in Surrey/White Rock across 65 child care centres.

The Program provides support to children from birth to 12 years of age who may need extra support or 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. The service provides many supports including consultation to families and child care providers, training for child care staff, individual program design and additional staffing for children who require extra support while attending a child care setting.

Karen Whitelock, Director of Supported Child Care and Preschools along with Patricia (Pat) Mason, Co-coordinator/Educational Consultant, have done an outstanding job of bringing together such a smooth running program within such a short period of time! As if in recognition of this crowning achievement, Pat made all of us proud when she was recently recognized for her “outstanding commitment and caring for the children of our community” with the 2001 *Spotlight on Child Care Award* sponsored by Child Care Options and Referral serving Delta, Surrey and White Rock.

- ***New Intake/Referral Service***– The new referral support team (RST) is a clear and supportive one-stop shop for information about ALL our services and access to them that significantly enhances services to children and families. Many thanks are owed to Carolyn Marshall, Director of Family Services for developing and implementing the new service with the assistance of Karen Whitelock, Director of Supported Child Care and Preschools; Susan Lamey, Office Manager and the dynamic duo of Debbie Rhead and Michel Shilvock who staff the intake team.
- ***Speech Language Pathology, Occupational Therapy and Physiotherapy*** - Through the Ministry for Children and Family Development, these services received staffing increases equivalent to just over 3 *ongoing* full time therapists (plus 2 therapists for 6 months only). We were also provided with one-time funds for training and equipment to enhance services.
- ***New SFCDC Langley site and service*** – Our new site in Langley at suite 103 – 5844 Glover Road will hold its grand opening in October, 2001. The project provides some wonderful outcomes:
 - A bright and new, “tailor-made for therapy” site in Langley providing local access for Langley families.



- Greater access for Langley families to the specialized resources of the South Fraser Child Development Centre in Surrey.
- Consolidation of new and existing SFCDC Speech Language, Occupational Therapy and Physiotherapy services together with “out of region” services previously provided to Langley from Abbotsford – all brought together through SFCDC on-site in Langley
- Co-location and partnering with Options: Services to Communities Society (Services for Special Children Program) and South Fraser Child Development Centre (Langley Speech Language, Occupational Therapy and Physiotherapy) to share space and provide services to the local Langley community – to our knowledge this is one of the first true partnerships between two local non-profit, charitable agencies in our Region!!!!

This project is the happy result of the collaborative and mutually supportive efforts of some key community partners:

- Susan Embacher, Regional Community Living Manager, Ministry for Children and Family Development, South Fraser Region;
- Wayne Doane, Manager of Community Living Services, Ministry for Children and Family Development (Abbotsford)
- Karen McLean, Executive Director, Fraser Valley Child Development Centre (Abbotsford);
- Daniel Anctil, Supervisor of Services for Special Children Program, Options: Services to Communities Society

A very special thanks is owed to Judy Krawchuk, Director of Financial Development, South Fraser Child Development Centre for doing an outstanding job of “taking the ball and running with it” to organize all the details of making the site a reality – from negotiating the lease and coordinating the partners to it, to overseeing all the planning and implementation of extensive site renovations and final fitout of the space.



2. SERVICE STATISTICS:

LOWER FRASER VALLEY CEREBRAL PALSY ASSOCIATION

Service Delivery Statistics

April 1, 2000 to March 31, 2001

1. Direct Client Services

	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Ave
COMMUNICATION THERAPY													
Children with Disabilities	91	93	97	88	55	86	103	96	68	86	97	68	
Parents (Hanan Program & Preschool Session)	2	6	0	0	0	0		0	0	0	0	0	
<i>Subtotal:</i>	93	99	97	88	55	86	103	96	68	86	97	68	
FAMILY SERVICES													
Families (Counselling...)	108	103	95	75	72	95	89	45	40	215	172	144	
Parents (Support Groups...) no support groups in the summer	136	111	53	0	0	84	53	30	55	127	108	125	
Children with Disabilities & Siblings (Childminding) no childminding for summ	62	63	92	0	0	31	35	42	19	22	29	20	
<i>Subtotal:</i>	306	277	240	75	72	210	177	117	114	364	309	289	
OCCUPATIONAL THERAPY													
Children with Disabilities - Early Intervention	112	104	110	76	78	110	121	121	106	119	110	106	
Children with Disabilities - Schools	142	167	147	79	29	149	157	153	129	150	113	129	
Children with Disabilities - Arcus	10	11	10	8	9	8	13	9	8	11	0	8	
Children with Disabilities - Other	n/a	19	21	4	22	19	21	18	19	12	12	19	
<i>Subtotal:</i>	264	282	267	163	116	267	291	283	243	280	235	262	
PHYSIOTHERAPY													
Children with Disabilities - Early Intervention	163	132	129	101	72	98	103	120	92	121	92	92	
Children with Disabilities - Early Intervention OR	44	113	91	102	77	96	89	102	70	110	121	70	
Children with Disabilities - Schools	42	63	46	21	19	64	69	61	42	57	48	42	
Children with Disabilities - Arcus	6	15	14	8	5	12	12	11	14	14	13	14	
(Overlap between client types)	0	0	0	0	0	0	0	0	0	0	0	0	
<i>Subtotal:</i>	255	323	280	232	173	270	273	294	218	302	274	218	
PSYCHOLOGY													
Children with Disabilities	76	84	31	25	16	25	32	27	23	48	53	49	
PRESCHOOLS													
<i>SFCDC</i> Children with Disabilities	32	31	31	0	0	30	30	30	31	32	33	33	
Children without Disabilities	75	75	75	0	0	62	62	60	59	65	66	69	
<i>Lookout</i> Children with Disabilities	15	15	15	0	0	12	12	15	15	17	17	17	
Children without Disabilities	91	90	90	0	0	66	67	67	68	70	70	67	
<i>Subtotal:</i>	213	211	211	0	0	170	171	172	173	184	186	186	
SUPPORTED CHILD CARE													
<i>SFCDC</i> Children with Disabilities	60	60	66	69	67	112	110	110	115	146	151	154	
<i>Lookout</i> Children with Disabilities	31	31	31	0	31	28	28	32	32	30	31	33	
<i>Subtotal:</i>	91	91	97	69	98	140	138	142	147	176	182	187	
RECREATION SERVICES													
Children with Disabilities (0 - 19 yrs)	127	146	104	144	278	147	338	116	110	106	110	107	
Adults with Disabilities (19 yrs +)	50	53	88	0	163	178	198	53	37	57	58	63	
<i>Subtotal:</i>	177	199	192	144	441	325	536	169	147	163	168	170	
RESIDENTIAL SERVICES													
Adults with Disabilities (19 yrs +)	11	11	11	11	11	11	11	11	11	11	11	11	
MEDICAL - this position was vacant from June 00 to March 01													
Initial Consultations	10	8	2	0	0	0	0	0	0	0	0	0	
Follow-up Consultations	4	7	3	0	0	0	0	0	0	0	0	0	
<i>Subtotal:</i>	14	15	5	0	0	0	0	0	0	0	0	0	
TOTAL - DIRECT CLIENT SERVICES*	1,500	1,592	1,431	807	982	1,504	1,732	1,311	1,144	1,614	1,515	1,440	



* Total "clients served" for LFVCPA may be used to determine "average number of clients served per FTE". However, extent of overlap between departments re: "clients served" is unclear.

- Clients Served represents the number of distinct people served regardless of how many times they were served (I.e. 1 Client Served = Bob Jones)
- Clients may receive multiple service meetings/episodes per month (e.g. 1 - 12/mth); each service meeting/episode ranges from 30 minutes to 3 hours
- FTE's represent Full-Time Equivalent staffing levels as budgeted for in the 2000/2001 Budget

Direct Client Services - Notes:

Communication Therapy, Occupational Therapy, Physiotherapy, Psychology:

- for CT, OT, PT clients served = those who have received direct and indirect services (e.g. rept writing, prep of materials, orthotics, devices)
- number of clients served does NOT include family members or caregivers who may have received training or support at the same time
- clients received multiple service meetings/episodes per month (e.g. 1 - 8/mth); each service meeting/episode ranges from 30 minutes to 1 hour
- services are delivered approx. 50% of the time at SFDC and 50% of the time at client's home or school

Psychology

- FTE's changed June 2000

Family Services:

- "Families served" refers to the following programs: Counselling &/or intensive support, Child protection consultation, In-home parent education.
Only the number of families is counted, not the number of individual family members served. Contact includes home visits, meetings, telephone contacts, problem solving and follow-up on behalf of the family
- "Parents served" refers to the following programs: Family Support Groups, Parent resource information/coordination/seminars
- "Children with Disabilities & Siblings served" refers to clients (approx 30%) and siblings (approx 70%) receiving Childminding Services
- clients have received multiple service episodes per month (e.g. 1 - 10/mth depending on the nature of the program)
- each service episode normally ranges from approximately 30 minutes to 2 hours
- clients served includes "new/re-referrals" and "ongoing caseload" and excludes "wait list"

Preschools:

- children attend the preschools from 8 - 20 times per month for 2.5 hours per visit.
- preschools closed for July and August

Supported Child Care:

- children with disabilities have received multiple service episodes per month (1 - 9/mth)
- each service episode with a child normally ranges from 1 - 3 hours, not including travel time
- service providers served includes therapists, community professionals, caregivers, teachers, but does not include Parents
- service episodes with a service provider may be included in the service episode with a child as above; may include telephone support 1 - 20 minutes per call (400+ calls/month) and/or meetings 30 mins to 4 hours (40+ meetings/month)
- PROGRAM CHANGED JULY 2000

Recreation Services:

- number of clients = individuals with disabilities who have used one or more programs in the month.
- number of clients served does NOT include family members, teachers, teaching assistants, volunteers or caregivers who assisted clients
- clients have received multiple service episodes per month (e.g. 1 - 12/mth; average is 3 - 5/mth)
- each service episode normally ranges from 30 minutes to 75 minutes
- services are delivered approx. 90% of the time at SFDC and 10% in other community facilities

Residential Services:

- 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 (20 hours, M-F): 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)

Medical:

- Initial Consultations = providing a complete history, physical and developmental examination, written report, referrals & discussion with parents
 - Follow-up Consultations refers to providing an interim history, physical and developmental examination, written report, discussion with parents
- In addition to these consultations, the following Medical Services were provided:
- Eating Skills Team: meetings with Centre professionals re: specific children - clinical concerns, treatment planning, info exchange (22 in Feb)
 - Provision of medical information: e.g. clinical characteristics of specific conditions, pathophysiology, etiology, prognosis (3 in Feb)
 - Phone consultations - other professionals (2 instances in February)
 - Referral letters, letters of support for benefits (2 instances in February)



3. COMMUNICATION THERAPY

a) People Served

Communication therapy served 97 clients during the month of February 2001 and a similar number of clients in the preceding months. March 2001 saw a temporary drop in service levels due to staff resignations. Service frequency for these clients ranged from 1 to 8 service meetings, episodes per month and each service episode ranged from 30 minutes to two hours. Because “it takes two to talk”, communication therapy services teach skills not only to children but also to their communication partners, usually family members, child care providers and friends. Our services were delivered approximately 50 percent of the time at South Fraser Child Development Centre and 50 percent of the time at our client’s home or preschool.

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 parents and their children, including Songs and 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

South Fraser Child Development Centre worked with the Ministry for Children and Families as well as with other agencies in the region who provide speech and language services in order to achieve by March 2001 an agreement for a substantial increase in speech-language pathology staffing. This increase comes from two initiatives:

- a transfer of therapy services for children residing in Langley from Fraser Valley Child Development Centre in Abbotsford to South Fraser Child Development Centre resulted in an addition to our staff levels of one full time equivalent (FTE) of speech-language pathology time. This coincides with a transfer of approximately 80 clients for speech and language services.
- new provincial funding from the Ministry for Children and Families specifically to address wait lists in the early intervention program resulted in an addition of two full time equivalent (FTE) speech language pathology time, distributed across clients in Delta, Surrey, White Rock and Langley. With these two additions, staffing in the communication therapy department increases from 3.9 FTE in March 2000 to 6.9 FTE in March 2001.

In anticipation of the staff increases work was done to establish new therapy space, including plans for offices with therapy equipment and supplies in Langley.

- Parent education opportunities continued to be offered through Songs and Rhymes program co-taught with an infant development program consultant and through single session presentations for parents.
- Staff of the department worked with Surrey, White Rock, supported child care program to organize and host a six session evening class on Sign Language with Preschoolers. This class was attended by 24 child care providers, parents and other professionals from the community and very capably taught by a new instructor to us Kathy Bromley.
- Developed staff knowledge in areas such as autism, assistive technology for communication and social skills for children with language disorders.



4. DEVELOPMENTAL MEDICINE

The developmental paediatrician sees children and youth 0 to 19 years of age who have been referred by their family physician and or paediatrician and who are clients of the centre. This service includes comprehensive medical and developmental consultation, communication and collaboration with community physicians and other professionals and referrals to other service providers both within and outside the centre. The developmental paediatrician plays a key role in the multi-disciplinary assessment and management of children with a variety of developmental disabilities.

5. FAMILY SERVICES

a) People Served

Family Services served 289 clients during the month of March 2001 and a similar number of clients in each of the preceding months. Each client received 1 - 10 service meetings or contacts per month and each service meeting or contact ranged from 30 minutes to two hours.

b) Programs & Services Provided

- Parenting skills - behaviour management - aggression in young children, childhood fear, household co-ordination, recreation, play and 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
- Facilitation of parent, caregiver support groups for mothers, South Asian mothers, fathers, parents, caregivers of teens approaching adulthood
- Specialized child minding while attending South Fraser Child Development Centre services
- Advocacy - helping families negotiate and work toward solutions to receive the services they require
- Family resources - resource and education information, e.g., housing, respite, workshops relevant to parenting a child with special needs, parent library, family links, family fundraising information guide for equipment or renovations
- Summer respite program assisted by the Human Resources Development Summer Careers grant
- Referral support program - a specialty team designed to provide up front support services to families and community agencies who refer, or are referred for all services at South Fraser Child Development Centre. The referral support program services include information and referral support, referrals to appropriate resources at the centre and in the community, professional social work support to families.

c) Key Achievements

- The implementation of centre's referral support program has occupied a huge amount of time and effort for the family services department. This new support service for client families, community agencies and professionals has been a much needed service for the centre.
- Continued to support families through professional family support, counselling, advocacy and parent education programs on an individual basis. Referrals seem to increase every 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 - 30 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.
- Throughout the year families were provided information and resources though lobby table displays, bulletin boards, specific resources requests and hosted the annual Summer Fair in May which brings together community agencies and parents to plan specialized recreational activities for their children over the summer.



- In partnership with South Fraser Child Development Centre supported child care continued to provide awareness and assistance to staff to deal with the issue of child abuse.
- Offered the child minding program for client parents again this year which provides specialized child minding while parents attend centre appointments.
- Continued to work towards improving accessibility to our services. Family Services chairs and participates in the Promoting and Honouring Diversity (PHD) Committee at the centre. In its third year, this committee held a Celebrate Diversity Week to bring awareness to the centre about issues of diversity.
- The summer respite program once again received a partial grant to provide four post secondary students summer employment by providing respite for client families.

6. OCCUPATIONAL THERAPY

a) People Served

Occupational Therapy served 262 children with disabilities during the month of March 2001 and a similar number of clients in each of the preceding months. Each child received 1 – 8 service meetings or episodes per month and each service meeting or episode ranged from 30 minutes to one 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 percent of the time at the centre and 50 percent 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

- Managed the increased wait list and caseload numbers following the opening of the centre's mandate, however, the wait list numbers steadily increase as the number of referrals have steadily increased.
- 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 upgrades to the children's computers.
- A .5 FTE was added to the early intervention program.
- Chairing of the Pacific Infant and Child Restraint Advisory Committee (PICRAC) sub-committee for children and adults with special needs.
- Initiated and developed services to Langley infant development program and supported child care programs.

7. PHYSIOTHERAPY

a) People Served

Physiotherapy served 218 children with disabilities during the month of March 2001 and a similar number of clients in each of the preceding months. Each child received 1 – 8 service meetings or episodes per month and each service meeting or episode ranged from 30 minutes to one 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 or episodes. Our services were delivered approximately 50 percent of the time at the centre and 50 percent 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, orthopaedic clinics, referral to other services, transition planning, individualized therapy plans

c) Key Achievements

- 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.
- Successful regionalization of the casting, splinting service to serve families from other agencies in the South Fraser region.
- Initiatives in education - maintained strong ties to UBC, Westcoast college of Health Care and Okanagan University College, hosting a total of 37 UBC students for two - one day clinical education sessions and three individuals, including an out of province student, for four to six week clinical practica.
- Continuation of 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.
- Editorship of the Newsletter of the Paediatric Division of the Canadian Physiotherapy Association for three years - two editions now in print.

8. PRESCHOOL PROGRAM

a) People Served

The centre's preschool in Surrey served 102 children, 33 children with disabilities and 69 children without disabilities during the month of March 2001 and a similar number of children in each of the preceding months. Lookout Preschool located in Delta served 84 children, 17 children with disabilities and 67 without disabilities during the month of March 2001 and a similar number of children in each of the preceding months.

b) Programs & Services Provided

- The preschool programs are integrated community based programs serving children from 30 months to five years of age in Surrey, White Rock, and Delta areas.
- Fostering social emotional, intellectual and physical growth of each child by promoting and encouraging awareness and acceptance of each other.
- Partnerships with parents, caregivers and professionals.

c) Key Achievements

- Maintained high quality delivery of integrated community based preschool programs serving 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.

9. PSYCHOLOGY

a) People Served

Psychology served 200 children with disabilities over the past year. Each child received 1 – 8 service meetings or episodes per month and each service meeting or episode ranged from 30 minutes to one hour. We also provided training or support to family members or caregivers during these service meetings or episodes. Our services were delivered approximately 50 percent of the time at the centre and 50 percent of the time at our client's home or school. Despite reduction in funding and staff last September, the department continued to strive to provide timely, quality service to the children, caregivers and other professionals to whom the department consults.

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 in-service 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

- 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 paediatricians 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.



10. RECREATION SERVICES

a) People Served

Recreation Services department served a total of 359 clients during the year - 232 children with disabilities and 127 adults with disabilities. Each client received 1 – 12 service meetings or episodes per month and each service meeting or episode ranged from 30 minutes to 75 minutes. Total number of service episodes or meetings for the year was 5,609.

b) Programs & Services Provided

- Adapted Aquatics - one to one - individual weekly adapted aquatic sessions booked for three to four 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 attention deficit/hyperactivity disorder (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, osteo-arthritis, 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 centre 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.
- Family Swim - a time for Centre client families to use the pool on their own.
- Track and Field - for clients aged 10 and up. Runs each spring in preparation for the BC Games for Athletes with a Disability.
- Pre-teen social recreation program - opportunity for young adolescent clients to meet and make friendship connections and explore recreational activities of their own choosing.

c) Key Achievements

- Thirty athletes from the centre's swim and track and field teams competed in the BC Games for Athletes with a Disability in Langley in July of 2000.
- Implemented a social recreation program for pre-teens and young teens for enhancing social skills and exploring a variety of recreational opportunities.
- Installation of two Wispa ceiling lift and transfer systems that greatly enhance access the hydrotherapy pool and change rooms for clients with significant mobility challenges.

11. RESIDENTIAL SERVICES

a) People Served

Residential Services continued to serve 11 adults with disabilities from April 1, 2000 to March 31, 2001.



b) Programs & Services Provided

- Newton Place group home funded by Ministry for Children and Family Development is the home to four adults with high needs and who require full assistance in all areas of daily living.
- Guildford Glen group home funded through South Fraser Health Region is home to three adults who require physical assistance but manage and direct their care needs. The Guildford home has a vacancy which has not been filled during recent discussions about possible re-location for residents.
- Bear Creek Villa is also funded through South Fraser Health Region and is home for four males. The residents are fully independent requiring support with meals and household management.

c) Key Achievements

The Lower Fraser Valley Cerebral Palsy Association Board of Directors has made a decision to transfer the existing residential programs to other service providers in the region.

The board's direction and decision has been to better focus the operations of the Lower Fraser Valley Cerebral Palsy Association on serving children with developmental disabilities in the South Fraser Region.

The group home programs are currently in request for proposal format within their appropriate ministries with the intention of retention of residents, home and staff remaining the same*. A steering committee has been developed for Guildford Glen and Bear Creek homes to involve residents, family and board members to ensure a smooth transition to the alternate service providers.

(*Late Update: In the case of Newton Place, further to consultations with family members and in cooperation with the Ministry of Children and Family Development - who undertook a formal "Request for Proposals" process - the contract for services was tendered and awarded to ARCUS Community Resources who commenced service provision from September 11, 2001.)

12. SUPPORTED CHILD CARE PROGRAM

a) People Served

The supported child care programs served 154 children in Surrey, White Rock and 33 children in North Delta during the month of March 2001 and a similar number of children in each of the preceding months. Out of the 154 children served 35 children required extra support staff from the program in community child care settings.

b) Programs & Services Provided

Supported child care for children 0 - 12 years of age who need extra supports or may be at risk due to delays in 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:

- determination with parents, child care providers and other appropriate professionals or therapists, of the nature and level of support required by child care settings in order to successfully include children with extra support needs
- individual program design and set up
- general and or specific training for child care providers and other community partners, including aboriginal community partners were appropriate
- support, outreach and consultation to child care providers on issues such as effective strategies for inclusion, responses to challenging behaviours and quality indicators for child care providers
- individual service co-ordination and collaborative planning, including transition planning



- support and assistance for parents in choosing a child care setting
- information about and referrals to other services such as therapy and family support
- additional staffing for child care settings to provide a range of services

c) Key Achievements

- developed and maintained a high quality delivery of supported child care to the community by providing support to children, families and caregivers in the Surrey, White Rock and Delta areas
- partnered with the local community and provincial committees in hosting educational seminars, developed future plans for our communities and region through these partnerships

VI. MANAGEMENT OF FUNDS

a) Key Achievements

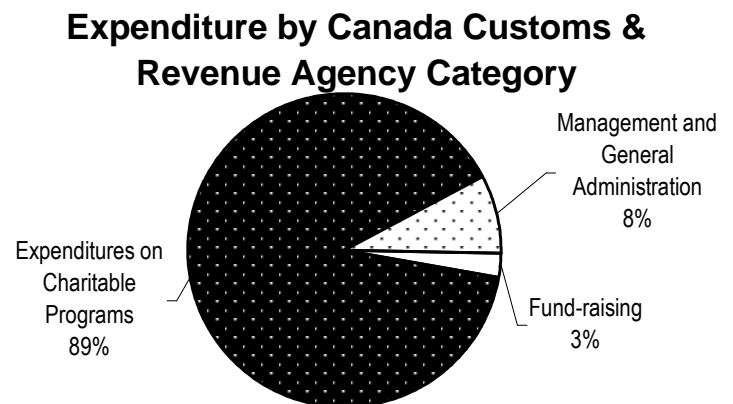
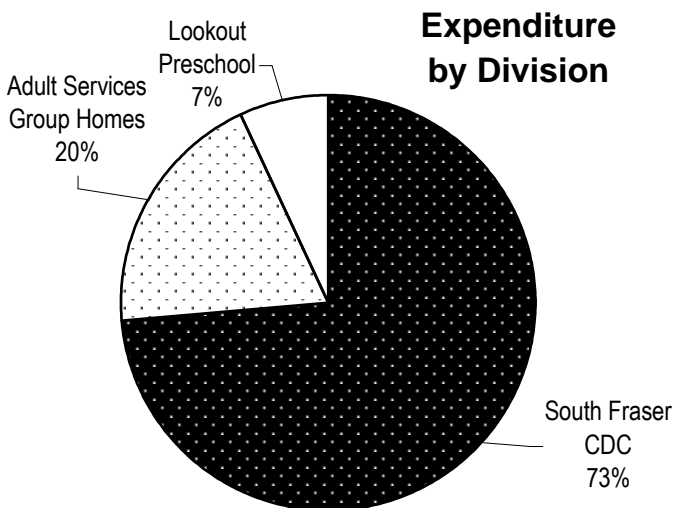
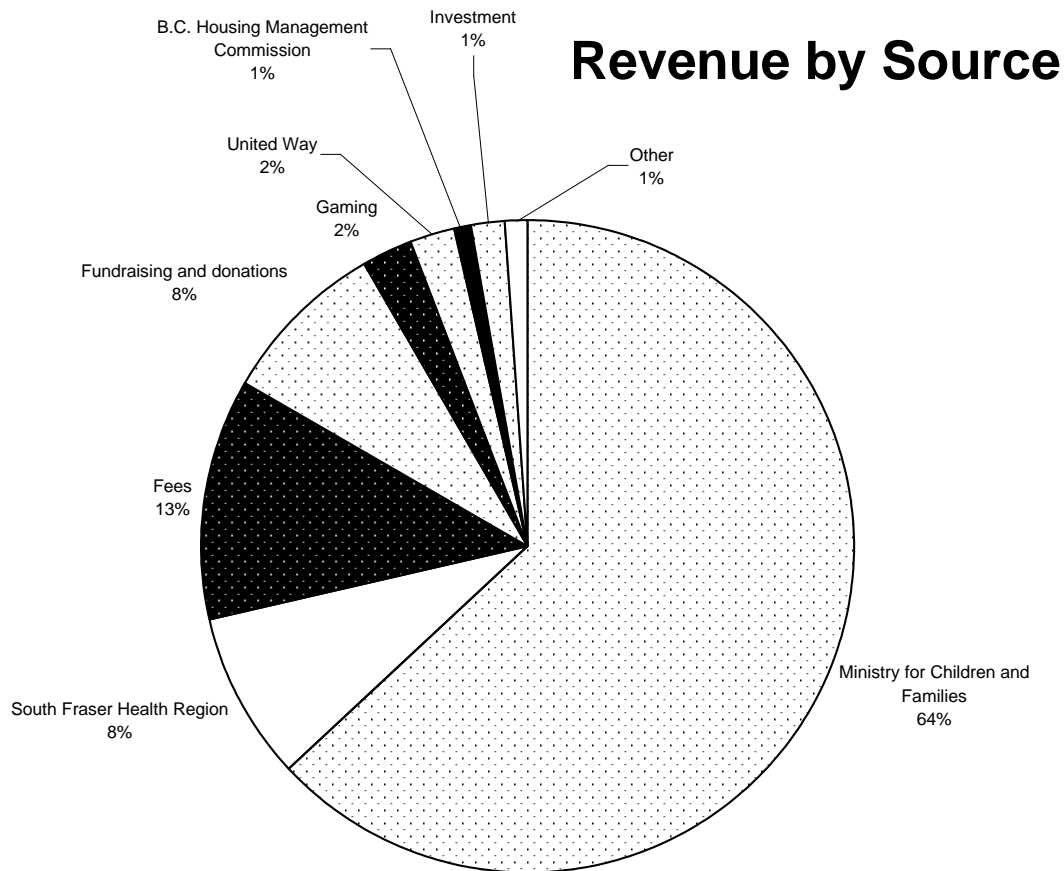
- Produced a \$57,601 Excess of Revenues Over Expenses for 2000/2001.
- Increased Lower Fraser Valley Cerebral Palsy Association (LFVCPA) revenue by 1.5% to \$4,936,542 in addition to last year's 5% increase (\$4,862,070 in 99/00 vs \$4,638,092 in 98/99).

While this represented a modest overall gain in revenue, it was attributable largely to a 7% increase in revenues from the Ministry for Children and Family Development from \$3,064,855 in 2000 to \$3,270,080 in 2001. This increase in revenue though did not translate into as large of a percentage gain in total revenues for the agency because it was offset in part by reduced revenues from Fees, Fundraising & Donations and Gaming.

b) Audited Financial Statements (March 31, 2001)

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 Type²



² Please note that the percentages in these figures have been derived from 1999-2000 data, however, there are no significant percentage variations for the 2000-2001 data. Nonetheless, these figures will be updated for final publication.



13. FINANCIAL SERVICES, ADMINISTRATION & FINANCIAL DEVELOPMENT

The Accounting, Administration and Financial Development Departments played key roles in supporting the delivery of services to children and families 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.

This year has been a year of transition for the financial development activities of the centre with continued evolution to our approach to fundraising. Many thanks are owed to the fundraising Cabinet for supporting significant annual major events and a strategic approach to revenue diversification over the medium to long-term. Our very successful and very first Gala at Northview Golf and Country Club was the first of our new wave of fundraising efforts (The 2001 Gala of Hope is all set for November 3, 2001, again with the generous support of Northview Golf and Country Club!). Particular thanks are owed to Ken McBain, President and Dave Morris - our Gala Chairperson who devoted enormous energy and time to ensuring its success.

Our sincere thanks to the **Surrey Fire Fighters** who continue their history of supporting children in our community with their five year commitment of \$125,000.00 to our Casting & Splinting Program.

One of the key elements of our new approach is to raise our profile in the South Fraser community and we are especially grateful for the generous support of Mediacom & Guildford Town Centre (who together made possible the posters you will see in bus shelters throughout the area), Delta Cable Communications and Shaw Cable through John Thomas (who hosts our website - www.sfcdc.bc and internet services), Two CyberGuys and a Girl (who designed and maintain the website), and the Surrey Delta Leader through Karla Pearson (who has provided wonderful coverage of our events). Thank you all for "taking us public"! Please see the section below regarding "Donor Listing" for a complete listing of all those who have generously provided their support during the past year.

14. DONOR LISTING

DONORS \$25,000 +

Ministry for Children and Families
South Fraser Health Region
Surrey Fire Fighters Charitable Society

United Way of the Lower Mainland
B.C. Housing Management Commission
B.C. Lions Society for Children with Disabilities

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Special thanks to the individuals, businesses and organizations that supported and participated in our first annual auction and gala.



A very special thanks to our wonderful young ambassador - Benjamin Dooley (who graces the front cover!) and his parents, Pauline and Terry along with brother Mattie!

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